



# Public Utilities Commission

**Mike DeWine**, Governor  
**Jenifer French**, Chair

## Commissioners

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

July 21, 2022

Attorney Examiner's Office  
Public Utilities Commission of Ohio  
180 East Broad St.  
Columbus, Ohio 43215

Dear Sir/Madam:

This letter is submitted on behalf of the Staff of the Public Utilities Commission ("Staff") regarding the Staff Report filed in Case No. 22-441-GE-COI. Staff has found a violation that was omitted in its original Staff Report filed on June 10, 2022. The changes to the report are as follows:

- Added page numbers to identify amendments
- Added "as amended on July 21, 2022", to the last paragraph of section "I" on page 1.
- Changed the word "inability" to "refused" and added, "even after Staff legal counsel exchanged emails with RPA," to the second paragraph in "Scope of Investigation" section on page 3
- Added third paragraph to "Scope of Investigation" on page 3.
- Added new violations, #5 and #6 on page 7.

Although Staff has not increased the forfeiture amount as a result of the additional violation, that does not mean that Staff believes that the new violations do not warrant a forfeiture. Staff has simply made the determination that the current forfeiture amount and other sought after relief adequately represents the severity of all the violations. Further, Staff believes that the new violations alone would warrant the assessed forfeiture amount.

Attached please find the amended Staff Report

Sincerely,

Barbara Bossart  
Chief, Reliability and Service Analysis Division  
Service Monitoring and Enforcement Dept.  
Public Utilities Commission of Ohio

## **I. Introduction**

The Public Utilities Commission of Ohio's ("PUCO" or "Commission") Service Monitoring and Enforcement Department ("Staff"), which operates the Commission's Call Center ("Call Center") and the Reliability and Service Analysis Division ("RSAD"), monitors service quality and compliance with Commission rules.

In late February of 2021, Staff reviewed customer contacts from the Commission's call center and became concerned with RPA Energy, Inc., dba Green Choice Energy's ("RPA Energy" or the "Company"), marketing, and enrollment practices. During Staff's investigation into a customer contact to the Call Center, RPA Energy provided a sales call audio recording to Staff. After reviewing the sales call audio recording RPA Energy provided to Staff, Staff suspected that the recording was modified.

In June of 2021, at the request of Staff, RPA Energy suspended marketing.

On October 6, 2021, Staff sent a notice of probable non-compliance ("Notice") to RPA Energy.<sup>1</sup>

Since that time, Staff has continued its investigation and engaged in conversations with RPA Energy for purposes of reaching a settlement on the Notice. However, Staff and RPA Energy have not been able to fully agree on a corrective action plan as identified in the Notice.

On April 18, 2022, Staff issued a letter to the Commission requesting a Commission Ordered Investigation ("COI") case be opened for Staff to continue to investigate the alleged unfair, misleading, deceptive, or unconscionable acts or practices of the Company, as outlined in the letter.<sup>2</sup>

On April 20, 2022, the Commission issued an Entry opening the COI. The Entry directed Staff to proceed with its investigation and established a procedural schedule that set June 10, 2022 as the due date for the Staff Report.<sup>3</sup>

Pursuant to the Commission's Entry,<sup>4</sup> this Staff Report, as amended on July 21, 2022, explains Staff's investigation and findings regarding the Company's compliance with Ohio's laws, rules, and Commission Orders.

## **II. Overview of Companies**

RPA Energy was formed in 2011. In December 2015, the Company was sold to Utility Expense Reduction Energy Services ("UERUS"). Brian Trombino, who is the sole shareholder of UERUS, is the current President and CEO of RPA Energy. RPA Energy is a licensed competitive supplier in Pennsylvania, Illinois, New Jersey, Maryland, Ohio, Delaware, and Washington DC.

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<sup>1</sup> October 6, 2021 Notice of Probable Noncompliance, attached as Exhibit 1.

<sup>2</sup> Staff Letter (April 18, 2022).

<sup>3</sup> Entry (April 27, 2022).

<sup>4</sup> *Id.* at 5.



RPA Energy is currently serving customers, for both electric and natural gas, in Pennsylvania, New Jersey, Illinois, Maryland, and Ohio. RPA Energy<sup>5</sup> has been certified in the state of Ohio as a competitive retail electric service<sup>6</sup> (“CRES”) provider and a competitive retail natural gas service (“CRNGS”)<sup>7</sup> provider since 2016. Therefore, pursuant to R.C. 4928.16 and 4929.24, RPA Energy is subject to the jurisdiction of this Commission. Accordingly, RPA Energy must comply with the Commission’s minimum CRES standards as set forth in Ohio Adm.Code Chapter 4901:1-21 and minimum CRNGS standards set forth in Ohio Adm.Code Chapter 4901:1-29.

### **III. Staff’s Investigation and Analysis**

#### **Background**

In the State of Ohio, two of the means by which the Company solicits customers are door-to-door and telemarketing. Prior to suspending such marketing activities in Ohio, the following vendors were used to market door-to-door on RPA Energy’s behalf: Millennium Brilliant Minds, LLC, US Direct Marketing, North American Venture Capital, LLC, Energy Group Consultants, TBS Marketing, TI Sales Group, and UTO Marketing. Telemarketing activity was conducted on the Company’s behalf by: HA Solutions, AGR, Telestars, South East Energy Consultants, and Strong Marketing (who also completed in-store marketing).

It is important to note that in February of 2019, Staff reached out to RPA Energy related to its telemarketing solicitations.<sup>8</sup> Staff notified the Company that it had received information that Duke Energy’s number was being spoofed during telemarketing calls using a misleading automated message and that the live sales agents were providing misleading and deceptive information. RPA Energy was informed that Staff would monitor this issue.

In February of 2021, Staff suspected that a sales call associated with an enrollment with RPA Energy was modified. Staff was not able to confirm this suspicion with the consumer, so RPA Energy was monitored. On June 4, 2021, the Chief of RSAD, Barbara Bossart, was solicited on her personal cellphone by a sales agent representing RPA Energy. Mrs. Bossart completed the enrollment. The Call Center, through an investigation, requested the sales recording, third-party verification recording, and the contract. After listening to the call recordings, it was clear to Mrs. Bossart that parts of her conversation with the sales agent were not included in the call.<sup>9</sup>

#### **Scope of Investigation**

Staff reviewed the Company’s marketing, sales, enrollment, and contract administration practices from January 1, 2021, to July 20, 2021. During this time, the Call Center received

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<sup>5</sup> See RPA Energy’s certificate cases: Case No. 16-0892-EL-CRS and Case No. 16-0893-GA-CRS. RPA Energy’s CRES certificate expires on November 18, 2022, and its CRNG certificate expires on July 20, 2022.

<sup>6</sup> R.C. 4928.01(A)(4).

<sup>7</sup> R.C. 4929.01(J).

<sup>8</sup> Email sent to [btrombino@rpa-energy.com](mailto:btrombino@rpa-energy.com) from Nedra Ramsey on February 6, 2019

<sup>9</sup> PUCO Consumer Case number 00693651

twenty-five customer contacts<sup>10</sup> relating to RPA Energy's provision of CRES and CRNGS. These contacts were a mix of consumers solicited and/or enrolled via door-to-door solicitation and telemarketing. Staff reviewed these customer contacts and investigations to determine RPA Energy's compliance with the Commission's rules and orders. Staff also sent RPA Energy data requests for additional information related to their solicitation and enrollment practices.<sup>11</sup> Staff reviewed the Company's data request responses for compliance with the Commission's rules and order.<sup>12</sup> The information Staff reviewed in its investigation into RPA Energy's compliance for the period of January 1, 2021 to July 20, 2021 included: consumer statements about door-to-door and telemarketing solicitations, the Company's responses to customer contacts, sales and third-party verification ("TPV") call recordings, sales and TPV scripts, contracts and administration practices, the Company's quality assurance plan, and their responses to specific Staff questions.

To assist Staff in its review of audio recordings submitted by RPA Energy to the Commission in response to customer complaints, Call Center investigations, and data requests, Staff contracted with Owen Forensic Services, LLC. Staff sent several recordings to Owen Forensic Services, LLC for examination and authentication. After examination, Owen Forensic Services, LLC identified several acoustic anomalies in the recordings<sup>13</sup>, but due to RPA Energy's refusal to provide critical information about the recordings, even after Staff legal counsel exchanged emails with RPA, the full evaluation could not be completed.<sup>14</sup>

After opening this case and filing of the Staff Report, Staff again requested information regarding how recordings are stored, exported, and saved to help determine authenticity of the sales call recordings. In addition, Staff again requested the Company provide a sales call that was not provided when requested prior to the Staff Report filing. RPA's Counsel of Record advised, "The company is not obligated to respond to Staff DRs at this stage of the proceeding and, based on my advice, will not be revisiting prior DRs or responses."<sup>15</sup>

## Findings

### Deceptive and Misleading Practices

In addition to Mrs. Bossart's experience with RPA Energy's sales representatives, a review of call center contacts showed a concerning pattern of misleading and deceptive practices by both door-to-door sales agents and telemarketing agents. Staff's findings of deceptive and misleading practices include:

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<sup>10</sup> "Customer contacts" is a term used by Staff to mean all phone calls, emails, and communications submitted via the Commission's website received by the Commission's Call Center. Customer contacts are not necessarily complaints.

<sup>11</sup> Staff data request sent to RPA on June 22, July 19, and Aug 9, 2021.

<sup>12</sup> Email sent to [nedra.ramsey@puco.ohio.gov](mailto:nedra.ramsey@puco.ohio.gov) by Mark Whitt on June 25, 2021.

<sup>13</sup> Owen Forensic Report

<sup>14</sup> Data requests from Staff, RPA Energy was unable or unwilling to provide Staff with the make, model, manual for the software and hardware used to make the recordings.

<sup>15</sup> Email correspondence dated June 17, 2022 and June 21, 2022

- Door-to door agents informed customers that they were with or working on behalf of the local utility company.<sup>16</sup>
- Submitting sales calls that appeared to be altered from their original recording to the PUCO in response to Call Center investigations.<sup>17</sup>
- A consumer provided a video of his and his son's interaction with a door-to-door sales agent that was misleading and deceptive.<sup>18</sup>
- In another consumer complaint, RPA informed staff that the consumer's husband, "James," agreed to the enrollment and provided a TPV and signed contract. The consumer stated that she lives alone, her husband is deceased, and his name was "Donald." She did not know the person on the TPV recording.<sup>19</sup>
- RPA Energy provided a TPV and a signed contract to Staff as a result of a disputed enrollment complaint. The consumer reviewed the contract and listened to the TPV. The consumer executed an affidavit stating that he never signed the contract and the voice on the TPV was clearly not his.<sup>20</sup>
- In sales calls, consumers were encouraged to enroll in RPA Energy's low "competitive variable rate" which would be based on "market conditions" only to be given a rate around \$0.05/kWh for one month with the subsequent rates being over \$0.12/kWh.<sup>21</sup>
- Data Request call 003132135\_937XXXXXX.wav, the sales agent informed a lady who appears to be elderly, that she should have seen a message on her bill regarding price protection on her account. He wanted to lock her into a "great price," "price protection for 12 months" and "\$100 a month in reward dollars." The company wants to be the best program that is the least expensive. In the sales call, the sales agent never provided the customer with a rate. Upon listening to the TPV, the rate the customer was enrolled in was 10.12 cents/kWh for 12 months. The TPV further stated that in 5 business days, she would receive the contract via electronic mail or text message.<sup>22</sup>
- In a sales call related to a consumer complaint, the sales agent appeared to have followed the script approved by RPA Energy; however, the call did not sound like a natural conversation. For instance, the sales agent informs the consumer that the rate will be variable and can change month to month with no guaranteed savings. In addition, the consumer will be charged a \$5.00 monthly fee. The agent asked the consumer, "does that sound good to you" and the consumers response was "yes, it is." Based on the sales call and the TPV, the consumer appeared to have agreed to a contract that was variable, with no mention of a rate, and without asking a single question. The responses were only "yes" or a form of agreement.<sup>23</sup>
- Contracts that were sent to customers as a result of telephonic enrollment show a customer's initials on the document. In response to Staff's data request, the Company

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<sup>16</sup> PUCO Case Nos. 00679073 and 00682929

<sup>17</sup> See Call Center Case No. 00693651.

<sup>18</sup> PUCO Case No. 00693258

<sup>19</sup> PUCO Case No. 00672275

<sup>20</sup> PUCO Case No. 00696256

<sup>21</sup> Sales calls provided by RPA Energy in DR

<sup>22</sup> Sent to [nedra.ramsey@puco.ohio.gov](mailto:nedra.ramsey@puco.ohio.gov) by Valerie Cahill on August 11, 2021.

<sup>23</sup> PUCO Case No. 00660823

stated “Upon successful completion of a TPV, the vendor’s system automatically initials a copy of the contract with the customer’s initials. The initials verify that the customer consents to the contract terms disclosed in the sales call and TPV. The presence of the initials is not intended to convey that the customers initialed the contract.” Staff finds that this is a misleading and deceptive practice. RPA Energy provided Staff with contracts with the customers initials, when in fact the customer did not initial the contract. Nothing in the sales or TPV calls or in the contracts indicates that the initials on the contract are not actually the customer’s initials.

- In another consumer contact, the customer stated that a door-to-door sales agent came to his door and misrepresented himself as being endorsed by the PUCO. The customer gave the sales agent his information before he realized the agent was really soliciting. The customer contacted the Call Center because, while he did not sign a contract with the sales agent, he was concerned that the sales agent obtained enough of the customer’s information to enroll the customer without his consent. <sup>24</sup>

### **Third-Party Verifications**

After review of numerous TPV recordings for both door-to-door and telephonic solicitations, Staff identified several issues with RPA Energy’s TPVs. In at least one door-to-door enrollment case, the sales agent appeared to have remained at the premise for part of, if not all, the verification process.<sup>25</sup> Additionally, RPA Energy’s TPV recordings are not fully compliant with the Ohio Administrative Code (“Ohio Adm.Code”). This is evident in both the TPV scripts RPA Energy provided to Staff<sup>26</sup> as well as the TPV recordings Staff reviewed. For example, in the recordings, the Company informs the consumers that a contract will be emailed or texted to them within five business days and most recordings do not disclose the \$5.00 monthly fee, as required under Ohio Adm.Code 4901:1-21-06 and 4901:1-29-06. Neither the TPV recordings nor the script discloses the factors which impact the monthly variable rate, as required under Ohio Adm.Code 4901:1-21-06 and 4901:1-29-06.

### **Managerial Capability**

CRES and CRNGS are required to meet managerial, technical and financial capabilities to be certified by the Commission. In reviewing RPA performance since its most recent renewal of its certificate (July 20, 2020), Staff has some concerns about its managerial capability. The Commission’s June 17, 2020 entry allowing CRES and CRNGS marketers to resume door-to-door marketing in case number 20-591-AU-ORD, required all CRES and CRNGS, including RPA Energy, to report, in writing, to the Director of SMED of its times, dates, duration, and locations where it intends to engage in door-to-door solicitation at least 48 hours prior to beginning such solicitation. RPA Energy commenced its door-to-door solicitation campaign in violation of this order. When asked about compliance with this order in a data request, the company informed

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<sup>24</sup> PUCO Case No. 00672405

<sup>25</sup> PUCO Case No. 00682929

<sup>26</sup> Sent to [nedra.ramsey@puco.ohio.gov](mailto:nedra.ramsey@puco.ohio.gov) by Mark Whitt on July 27, 2021, 11:32 EST attachment Confidential Attachment 6A

Staff that it had “forwarded the June 17, 2020, Order to its vendors on June 18, 2020, with instructions to comply with the Commission’s directives.”<sup>27</sup>

In addition, Staff requested the sales scripts RPA Energy’s vendors are required to use when soliciting consumers and how RPA Energy monitors its sales agents for compliance.<sup>28</sup> Staff compared the telemarketing sales script to the sales call recordings provided by the company. The script informs customers that they would be enrolled in a competitive variable rate based on market conditions, but Staff found no evidence of market conditions that would justify one month of a rate near \$0.05/kWh and all subsequent months billed above \$0.12/kWh.<sup>29</sup> In some sales calls, which resulted in enrollments, agents did not follow the required script RPA Energy provided. In the Company’s compliance plan, it states that “each sale submitted for enrollment meets compliance standards.”<sup>30</sup> Staff is concerned that with this compliance plan and scorecard document, several sales calls and TPVs passed the quality assurance process and resulted in consumers being enrolled. Examples of these concerns are: PUCO Case numbers 00672275, 00682929, and 00660823; data request calls 008132373\_513XXXXXXX.wav, 614XXXXXXX\_20210602125206\_Sale\_12XXXXXXX\_751940, and 513XXXXXXX\_SalesCall.

RPA Energy filed a waiver request with the Commission in Case Number 21-0157-GE-WVR. The application requested a waiver of certain provisions of Ohio Adm.Code 4901:1-21-06 and 4901:1-29-06. In part, the waiver seeks to send consumers the terms and conditions via email or text message when enrollment occurs via door-to-door solicitation. As of the date of this report, the Commission has not granted the waiver. However, during the investigation, Staff found that RPA Energy is sending contracts via text message to consumers. Additionally, based on data reviewed by Staff, on many occasions, RPA Energy did not send the written contract to the customers within the timeline required in the rules.

Finally, RPA Energy’s inability to provide original, unaltered records to support RPA Energy’s enrollments brings into question not only RPA Energy’s integrity and managerial capabilities, but the authenticity of all of RPA Energy’s enrollments.

These misleading and deceptive sales practices as well as not following Commission rules and orders appear to be a systematic issue under management oversight and possible direction. These issues are not related to one rogue agent or one vendor. Staff believes these issues are companywide as a result of how the Company is managed.

#### **IV. Findings of Violations**

As a result of the Staff Investigation, Staff recommends that the Commission find that the following violations of the Ohio Revised Code (R.C.), Ohio Administrative Code (Ohio Adm. Code), and violation of a Commission Order occurred.

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<sup>27</sup> RPA Energy DR response No. 8 and DR Confidential Attachment 8

<sup>28</sup> Email sent to [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com) on June 22, 2021 by Nedra Ramsey

<sup>29</sup> RPA DR Confidential Attachment 6C

<sup>30</sup> RPA DR Confidential Attachment 3B

1. R.C. 4905.54, which states that “[e]very public utility or railroad and every officer of a public utility or railroad shall comply with every order, direction, and requirement of the public utilities commission made under authority of this chapter and Chapters 4901., 4903., 4907., and 4909. of the Revised Code, so long as they remain in force. Except as otherwise specifically provided in section 4905.95 of the Revised Code, the public utilities commission may assess a forfeiture of not more than ten thousand dollars for each violation or failure against a public utility or railroad that violates a provision of those chapters or that after due notice fails to comply with an order, direction, or requirement of the commission that was officially promulgated. Each day's continuance of the violation or failure is a separate offense. All forfeitures collected under this section shall be credited to the general revenue fund.”
2. Ohio Adm.Code 4901:1-21-03(A) “Competitive retail electric service (CRES) providers shall not engage in unfair, misleading, deceptive or unconscionable acts or practices related to, without limitation the following activities: (1) Marketing, solicitation, or sale of a CRES. (2) Administration of contracts for CRES. (3) Provision of CRES, including interactions with consumers.”
3. Ohio Adm.Code 4901:1-29-03(A) “A retail natural gas supplier [“CRNGS”] or governmental aggregator shall not engage in unfair, misleading, deceptive, or unconscionable acts of practices related to, without limitation, the following activities: (1) Marketing, solicitation, or sale of a competitive retail natural gas service. (2) Administration of contracts for such service. (3) Provision of such service, including interactions with customers.”
4. Ohio Adm.Code 4901:1-21-03(C) “CRES providers shall not change or authorize the changing of a customer’s supplier of retail electric service without the customer’s prior consent, as provided for under rule 4901:1-21-06 of the Administrative Code.”
5. Ohio Adm.Code 4901:21-04(A) “Each competitive retail electric service provider shall establish and maintain records and data sufficient to : (1) Verify its compliance with the requirements of any applicable commission rules. (2) Support any investigation of customer complaints.”
6. Ohio Adm.Code 4901:1-29-04(A) “Each natural gas company (for records retention related to competitive retail natural gas services), each retail natural gas supplier and each governmental aggregator shall establish and maintain records and data sufficient to: (1) Verify its compliance with the requirements of any applicable commission rules. (2) Support any investigation of customer complaints.”
7. Ohio Adm.Code 4901:1-29-03(D) “A retail natural gas supplier or governmental aggregator shall not change or authorize the changing of a customer's supplier of

competitive retail natural gas service without the customer's prior consent, as provided for under rule 4901:1-29-06 of the Administrative Code.”

8. Ohio Adm.Code 4901:1-21-05(C) “No CRES provider may engage in marketing, solicitation, or sales acts, or practices which are unfair, misleading, deceptive, or unconscionable in the marketing, solicitation, or sale of a CRES.”
9. Ohio Adm. Code 4901:1-29-05(D) “No retail natural gas supplier or governmental aggregator may engage in marketing, solicitation, sales acts, or practices which are unfair, misleading, deceptive, or unconscionable in the marketing, solicitation, or sale of a competitive retail natural gas service.”
10. Ohio Adm.Code 4901:1-29-05(D) “Such unfair, misleading, deceptive, or unconscionable acts or practices include, but are not limited to, the following: (2) Failing to comply with paragraph (A) of this rule when soliciting a sale of competitive retail natural gas service and failing to disclose all terms, conditions, and limitations, including but not limited to contract length, prices, fees and termination fees, or penalties, and any discretionary charges.
11. Ohio Adm.Code 4901:1-29-05(D) “Such unfair, misleading, deceptive, or unconscionable acts or practices include, but are not limited to, the following: (5) Engaging in any solicitation that leads the customer to believe that the retail natural gas supplier or governmental aggregator or its agent is soliciting on behalf of or is an agent of any entity other than the competitive retail natural gas supplier or governmental aggregator.
12. Ohio Adm.Code 4901:1-29-05(D) “Such unfair, misleading, deceptive, or unconscionable acts or practices include, but are not limited to, the following: (8) Advertising or marketing offers that: (a) Claim that a specific price advantage, savings, or guarantee exists if it does not. \* \* \* (d) Offer a variable price per Ccf or Mcf, whichever is consistent with the incumbent natural gas company’s billing format, for competitive retail natural gas service without disclosing all recurring and nonrecurring charges.”
13. Ohio Adm.Code 4901:1-21-05(C) “Such unfair, misleading, deceptive, or unconscionable acts or practices include, but are not limited to, the following: (10) Engaging in any solicitation that will lead the customer to believe that the CRES provider is soliciting on behalf of or is an agent of any entity other than the CRES provider.”
14. Ohio Adm.Code 4901:1-21-06(D)(1)(d) requires that, for door-to-door enrollments, “Immediately upon obtaining the customer's signature, CRES providers shall provide the applicant a legible copy of the signed contract.”
15. Ohio Adm. Code 4901:1-29-06(D)(4) requires that, for door-to-door enrollments, “Immediately upon obtaining the customer's signature, a retail natural gas supplier and governmental aggregator shall provide the applicant a legible copy of the signed contract,

unless the retail natural gas supplier or governmental aggregator has already provided the customer with a separate, complete copy of the terms and conditions for the customer's records and the retail natural gas supplier or governmental aggregator has complied with paragraph (C) of rule 4901:1- 29-10 of the Administrative Code."

16. Ohio Adm.Code 4901:1-21-06(D)(2)(b)(i) requires that, for telephonic enrollments, within one business day of the enrollment CRES providers must "send the customer a written contract that details the terms and conditions summarized in the telephone call and the generation resource mix and environmental characteristics information pursuant to rule 4901:1-21-09 of the Administrative Code. Such contract shall in no way alter the terms and conditions to which the customer agreed in the telephone call."
17. Ohio Adm.Code 4901:1-29-06(E)(2)(a) requires that, for telephonic enrollments, within one business day of the enrollment CRNGS providers must "send the customer a written contract that details the terms and conditions summarized in the telephone call pursuant to rule 4901:1-29- 11 of the Administrative Code. Such contract shall in no way alter the terms and conditions to which the customer agreed in the telephone call."
18. Ohio Adm.Code 4901:1-21-06(D)(1)(h)(ii) The independent third-party verifier must confirm with the customer that the sales agent has left the property of the customer. The sales agent is not to return before, during, or after the TPV process.
19. Ohio Adm.Code 4901:1-29-06(D)(6)(b)(ii) the independent third-party verifier must confirm with the customer that the representative of the retail natural gas supplier or governmental aggregator has left the property of the customer. The representative of the retail natural gas supplier or governmental aggregator is not to return before, during, or after the independent third-party verification process.
20. Ohio Adm.Code 4901:1-21-06(D)(2)(a), which contains the minimum requirements for TPVs for telephonic enrollments, including the requirement that TPVs include a "A verbal statement and the customer's acknowledgement that the provider will, within one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call."
21. Ohio Adm.Code 4901:1-29-06(E)(1), which requires, among other things, that TPVs include a "verbal statement and the customer's acceptance of each of the principal terms and conditions for the service that will be provided \* \* \*."
22. Ohio Adm.Code 4901:1-21-06(D)(2)(b) "Following telephonic enrollment, the CRES provider shall comply with all of the following: \* \* \* (ii) Retain the audio recording of the customer's enrollment for one year after the contract with the customer is terminated."



23. Ohio Adm.Code 4901:1-29-06(E)(2) "Following telephonic enrollment, the retail natural gas supplier or governmental aggregator shall: \* \* \* (b) Retail the audio recording of the enrollment for one year after the contract with the customer is terminated."

## **V. Conclusion and Recommendation**

Based on the Staff's investigation and findings, Staff believes that the evidence shows that RPA Energy is in violation of the above-cited provisions; engaged in anticompetitive acts by misleading customers into enrolling with the Company; failed to comply with the state laws and rules designed to protect consumers in this state; and/or has otherwise engaged in fraudulent, misleading, deceptive, unconscionable, or unfair acts or practices.

Therefore, Staff recommends that the Commission:

1. Find that RPA Energy has violated the provisions identified above.
2. In addition to Staff's other recommendations, the Commission should rescind, conditionally rescind, or suspend RPA Energy's certificate for the violations identified above, as authorized under R.C. 4928.08(D), R.C. 4929.20(C)(1), Ohio Adm.Code 4901:1-24-13 and Ohio Adm.Code 4901:1-27-13 after all customers are notified and credited.
3. Order RPA Energy to pay a forfeiture of \$1,500,000.
4. Order RPA Energy to contact, by ordinary U.S. mail, each customer enrolled from February 1, 2021 to May 1, 2021.
  - a. The notice must explain that the Commission believes that the customer may have been misled by RPA Energy during its solicitation and enrollment process;
  - b. Inform customers of the date it appears they enrolled with RPA Energy;
  - c. Inform customers of the type of enrollment channel RPA Energy claims the customer used to enroll (i.e. telephonic, door-to-door, etc.);
  - d. Inform the customer of the terms and conditions of the enrollment, including but not limited to:
    1. Whether the contract is for a fixed rate or a variable rate;
    2. The term of the contract;
    3. The rate the customer agrees to for the term of the contract; and
    4. For variable rate contracts, provide a verifiable formula that RPA Energy uses to determine the rate.
  - e. Advise customers that they will be returned to their utilities' default service on certain date unless they contact RPA Energy to affirm their enrollment.
5. Order RPA Energy to take the following actions for all customers who enrolled through door to door or telemarketing means from May 1, 2021 to June 30, 2021:
  - i. Rerate these customers back to the utilities' default service rate.
  - ii. Send a notice to these customers via ordinary U.S. mail informing the customers that:

1. As a result of the Commission's findings, the customer will be issued a refund and provide the amount.
  2. They will be returned to the utility standard service offer.
6. Order RPA to rerate all customers back to the utilities' default service rate who filed a complaint with the Commission, RPA Energy, or any other entity (ex. Better Business Bureau or local utility) disputing their enrollment from the time period starting after February 1, 2022.

# **Exhibit 1**



**Mike DeWine**, Governor  
**Jenifer French**, Chair

**Commissioners**

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

October 6, 2021

Brian Trombino  
RPA Energy, Inc dba Green Choice Energy  
P.O. Box 1508  
Huntington, NY 11743

Dear Mr. Trombino:

Pursuant to Ohio Administrative Code (“Ohio Adm.Code”) 4901:1-23-02 and 4901:1-34-03, this letter is a notice of probable non-compliance to RPA Energy, Inc dba Green Choice Energy (“RPA”). Based on our investigation of consumer complaints, Staff of the Public Utilities Commission of Ohio (“Staff”) finds that RPA is in probable non-compliance with certain sections of the Ohio Administrative Code.

Staff reviewed investigation records from consumer complaints along with information provided by RPA in response to those complaints as well as responses to Staff’s data request<sup>1</sup> and identified the following instances of probable noncompliance.

Staff is aware of at least one instance of RPA submitting a manipulated telemarketing sales call to Staff as part of a response to an investigation (PUCO Case No. 00693651). In this case, RPA also spoofed a number to make it appear that someone local was calling the consumer. According to the consumer, who is a member of Staff, the call started as a recording (robocall) instructing her to press 1 to get a \$50 discount and a gift card. After pressing 1, she spoke to a sales representative. The agent made several misleading and deceptive statements, so she documented the call and emailed the information to a supervisor in the Consumer Services Division (CSD). The following Monday, June 7, 2021, she was again solicited by a different sales agent who provided similar information as the previous representative. The consumer completed the enrollment and filed another complaint with CSD. A Staff Investigator in CSD requested the sales recording, third-party verification (“TPV”) recording, and the contract. The consumer listened to the sales recording provided and advised Staff that parts of her conversation with the sales agent were not included in the call.

Staff found other instances of misleading and deceptive behavior on the part of telemarketing sales agents as well as door-to-door sales agents. Other issues discovered were:

- Door-to-door agents informed customers that they were with or working on behalf of the local utility company (PUCO Case Nos. 00679073 and 00682929).
- A consumer provided a video of his and his son’s interaction with a door-to-door sales agent that was misleading and deceptive (PUCO Case No. 00693258).

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<sup>1</sup> Staff data request sent to RPA on June 22, July 19, and August 9, 2021.  
180 East Broad Street  
Columbus, Ohio 43215-3793

- In another consumer complaint, RPA informed Staff that the consumer's husband, "James," agreed to the enrollment and provided a TPV and signed contract. The consumer stated that she lives alone, her husband is deceased, and his name was "Donald." She did not know the person on the TPV recording (PUCO Case No. 00672275).
- RPA Energy provided a TPV and signed contract to Staff in response to a consumer complaint disputing an enrollment. The consumer reviewed the contract and listened to the TPV. He stated that he never signed the contract and the voice on the TPV was clearly not his (PUCO Case No. 00696256).
- In sales calls, consumers were encouraged to enroll in RPA's low "competitive variable rate" which would be based on "market conditions." Consumers were charged a rate around \$0.05/kWh for one month with the subsequent rates being over \$0.12/kWh.
- In another call (DR call 003132135\_\_93756XXXXX.wav), the sales agent informed a lady, who appears to be elderly, that she should have seen a message on her bill regarding price protection on her account. He wanted to lock her into a "great price," "price protection for 12 months" and "\$100 a month in reward dollars." The agent also advised the consumer that RPA has the best program and is the least expensive. In the sales call, the sales agent never provided the customer with a rate. Upon listening to the TPV, the rate the customer was enrolled in was \$0.1012 /kWh for 12 months. The TPV further stated that in 5 business days, she would receive the contract via electronic mail or text message.
- In a sales call related to a consumer complaint, the sales agent appeared to have followed the script approved by RPA; however, the call did not sound like a natural conversation. For instance, the sales agent informs the consumer that the rate will be variable and can change month to month with no guaranteed savings. In addition, the consumer will be charged a \$5.00 monthly fee. The agent asked the consumer, "does that sound good to you" and the consumer's response was "yes, it is." Based on the sales call and the TPV, the consumer appeared to have agreed to a contract that was variable, with no mention of a rate, and without asking a single question. The responses were only "yes" or some other form of agreement (PUCO Case No. 00660823).
- Contracts that were sent to customers because of telephonic enrollment show a customer's initials on the document. In response to Staff's data request, the company stated "Upon successful completion of a TPV, the vendor's system automatically initials a copy of the contract with the customer's initials. The initials verify that the customer consents to the contract terms disclosed in the sales call and TPV. The presence of the initials is not intended to convey that the customers initialed the contract". Staff does not believe there is any other way to interpret initials on a contract than that a customer initialed it. Nothing in the sales or TPV calls or the contract indicates anything different.
- A consumer contacted the PUCO, stating that "A door-to-door salesman representing "RPA Energy" came to my door running a scam. He got a lot of my info because he lied about his role and the company's offer at first. He name-dropped PUCO several times and convinced me they were a vetted company. Ultimately, I declined the contract, but I'm worried they still got enough info to scam me and I'm worried they will scam others. PUCO should be very concerned about how this organization is using their name." (PUCO Case No. 00672405).

Staff also reviewed a number of TPV recordings for both door-to-door and telephonic solicitations. In at least one door-to-door enrollment case, according to the TPV recording, the sales agent remained at the home for part, if not all, of the verification (PUCO Case No. 00682929).

Additionally, the TPV recordings and TPV script RPA provided to Staff are not compliant with the Commission's rules. For example, in the TPV recordings, the TPV agent informs consumers that a contract will be emailed or texted to them within five business days, which violates the requirement that contracts be immediately provided to the customer upon door-to-door enrollment or sent within one business day of a telephonic enrollment. (Ohio Adm.Code 4901:1-21-06(D)(1)(d), (D)(2)(b), (D)(2)(a), and 4901:1-29-06(D)(4), (D)(6)(c), (E)(2)(a)). Most TPV recordings reviewed by Staff did not disclose the \$5.00 monthly fee to customers, which violates the requirement that TPVs provide customers with the principal terms and conditions of the contract. (Ohio Adm.Code 4901:1-21-06(D)(2)(a) and 4901:1-29-06(E)(1)). Neither the TPV recordings nor the script discloses the factors which impact the monthly variable rate, which violates the requirement that TPVs provide customers with the principal terms and conditions of the contract. (Ohio Adm.Code 4901:1-21-06(D)(2)(a) and 4901:1-29-06(E)(1)).

In addition to the above-mentioned violations, on June 17, 2021, RPA resumed door-to-door marketing activities without first notifying the Director of the Commission's Service Monitoring and Enforcement Department, in violation of the Commission's Order in Case No. 20-591-AU-UNC.<sup>2</sup>

Finally, Staff has concerns with RPA's overall monitoring of its operations. In a data request<sup>3</sup>, Staff requested the sales scripts RPA requires vendors to use when soliciting consumers and how RPA monitors its vendors for compliance. RPA provided the sales script and its quality assurance plan. When the telemarketing sales scripts were compared to sales calls provided by RPA to Staff, Staff found that some sales agents appeared to have followed the script. This is concerning because the script informs customers that they would be enrolled in a competitive variable rate based on market conditions, but Staff found no evidence of market conditions that would justify one month of a rate near \$0.05/kWh and all subsequent months billed above \$0.12/kWh. In other sales calls which resulted in enrollments, agents did not follow RPA's script. In RPA's compliance plan, it states that "each sale submitted for enrollment meets compliance standards." Staff is concerned that several noncompliant sales calls and TPVs passed RPA's quality assurance process and resulted in consumers being enrolled. (See PUCO Case Nos. 00672275, 00682929, and 00660823; data request calls 008132373\_51340XXXXX.wav, 61440XXXXX\_20210602125206\_Sale\_12dh[REDACTED]\_751940, 51381XXXXX, and 51320XXXXX\_SalesCall).

RPA Energy filed a waiver request with the Commission in case number 21-0157-GE-WVR. The application requests a waiver of certain provisions of Ohio Adm.Code 4901:1-21-06 and 4901:1-29-06. In part, the waiver seeks to send consumers the terms and conditions via email or text message when enrollment occurs via door-to-door solicitation. As of the date of this notice, the Commission has not

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<sup>2</sup> *In re the Proper Procedures and Process for the Commission's Operations and Proceedings During the Declared State of Emergency and Related Matters*, Case No. 20-591-AU-UNC, (Emergency Case), Entry (June 17, 2020) at paragraph 16, which states, in part that "before commencing any door-to-door solicitation campaign, the Commission directs CRES and/or CRNGS suppliers to report, in writing, to the Director of the Commission's Service Monitoring and Enforcement Department (SMED), or his designee, the times, dates, duration, and locations where a CRES and/or CRNGS supplier intends to engage in door-to-door solicitation at least 48 hours prior to beginning such solicitations."

<sup>3</sup> Staff data request sent on June 22, 2021.

granted the waiver. However, during the investigation, Staff found that RPA is sending contracts via text message to consumers.

### **Probable Non-Compliance Violations**

1. R.C. 4905.54 and Ohio Adm.Code 4901:1-24-16 – Noncompliance with rules or orders “In addition to penalties specified in rule [4901:1-24-13](#) of the Administrative Code, any person subject to certification under section [4928.08](#) of the Revised Code that fails to comply with any rule in this chapter or with sections [4928.01](#) to [4928.10](#) of the Revised Code or any commission order issued thereunder may be subject to any and all remedies available under the law.”
2. Ohio Adm.Code 4901:1-21-03(A) “Competitive retail electric service (CRES) providers shall not engage in unfair, misleading, deceptive or unconscionable acts or practices related to, without limitation the following activities: (1) Marketing, solicitation, or sale of a CRES. (2) Administration of contracts for CRES. (3) Provision of CRES, including interactions with consumers.”
3. Ohio Adm.Code 4901:1-29-03(A) “A retail natural gas supplier [“CRNGS”] or governmental aggregator shall not engage in unfair, misleading, deceptive, or unconscionable acts of practices related to, without limitation, the following activities: (1) Marketing, solicitation, or sale of a competitive retail natural gas service. (2) Administration of contracts for such service. (3) Provision of such service, including interactions with customers.”
4. Ohio Adm.Code 4901:1-21-03(C) “CRES providers shall not change or authorize the changing of a customer’s supplier of retail electric service without the customer’s prior consent, as provided for under rule 4901:1-21-06 of the Administrative Code.”
5. Ohio Adm.Code 4901:1-29-03(D) “A retail natural gas supplier or governmental aggregator shall not change or authorize the changing of a customer’s supplier of competitive retail natural gas service without the customer’s prior consent, as provided for under rule 4901:1-29-06 of the Administrative Code.”
6. Ohio Adm.Code 4901:1-21-05(C) “No CRES provider may engage in marketing, solicitation, or sales acts, or practices which are unfair, misleading, deceptive, or unconscionable in the marketing, solicitation, or sale of a CRES.”
7. OAC 4901:1-21-05(C)(10): Engaging in any solicitation that will lead the customer to believe that the CRES provider is soliciting on behalf of or is an agent of any entity other than the CRES provider.
8. Ohio Adm.Code 4901:1-29-05(D) “No retail natural gas supplier or governmental aggregator may engage in marketing, solicitation, sales acts, or practices which are unfair, misleading, deceptive, or unconscionable in the marketing, solicitation, or sale of a competitive retail natural gas service.”
9. Ohio Adm.Code 4901:1-21-06(C) “CRES providers are prohibited from enrolling potential customers without their consent proof of that consent as delineated in paragraph (D) of this rule.”

10. Ohio Adm.Code 4901:1-21-06(D)(1)(d) requires that, for door-to-door enrollments, “Immediately upon obtaining the customer’s signature, CRES providers shall provide the applicant a legible copy of the signed contract.”
11. Ohio Adm.Code 4901:1-21-06(D)(2)(b)(i) requires that, for telephonic enrollments, within one business day of the enrollment CRES providers must “send the customer a written contract that details the terms and conditions summarized in the telephone call and the generation resource mix and environmental characteristics information pursuant to rule 4901:1-21-09 of the Administrative Code. Such contract shall in no way alter the terms and conditions to which the customer agreed in the telephone call.”
12. Ohio Adm.Code 4901:1-29-06(D)(4) requires that, for door-to-door enrollments, “Immediately upon obtaining the customer’s signature, a retail natural gas supplier and governmental aggregator shall provide the applicant a legible copy of the signed contract, unless the retail natural gas supplier or governmental aggregator has already provided the customer with a separate, complete copy of the terms and conditions for the customer’s records and the retail natural gas supplier or governmental aggregator has complied with paragraph (C) of rule 4901:1-29-10 of the Administrative Code.”
13. Ohio Adm.Code 4901:1-21-06(D)(2)(a) “To enroll a residential or small commercial customer telephonically, a CRES provider shall make a date and time stamped audio recording verifying before the completion of the telephone call, at a minimum, all of the following: \* \* \* .”
14. Ohio Adm.Code 4901:1-29-06(E)(2)(a) requires that, for telephonic enrollments, within one business day of the enrollment CRNGS providers must “send the customer a written contract that details the terms and conditions summarized in the telephone call pursuant to rule 4901:1-29-11 of the Administrative Code. Such contract shall in no way alter the terms and conditions to which the customer agreed in the telephone call.”
15. Ohio Adm.Code 4901:1-29-06(E)(1), which requires, among other things, that TPVs include a “verbal statement and the customer’s acceptance of each of the principal terms and conditions for the service that will be provided \* \* \* .”
16. Ohio Adm.Code 4901:1-29-06(B) “A retail natural gas supplier and governmental aggregator is prohibited from enrolling potential customers without consent and proof of that consent as delineated in paragraphs (C), (D), and (E) of this rule.”

### **Proposed Corrective Actions**

To address these issues of probable non-compliance, Staff proposes that RPA take the following corrective actions:

1. Provide Staff with a plan to come into compliance with Commission rules. The plan should address, at least, enrollment practices, an auditing process for enrollments, and any corrective actions to be implemented by RPA.
2. Contact each customer by US mail who enrolled via door-to-door solicitation in the last 9 months. The notice should:



- a. Inform them of the date it appears they consented to enroll and how.
  - b. Inform the customer of the terms and conditions of the enrollment including but not limited to the rate for the contract, and the factors that impact the rate if it is variable.
  - c. Advise the customers of the ways in which they may cancel the contract.
  - d. For customers who choose to terminate the contract, no penalty shall be assessed.
3. For all customers enrolled from May 2021 through present, RPA must take the following actions:
  - a. For customers who were offered an introductory rate for a variable rate contract:
    - i. Rerate these customers back to the utilities' price-to-compare unless RPA has evidence that the customers were aware, or should have been aware, that the rate may increase substantially.
  - b. For customers who were offered a fixed rate that was above their utilities' default rate:
    - i. Rerate these customers back to the utilities' price-to-compare unless RPA has evidence that the customers were not misled in the solicitation of the offer. Examples of such misleading actions are outlined above.
  - c. Provide Staff a list of all customers RPA determines should not be rerated and the information RPA relied upon to make this determination.
4. Rerate all RPA customers back to the utilities' price-to-compare who filed a complaint with the Commission, RPA, or any other entity (ex. Better Business Bureau and local utility) disputing their enrollment.
5. Suspend all marketing and enrollment activity for a period of 2 years from the date of this notice.

### **Proposed Forfeiture**

Finally, Staff is proposing a forfeiture of three hundred thousand dollars (\$300,000) against RPA for the above-mentioned failures to comply with the requirements found in the Ohio Administrative Code.

By Wednesday, October 20, 2021, please respond to this notice of probable non-compliance with RPA's plan to address the above proposed corrective actions.

Sincerely,



Nedra Ramsey  
Service Monitoring and Enforcement  
Public Utilities Administrator 2  
Nedra.Ramsey@puco.ohio.gov

**From:** [Ramsey, Nedra](#)  
**To:** [btrombino@rpa-energy.com](mailto:btrombino@rpa-energy.com)  
**Cc:** [Bossart, Barbara](#); [Scarberry, Melissa](#); [Magaziner-Tempesta, Alla](#); [Jenkins, Brandon](#)  
**Subject:** Data Request from the PUCO  
**Date:** Wednesday, February 6, 2019 12:17:39 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)

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Good afternoon, Brian:

Over the last couple of weeks, the Public Utilities Commission of Ohio has received several complaints alleging that RPA Energy Inc is “spoofing” Duke Energy’s number when soliciting customers. The number that appears on the caller IDs begin with 513-287. The majority of Duke Energy employees in the Cincinnati area have numbers that begin with 513-287. Most often the number that appears is 513-287-1177. This is leading customers to believe that they are receiving a call from Duke Energy. When the call is answered, the customer receives a message that instructs the customer to dial zero to learn more about the rate reduction notice on their utility bill. One customer dialed zero and spoke to a representative by the name of “Derrick” from RPA Energy. “Derrick” informed the customer that he could give her a 40% discount on her Duke Energy bill.

1. Is the phone number 513-287-1177 assigned to RPA Energy or its sales vendor?
2. Is RPA using an autodial to solicit customers in Duke Energy’s territory?
  - a. If so, what is the message the customer receives?
2. Are sales agents of RPA required to use a script when soliciting customers in Ohio?
  - a. If so, please provide the sales script agents of RPA are using when soliciting customers in Ohio.
3. Please investigate the allegation of “spoofing” a number which appears to be related to Duke Energy and provide the results of the investigation.

Additionally, RPA has a rate posted on the Ohio Energy Choice website offering a fixed rate of \$.0577 per kwh for 1 month. Fixed rate offers can be no less than 3 months. One month offers are considered variable. Please remove or update this offer immediately.

Please provide the requested information no later than February 20, 2019. If you have any questions or concerns, feel free to contact me.

Sincerely,

Nedra Ramsey

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Dept.  
Public Utilities Administrator  
(614) 466-8526  
[PUCO.ohio.gov](http://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.**



# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

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

## Case Detail

Case Number: 00656313	Owner: Angalese Upchurch
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 01-07-2021  
Case Age in Business Days: 2

Date Closed: 01-07-2021

## Contact Information

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

## Service Address Information

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

## Industry Information

AIQ Industry: Electric	Territory Account:
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: General -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Call Company First
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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**Description:**

**Resolution:**

Cust called because Duke adv they do not have contact information for customer's supplier. Cust states she recd a letter stating that her supplier has been overcharging her. Adv of RPA phone# and ICB for further assistance if needed.

## Case Comments

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Created Date	Comment
1/7/2021 8:59:07 AM	Resolution Comments: Cust called because Duke adv they do not have contact information for customer's supplier. Cust states she recd a letter stating that her supplier has been overcharging her. Adv of RPA phone# and ICB for further assistance if needed.

## Web Information

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

## System Information

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Created by: Angalese Upchurch	Last Modified by: Bhasker Kondaveeti
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created:
	Case Grade Target:

## Case Emails

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## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

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

## Case Detail

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Case Number: 00660823	Owner: Shawn Thompson
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 01-26-2021  
Case Age in Business Days: 43

Date Closed: 03-26-2021

## Contact Information

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

## Service Address Information

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

## Industry Information

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AIQ Industry: Electric	Territory Account: 001t0000008OFY3AAO
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: Marketing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Enrollment Dispute
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

---

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

spoke with cust - close case - 3/10  
LM for cust - close case - 3/25

## Case Comments

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Created Date	Comment
1/26/2021 11:21:32 AM	<p>The customer states she was told to call us and file a complaint.</p> <p>She was signed up with NRG and cancelled them and she found out that NRG sold her info to APG. She states now she is being billed by APG and she did not agree to this.</p> <p>She states she called NRG to cancel with them and then in December she was being billed by APG (APG&amp;E). She is now being charged higher rates.</p> <p>I asked if she has called APG&amp;E and she states she has tried and not able to reach anyone. I told her we will send for investigation and find out how she was signed up with them and the company has 10 business days to respond and once we have the info an inv. will call you back. she thanked for help.</p>
1/26/2021 1:56:42 PM	* sent initial email *
1/26/2021 3:31:40 PM	<p>Caller states she got the acronym for the supplier wrong when she initially contacted the PUCO. The supplier is RPA Energy Inc.</p> <p>*****</p> <p>Advised caller case record will be updated and investigator notified, advised once investigation is complete the investigator will contact her. [REDACTED] apologized for providing the wrong name for the supplier earlier.</p>
1/27/2021 8:14:23 AM	* read notes by CC - review response from APG - sent initial email to RPA Energy *
1/28/2021 8:16:11 AM	* review company response - confirm tpv plays - sent follow up email *
1/28/2021 11:39:45 AM	* confirm sales call plays *
2/2/2021 7:46:55 AM	* review company response --- address provided during the sales call and tpv - [REDACTED] [REDACTED]
2/2/2021 3:47:39 PM	I called the cust and left a message - adv that I was calling to confirm the service address on the complaint - provided the case number, PUCO hotline number and hours.



2/2/2021 4:01:40 PM	Customer called back (ST was not available) al updated the address from [REDACTED] to [REDACTED] also confirmed email address. ICB.
2/3/2021 7:03:23 AM	* read notes by JC *
2/3/2021 10:18:29 AM	I called the cust and left a message - adv that I did receive her call back notes to confirm the address - adv of company response - adv that I have reviewed the call recordings on the enrollment - invited call back if she had any further questions.  * On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via their tele sales channel. Account has been cancelled and will return to the utility for full service on February 14th, 2021. You have been placed on RPA Energy's internal Do Not Contact list. *
2/3/2021 10:19:06 AM	Resolution Comments: LM for cust - close case
2/11/2021 2:24:33 PM	* received internal email from DA - case reopened - sent email to supplier - requesting a re-rate for the cust *
2/12/2021 7:58:08 AM	* review company response - sent email to Duke - requesting bill copies *
2/16/2021 9:48:22 AM	* review co response (Duke) - pending end of svc bill with RPA *
2/23/2021 9:15:51 AM	Customer called and would like an update. Advised would note account that a request for a call back has been made.( ST is out today)
2/24/2021 1:12:18 PM	[REDACTED] calling to speak w/ S.T. She would like a call back. Has not heard from PUCO but she did just receive a check from RPA Energy for \$1,060.59.
2/24/2021 3:40:26 PM	I called the cust - LM that I was returning her call - adv that I have been out of the office for the past couple of days.
2/24/2021 3:58:19 PM	Customer called for ST. Xfrd to vm.
2/25/2021 8:48:57 AM	Caller calling for S.T Caller states that she received a check from the co. for \$1,069.53 and she does not know what to do because she has not heard from her investigator. Caller would like a call back from S.T  Advised would note the information for S.T
2/25/2021 10:31:40 AM	I returned the cust's call and spoke with [REDACTED] - adv that the case is still pending the end of svc date flow charges from her supplier - adv that Duke will provide a bill copy to the PUCO - adv that once I review the bill and if the charges are more than what Duke would have billed her, then I will contact the supplier and ask that they re-rate her final bill with them - confirmed the amt of the check that she has received --- co response, the refund comes to \$1060.59 --- cust states that amt is correct - adv that once I have the final resolution, I will contact her - cust states, ok thank you.
3/2/2021 8:04:32 AM	* sent follow up email *
3/4/2021 7:22:23 AM	* review email from Duke - sent follow up email to RPA *
3/5/2021 3:54:03 PM	* review company response *
3/8/2021 10:42:25 AM	* I called AT at RPA - LM on her vm - sent follow up email. *
3/9/2021 9:04:12 AM	* review company response *

3/10/2021 12:49:25 PM	I called the cust and spoke with [REDACTED] - adv that RPA has provided the re-rate information for her last bill - adv that RPA is mailing her a check for \$511.27 - adv to allow 5-7 days for the mail - cust states, thank you very much - invited call back.
3/10/2021 12:52:57 PM	Resolution Comments: spoke with cust - close case
3/18/2021 3:38:34 PM	<p>The customer is calling back. She states she was working with ST, she did not have case number. I found the case. I explained ST is on the phones right now. I asked if she needed to add some info or if she has a question.</p> <p>She states the company was to be sending her a check and she has not gotten it. I checked the company response and it states the check would be mailed on 3/8/21. I told her that it is taking longer for the mail to reach people.</p> <p>I told her I would let ST know that she has not received it. she thanked for help.</p>
3/19/2021 2:04:04 PM	<p>I called and spoke with [REDACTED] - adv that I did get the notes in the case that she has not received the check - adv that I will send the company an email and let them know.</p> <p>* sent follow up email *</p>
3/22/2021 8:20:49 AM	* review interim company response *
3/23/2021 8:03:37 AM	* review company response *
3/25/2021 3:52:00 PM	<p>I called the cust and left a message - adv of company response dated 3/22 - adv to allow up to 10 busn days to receive the check - invited call back.</p> <p>* They called and spoke with you - and will be resending you a new check. *</p>
3/25/2021 3:53:20 PM	Resolution Comments: spoke with cust - close case - 3/10 LM for cust - close case - 3/25
3/25/2021 4:31:31 PM	<p>Caller calling back for S.T Advised S.T has left for the day. Caller states she had issues hearing the voicemail. Advised per S.T notes - co. will be resending the check and to allow 10 business days. Caller ok with the information. Case can be reclosed</p>
3/26/2021 7:18:44 AM	* read SJ's notes --- re-close case *

## Web Information

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

Web Account in Question:  
Web US Dot #:

## System Information

Created by: Andrea Leitwein  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Bhasker Kondaveeti  
Next Activity Date:  
Case Grade Created:  
Case Grade Target:

## Case Emails

---

Email Created Date: 1/26/2021 1:56:28 PM

Email HTML Version:



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

**CASE ID:** 00660823

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED]

**AIQ:** American Power & Gas of 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:**

Good afternoon,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information to APG. She states now she is being billed by APG and she did not agree to this.

Please review the account and advise:

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

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

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

ref:\_00Dt0GzXt.\_500t0g0NMh:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00660823

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: American Power & Gas of Ohio, LLC

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE NUMBER:

NIQ: [REDACTED]

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DESCRIPTION OF ISSUE:

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

Please review the account and advise:

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

If the solicitation was completed by a third party vendor, which vendor.

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

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

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

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Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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**Email Created Date: 1/26/2021 2:57:29 PM**

**Email HTML Version:**

Dear Mr. Thompson,

I investigated this case for [REDACTED], and I do not believe this case is for American Power and Gas of OH for the following reasons:

- We have no call records to the customer's phone number she reported on her case: [REDACTED]
- We do not have any prospects in our system with [REDACTED]' name, address or service account number.
- [REDACTED] is a residential customer and we only market commercial customers.

I can only speculate this complaint may be for All-American Power & Gas, as we do erroneously receive communication for them quite often. I reached out to the customer to confirm the name of the supplier her complaint is for, but I was unable to reach her. As a courtesy, I have added her number to our Do Not Call list. Please advise when this complaint has been withdrawn from my company, and if there is any additional information, I can provide to further assist you, please let me know.

Sincerely,

*Tiffany Manuli*

**Investigations Officer  
Quality Control Division**

☎1-727-733-8700 ext. 244 Direct

☎1-888-691-3146 Fax

[Tiffanym@goapg.com](mailto:Tiffanym@goapg.com)



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*prohibited. If you received this message in error, please delete the material from your system without reading the content and notify the sender immediately of the inadvertent transmission.*

---

From: Shawn Thompson  
Sent: Tuesday, January 26, 2021 1:56:29 PM (UTC-05:00) Eastern Time (US & Canada)  
To: Christina Hrvatin  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [  
ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you have verified the sender, inspected the link, and are expecting this email.



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

**CASE ID:** 00660823

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED]

**AIQ:** American Power & Gas of 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)\*\*\*

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Sincerely,

**Shawn Thompson**

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

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**Email Text Version:**

Dear Mr. Thompson,

I investigated this case for [REDACTED], and I do not believe this case is for American Power and Gas of OH for the following reasons:

- \* We have no call records to the customer's phone number she reported on her case: [REDACTED]
- \* We do not have any prospects in our system with [REDACTED]' name, address or service account number.
- \* [REDACTED] is a residential customer and we only market commercial customers.

I can only speculate this complaint may be for All-American Power & Gas, as we do erroneously receive communication for them quite often. I reached out to the customer to confirm the name of the supplier her complaint is for, but I was unable to reach her. As a courtesy, I have added her number to our Do Not Call list. Please advise when this complaint has been withdrawn from my company, and if there is any additional information, I can provide to further assist you, please let me know.

Sincerely,

Tiffany Manuli

Investigations Officer

Quality Control Division

[cid:image005.jpg@01D6F3F1.C7C32050]1-727-733-8700 ext. 244 Direct

[http://www.elite1digital.com/images/Icons/icon\_80171.png]1-888-691-3146 Fax

Tiffanym@goapg.com<mailto:Tiffanym@goapg.com>

[<http://www.americanpowerandgas.com/careers/wp-content/uploads/2015/03/APG-PMS.png>]

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---

From: Shawn Thompson

Sent: Tuesday, January 26, 2021 1:56:29 PM (UTC-05:00) Eastern Time (US & Canada)

To: Christina Hrvatin

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00660823

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: American Power & Gas of 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:

Good afternoon,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information to APG. She states now she is being billed by APG and she did not agree to this.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which vendor.
3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
4. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
5. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
6. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
7. 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](http://www.PUCO.ohio.gov)<<https://www.puco.ohio.gov/>>

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[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D12ed&from=ext]

ref:\_00Dt0GzXt.\_500t0g0NMh:ref

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**Email Created Date: 1/27/2021 8:08:47 AM**

**Email HTML Version:**



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

**CASE ID:** 00660823

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED]

**AIQ:** RPA Energy, Inc

**NIQ:** [REDACTED]

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**DESCRIPTION OF ISSUE:**

Good morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which vendor.
3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
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Sincerely,

**Shawn Thompson**

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

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ref:\_00Dt0GzXt.\_500t0g0NMh:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00660823

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE 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)\*\*\*

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Sincerely,

Shawn Thompson



Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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**Email Created Date: 1/27/2021 8:13:35 AM**

**Email HTML Version:**

Good morning Tiffany,

Customer called back to the PUCO hotline yesterday afternoon to correct the name of the supplier. I have corrected the name of the supplier on the complaint.

Thanks,

Shawn

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

**From:** Tiffany Manuli [tiffanym@goapg.com]

**Sent:** 1/26/2021 2:57 PM

**To:** contactthepuco@puco.ohio.gov

**Cc:** christinah@goapg.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ] Lori Pharris (513) 615-7218

Dear Mr. Thompson,

I investigated this case for [REDACTED], and I do not believe this case is for American Power and Gas of OH for the following reasons:

- We have no call records to the customer's phone number she reported on her case: ([REDACTED])

- We do not have any prospects in our system with [REDACTED]' name, address or service account number.
- [REDACTED] is a residential customer and we only market commercial customers.

I can only speculate this complaint may be for All-American Power & Gas, as we do erroneously receive communication for them quite often. I reached out to the customer to confirm the name of the supplier her complaint is for, but I was unable to reach her. As a courtesy, I have added her number to our Do Not Call list. Please advise when this complaint has been withdrawn from my company, and if there is any additional information, I can provide to further assist you, please let me know.

Sincerely,

*Tiffany Manuli*

**Investigations Officer  
Quality Control Division**

☎1-727-733-8700 ext. 244 Direct

☎1-888-691-3146 Fax

[Tiffanym@goapg.com](mailto:Tiffanym@goapg.com)



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---

From: Shawn Thompson

Sent: Tuesday, January 26, 2021 1:56:29 PM (UTC-05:00) Eastern Time (US & Canada)

To: Christina Hrvatin

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [

ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you have verified the sender, inspected the link, and are expecting this email.



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

**CASE ID:** 00660823

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED]

**AIQ:** American Power & Gas of Ohio, LLC

**NIQ:** [REDACTED]

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**Shawn Thompson**

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

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**Email Text Version:**

Good morning Tiffany,

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Thanks,

Shawn

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

From: Tiffany Manuli [tiffanym@goapg.com]

Sent: 1/26/2021 2:57 PM

To: contactthepuco@puco.ohio.gov

Cc: christinah@goapg.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ] Lori Pharris (513) 615-7218

Dear Mr. Thompson,

I investigated this case for [REDACTED], and I do not believe this case is for American Power and Gas of OH for the following reasons:

We have no call records to the customer's phone number she reported on her case: ([REDACTED])

We do not have any prospects in our system with [REDACTED]' name, address or service account number.

[REDACTED] is a residential customer and we only market commercial customers.

I can only speculate this complaint may be for All-American Power & Gas, as we do erroneously receive communication for them quite often. I reached out to the customer to confirm the name of the supplier her complaint is for, but I was unable to reach her. As a courtesy, I have added her number to our Do Not Call list. Please advise when this complaint has been withdrawn from my company, and if there is any additional information, I can provide to further assist you, please let me know.

Sincerely,

Tiffany Manuli

Investigations Officer

Quality Control Division

1-727-733-8700 ext. 244 Direct

1-888-691-3146 Fax

Tiffanym@goapg.com

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From: Shawn Thompson

Sent: Tuesday, January 26, 2021 1:56:29 PM (UTC-05:00) Eastern Time (US & Canada)

To: Christina Hrvatin

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00660823

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED]

AIQ: American Power & Gas of 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:

Good afternoon,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information to APG. She states now she is being billed by APG and she did not agree to this.

Please review the account and advise:

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

If the solicitation was completed by a third party vendor, which vendor.

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

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

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

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

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

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

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

The signed agreement for service.

The Terms and Conditions of Service.

The signed Acknowledgement form.

The Welcome Letter mailed to the customer.

The Third Party Verification recording for this enrollment.

The contract expiration notices mailed to the customer.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0g0NMh:ref

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**Email Created Date: 1/27/2021 9:23:41 AM**

**Email HTML Version:**

Good morning Shawn,

Thank you for the update. I hope you have a wonderful day!

Sincerely,

*Tiffany Manuli*

**Director of Investigations  
Quality Control Division**

☎1-727-733-8700 ext. 244 Direct

☎1-888-691-3146 Fax

[Tiffanym@goapg.com](mailto:Tiffanym@goapg.com)



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---

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

**Sent:** Wednesday, January 27, 2021 8:14 AM

**To:** Tiffany Manuli <TiffanyM@GoAPG.com>

**Cc:** Christina Hrvatin <ChristinaH@GoAPG.com>

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 Lori Pharris (513) 615-7218 [ ref:\_00DtOGzXt.\_500t0g0NMh:ref ]

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you have verified the sender, inspected the link, and are expecting this email.

Good morning Tiffany,

Customer called back to the PUCO hotline yesterday afternoon to correct the name of the supplier. I have corrected the name of the supplier on the complaint.

Thanks,

Case Number: 00660823

27

Shawn

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

**From:** Tiffany Manuli [tiffanym@goapg.com]

**Sent:** 1/26/2021 2:57 PM

**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

**Cc:** [christinah@goapg.com](mailto:christinah@goapg.com)

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ] Lori Pharris (513) 615-7218

Dear Mr. Thompson,

I investigated this case for [REDACTED], and I do not believe this case is for American Power and Gas of OH for the following reasons:

1. We have no call records to the customer's phone number she reported on her case: ([REDACTED])
2. We do not have any prospects in our system with [REDACTED] name, address or service account number.
3. [REDACTED] is a residential customer and we only market commercial customers.

I can only speculate this complaint may be for All-American Power & Gas, as we do erroneously receive communication for them quite often. I reached out to the customer to confirm the name of the supplier her complaint is for, but I was unable to reach her. As a courtesy, I have added her number to our Do Not Call list. Please advise when this complaint has been withdrawn from my company, and if there is any additional information, I can provide to further assist you, please let me know.

Sincerely,

*Tiffany Manuli*

**Investigations Officer  
Quality Control Division**

☎1-727-733-8700 ext. 244 Direct

☎1-888-691-3146 Fax

[Tiffanym@goapg.com](mailto:Tiffanym@goapg.com)



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---

From: Shawn Thompson  
Sent: Tuesday, January 26, 2021 1:56:29 PM (UTC-05:00) Eastern Time (US & Canada)  
To: Christina Hrvatin  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [  
ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you have verified the sender, inspected the link, and are expecting this email.



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

**CASE ID:** 00660823

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45240

**AIQ:** American Power & Gas of 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:**

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

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**Email Text Version:**

Good morning Shawn,

Thank you for the update. I hope you have a wonderful day!

Sincerely,

Tiffany Manuli

Director of Investigations

Quality Control Division

[<http://www.clipartbest.com/cliparts/yTk/8E5/yTk8E5bTE.jpeg>]1-727-733-8700 ext. 244 Direct

[[http://www.elite1digital.com/images/icons/icon\\_80171.png](http://www.elite1digital.com/images/icons/icon_80171.png)]1-888-691-3146 Fax

Tiffanym@goapg.com<<mailto:Tiffanym@goapg.com>>

[<http://www.americanpowerandgas.com/careers/wp-content/uploads/2015/03/APG-PMS.png>]

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system without reading the content and notify the sender immediately of the inadvertent transmission.

From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Wednesday, January 27, 2021 8:14 AM  
To: Tiffany Manuli <TiffanyM@GoAPG.com>  
Cc: Christina Hrvatin <ChristinaH@GoAPG.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 Lori Pharris (513) 615-7218 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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Good morning Tiffany,

Customer called back to the PUCO hotline yesterday afternoon to correct the name of the supplier. I have corrected the name of the supplier on the complaint.

Thanks,

Shawn

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

From: Tiffany Manuli [tiffanym@goapg.com]  
Sent: 1/26/2021 2:57 PM  
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>  
Cc: christinah@goapg.com<mailto:christinah@goapg.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ] Lori Pharris (513) 615-7218

Dear Mr. Thompson,

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Sincerely,

Tiffany Manuli  
Investigations Officer  
Quality Control Division  
[cid:image001.jpg@01D6F48E.1480B140]1-727-733-8700 ext. 244 Direct  
[http://www.elite1digital.com/images/Icons/icon\_80171.png]1-888-691-3146 Fax  
Tiffanym@goapg.com<mailto:Tiffanym@goapg.com>

[http://www.americanpowerandgas.com/careers/wp-content/uploads/2015/03/APG-PMS.png]

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Sent: Tuesday, January 26, 2021 1:56:29 PM (UTC-05:00) Eastern Time (US & Canada)  
To: Christina Hrvatin  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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

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

CASE ID: 00660823

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45240

AIQ: American Power & Gas of 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:

Good afternoon,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information to APG. She states now she is being billed by APG and she did not agree to this.

Please review the account and advise:

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

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D12ed&from=ext>]

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D15r1&from=ext>]

**Email Created Date: 1/27/2021 3:57:23 PM**

**Email HTML Version:**

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Wednesday, January 27, 2021 8:08:48 AM  
**To:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com) <[BTrombino@rpaenergy.com](mailto:BTrombino@rpaenergy.com)>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]



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

**CASE ID:** 00660823

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Ohio 45240

**AIQ:** RPA Energy, Inc

**NIQ:** [REDACTED]

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Good morning,

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Sincerely,

**Shawn Thompson**

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

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**Email Text Version:**

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RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

From: Shawn Thompson  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Wednesday, January 27, 2021 8:08:48 AM  
To: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>  
<BTrombino@rpaenergy.com<mailto:BTrombino@rpaenergy.com>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00660823

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45240

AIQ: RPA Energy, Inc

NIQ: [REDACTED]

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Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

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[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://www.puco.ohio.gov/>>

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**Email Created Date: 1/28/2021 8:09:43 AM**

**Email HTML Version:**

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

**From:** Alexsa Torres [atorres@rpaenergy.com]

**Sent:** 1/27/2021 3:57 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

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[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy



Phone: 347-748-1066 ext 1015

---

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**Sent:** Wednesday, January 27, 2021 8:08:48 AM  
**To:** btrombino@rpaenergy.com <BTrombino@rpaenergy.com>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]



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

**CASE ID:** 00660823

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] 13) 615-7218

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

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

ref:\_00Dt0GzXt.\_500t0g0NMh:ref

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**Email Text Version:**

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]

Sent: 1/27/2021 3:57 PM

To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Wednesday, January 27, 2021 8:08:48 AM  
To: btrombino@rpaenergy.com <BTrombino@rpaenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00660823

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45240

AIQ: RPA Energy, Inc

Case Number: 00660823

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 morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

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

If the solicitation was completed by a third party vendor, which vendor.

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

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

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

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

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

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

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

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The Terms and Conditions of Service.

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Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

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**Email Created Date: 1/28/2021 9:27:52 AM**

**Email HTML Version:**

Good Morning,

Attached is the sales call.

Let me know if you need anything else.

Thank you,  
Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Thursday, January 28, 2021 8:10 AM  
**To:** Alexsa Torres <atorres@rpaenergy.com>  
**Cc:** btrombino@rpaenergy.com  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

**From:** Alexsa Torres [atorres@rpaenergy.com]  
**Sent:** 1/27/2021 3:57 PM  
**To:** [contactthepuco@puc.ohio.gov](mailto:contactthepuco@puc.ohio.gov)  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Wednesday, January 27, 2021 8:08:48 AM  
**To:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com) <[BTrombino@rpaenergy.com](mailto:BTrombino@rpaenergy.com)>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]



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

**CASE ID:** 00660823  
**CUSTOMER:** [REDACTED]  
**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45240  
**AIQ:** RPA Energy, Inc  
**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 morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.



Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which vendor.
3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
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Please also provide copies of all enrollment materials to include (as applicable):

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Sincerely,

**Shawn Thompson**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
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**Email Text Version:**

Good Morning,

Attached is the sales call.

Let me know if you need anything else.

Thank you,  
Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Thursday, January 28, 2021 8:10 AM  
To: Alexsa Torres <atorres@rpaenergy.com>  
Cc: btrombino@rpaenergy.com  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]

Sent: 1/27/2021 3:57 PM

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

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [

ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

---

From: Shawn Thompson

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

Sent: Wednesday, January 27, 2021 8:08:48 AM

To: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>  
<BTrombino@rpaenergy.com<mailto:BTrombino@rpaenergy.com>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [  
ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00660823

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45240

AIQ: RPA Energy, Inc

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 morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which vendor.
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1. The sales script and/or sales call used to market this customer.
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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](https://www.puco.ohio.gov/)<<https://www.puco.ohio.gov/>>

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D1ADG&from=ext>]

**Email Created Date: 2/11/2021 2:22:27 PM**

**Email HTML Version:**

Good afternoon,

Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

\* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.

\* Please provide the timeline that the customer should receive the refund check.

Thank you,

Shawn Thompson

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

**From:** Alexa Torres [atorres@rpaenergy.com]

**Sent:** 1/28/2021 9:27 AM

**To:** contactthepuco@puco.ohio.gov

**Cc:** btrombino@rpaenergy.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Morning,

Attached is the sales call.

Let me know if you need anything else.

Thank you,

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

---

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

**Sent:** Thursday, January 28, 2021 8:10 AM

**To:** Alexa Torres <atorres@rpaenergy.com>

**Cc:** btrombino@rpaenergy.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

**From:** Alexsa Torres [atorres@rpaenergy.com]

**Sent:** 1/27/2021 3:57 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

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[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

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

**Sent:** Wednesday, January 27, 2021 8:08:48 AM

**To:** btrombino@rpaenergy.com <BTrombino@rpaenergy.com>

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]





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

**CASE ID:** 00660823

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45240

**AIQ:** RPA Energy, Inc

**NIQ:** [REDACTED]

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**DESCRIPTION OF ISSUE:**

Good morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
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6. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
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1. The sales script and/or sales call used to market this

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Sincerely,

**Shawn Thompson**

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Service Monitoring and Enforcement Department  
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[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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**Email Text Version:**

Good afternoon,

Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

\* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.

\* Please provide the timeline that the customer should receive the refund check.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]

Sent: 1/28/2021 9:27 AM

To: contactthepuco@puco.ohio.gov

Cc: btrombino@rpaenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Morning,

Attached is the sales call.

Let me know if you need anything else.

Thank you,

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

Case Number: 00660823

From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Thursday, January 28, 2021 8:10 AM  
To: Alexa Torres <atorres@rpaenergy.com>  
Cc: btrombino@rpaenergy.com  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

From: Alexa Torres [atorres@rpaenergy.com]  
Sent: 1/27/2021 3:57 PM  
To: contactthepuco@puco.ohio.gov  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
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To: btrombino@rpaenergy.com <BTrombino@rpaenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00660823

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45240

AIQ: RPA Energy, Inc

NIQ: ([REDACTED])

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DESCRIPTION OF ISSUE:

Good morning,

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The Welcome Letter mailed to the customer.

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Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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**Email Created Date: 2/11/2021 5:10:19 PM**

**Email HTML Version:**

Good Evening,

The refund comes to \$1060.59.

The customer will receive the refund within 10 business days.

Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres

Case Number: 00660823

Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Thursday, February 11, 2021 2:22 PM  
**To:** Alexa Torres <atorres@rpaenergy.com>  
**Cc:** btrombino@rpaenergy.com  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon,

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\* Please provide the timeline that the customer should receive the refund check.

Thank you,

Shawn Thompson

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

**From:** Alexa Torres [atorres@rpaenergy.com]  
**Sent:** 1/28/2021 9:27 AM  
**To:** [contactthepuco@puc.ohio.gov](mailto:contactthepuco@puc.ohio.gov)  
**Cc:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Morning,

Attached is the sales call.

Let me know if you need anything else.

Thank you,  
Alexa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015



---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Thursday, January 28, 2021 8:10 AM  
**To:** Alexa Torres <[atorres@rpaenergy.com](mailto:atorres@rpaenergy.com)>  
**Cc:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

**From:** Alexa Torres [[atorres@rpaenergy.com](mailto:atorres@rpaenergy.com)]  
**Sent:** 1/27/2021 3:57 PM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Wednesday, January 27, 2021 8:08:48 AM  
**To:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com) <[BTrombino@rpaenergy.com](mailto:BTrombino@rpaenergy.com)>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [  
ref: \_00Dt0GzXt.\_500t0g0NMh:ref ]



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

**CASE ID:** 00660823

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45240

**AIQ:** RPA Energy, Inc

**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 morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

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

- periods during which the customer was enrolled?
5. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
  6. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
  7. 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](http://www.PUCO.ohio.gov)

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ref:\_00Dt0GzXt.\_500t0g0NMh:ref

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**Email Text Version:**

Good Evening,

The refund comes to \$1060.59.

The customer will receive the refund within 10 business days.

Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Thursday, February 11, 2021 2:22 PM  
To: Alexsa Torres <atorres@rpaenergy.com>  
Cc: btrombino@rpaenergy.com  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon,

Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

- \* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.
- \* Please provide the timeline that the customer should receive the refund check.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]

Sent: 1/28/2021 9:27 AM

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

Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Morning,

Attached is the sales call.

Let me know if you need anything else.

Thank you,

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson

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

Sent: Thursday, January 28, 2021 8:10 AM

To: Alexsa Torres <atorres@rpaenergy.com<mailto:atorres@rpaenergy.com>>

Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]

Sent: 1/27/2021 3:57 PM

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

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [

ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

---

From: Shawn Thompson

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

Sent: Wednesday, January 27, 2021 8:08:48 AM

To: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

<BTrombino@rpaenergy.com<mailto:BTrombino@rpaenergy.com>>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00660823

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45240

AIQ: RPA Energy, Inc

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 morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

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

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ref:\_00Dt0GzXt.\_500t0g0NMh:ref

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D1ADG&from=ext>]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D2ZJV&from=ext>]

**Email Created Date: 2/12/2021 7:57:19 AM**

**Email HTML Version:**



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

**CASE ID:** 00660823

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45240

**AIQ:** RPA Energy, Inc

**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,

I am working on a supplier re-rate case for this customer.

\* Can you please provide the bill copies that RPA Energy billed the customer?

\* Service period start date 7/14/20 and the end service date was 1/4/21.

Thank you,

**Shawn Thompson**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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.\_500t0g0NMh:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00660823

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45240

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45240

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE NUMBER:

NIQ: ([REDACTED])

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

DESCRIPTION OF ISSUE:

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Case Number: 00660823

Customer Service Investigator

(800) 686-PUCO (7826)

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

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**Email Created Date: 2/12/2021 3:04:21 PM**

**Email HTML Version:**

Shawn,

RE:

[REDACTED]  
Cincinnati, OH, 45240

I reviewed the above address for [REDACTED]. The electric service is actually in [REDACTED] name, but [REDACTED] is listed as a spouse on [REDACTED]'s account.

RPA Energy, INC has been the electric supplier since 7/14/2020, and there currently is a termination date set for 2/15/2021. Per your request, I have attached all available bill copies that show RPA Energy, INC. Once the meter is read on 2/15/2021 and a new bill generates, the final bill for RPA Energy, INC will be available for me to send to you.

Please let me know if you have any questions.

**Thanks,  
Kristi Stanifer  
Consumer Affairs Specialist  
317-838-1009**



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---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Friday, February 12, 2021 7:57 AM  
**To:** Commission-AGT@duke-energy.com  
**Subject:** [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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

**CASE ID:** 00660823  
**CUSTOMER:** [REDACTED]  
**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45240  
**AIQ:** RPA Energy, Inc  
**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,

I am working on a supplier re-rate case for this customer.

- \* Can you please provide the bill copies that RPA Energy billed the customer?
- \* Service period start date 7/14/20 and the end service date was 1/4/21.

Thank you,

**Shawn Thompson**  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department

Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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**Email Text Version:**

Shawn,

RE:

[REDACTED]  
Cincinnati, OH, 45240

I reviewed the above address for [REDACTED]. The electric service is actually in [REDACTED]' name, but [REDACTED] is listed as a spouse on [REDACTED]'s account.

RPA Energy, INC has been the electric supplier since 7/14/2020, and there currently is a termination date set for 2/15/2021. Per your request, I have attached all available bill copies that show RPA Energy, INC. Once the meter is read on 2/15/2021 and a new bill generates, the final bill for RPA Energy, INC will be available for me to send to you.

Please let me know if you have any questions.

Thanks,  
Kristi Stanifer  
Consumer Affairs Specialist  
317-838-1009

[cid:image001.png@01D7014E.F4139580]

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From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Friday, February 12, 2021 7:57 AM  
To: Commission-AGT@duke-energy.com  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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

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

CASE ID: 00660823

CUSTOMER: [REDACTED]  
SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45240  
AIQ: RPA Energy, Inc  
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,

I am working on a supplier re-rate case for this customer.

- \* Can you please provide the bill copies that RPA Energy billed the customer?
- \* Service period start date 7/14/20 and the end service date was 1/4/21.

Thank you,

Shawn Thompson  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)<<https://www.puco.ohio.gov/>>

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D2cds&from=ext>]

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**Email Created Date: 3/2/2021 8:04:18 AM**

**Email HTML Version:**



Good morning Kristi,

Please provide an update.

Thanks,

Shawn

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

**From:** Stanifer, Kristi [kristi.stanifer@duke-energy.com]

**Sent:** 2/12/2021 3:03 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Shawn,

RE:

[REDACTED]  
Cincinnati, OH, 45240

I reviewed the above address for Lori Pharris. The electric service is actually in [REDACTED] name, but [REDACTED] is listed as a spouse on [REDACTED] account.

RPA Energy, INC has been the electric supplier since 7/14/2020, and there currently is a termination date set for 2/15/2021. Per your request, I have attached all available bill copies that show RPA Energy, INC. Once the meter is read on 2/15/2021 and a new bill generates, the final bill for RPA Energy, INC will be available for me to send to you.

Please let me know if you have any questions.

**Thanks,  
Kristi Stanifer  
Consumer Affairs Specialist  
317-838-1009**



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unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Friday, February 12, 2021 7:57 AM  
**To:** Commission-AGT@duke-energy.com  
**Subject:** [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

**\*\*\* CAUTION! EXTERNAL SENDER \*\*\* STOP & THINK!** Do you know and trust this sender? Were you expecting this email? Are grammar and spelling correct? Does the content make sense? If suspicious, then do not click links, open attachments or enter your ID or password.



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

**CASE ID:** 00660823  
**CUSTOMER:** [REDACTED]  
**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45240  
**AIQ:** RPA Energy, Inc  
**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,

I am working on a supplier re-rate case for this customer.

- \* Can you please provide the bill copies that RPA Energy billed the customer?
- \* Service period start date 7/14/20 and the end service date was 1/4/21.

Thank you,

**Shawn Thompson**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0g0NMh:ref

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**Email Text Version:**

Good morning Kristi,

Please provide an update.

Thanks,

Shawn

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

From: Stanifer, Kristi [kristi.stanifer@duke-energy.com]

Sent: 2/12/2021 3:03 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Shawn,

RE: [REDACTED]

[REDACTED]

Cincinnati, OH, 45240

I reviewed the above address for [REDACTED]. The electric service is actually in [REDACTED]' name, but [REDACTED] is listed as a spouse on [REDACTED] account.

RPA Energy, INC has been the electric supplier since 7/14/2020, and there currently is a termination date set for 2/15/2021. Per your request, I have attached all available bill copies that show RPA Energy, INC. Once the meter is read on 2/15/2021 and a new bill generates, the final bill for RPA Energy, INC will be available for me to send to you.

Please let me know if you have any questions.

Thanks,

Kristi Stanifer

Consumer Affairs Specialist

Case Number: 00660823

86

317-838-1009

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From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Friday, February 12, 2021 7:57 AM  
To: Commission-AGT@duke-energy.com  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00660823

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45240

AIQ: RPA Energy, Inc

NIQ: [REDACTED]

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

Case Number: 00660823

DESCRIPTION OF ISSUE:

Good morning,

I am working on a supplier re-rate case for this customer.

\* Can you please provide the bill copies that RPA Energy billed the customer?

\* Service period start date 7/14/20 and the end service date was 1/4/21.

Thank you,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0g0NMh:ref

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**Email Created Date: 3/3/2021 9:07:07 AM**

**Email HTML Version:**

Shawn,

I have attached the most recent bill. The balance due on this bill was made on 3/2/2021, so the account currently has a zero balance.

**Thanks,  
Kristi Stanifer  
Consumer Affairs Specialist  
317-838-1009**



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---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Tuesday, March 2, 2021 8:04 AM  
**To:** Commission-AGT@duke-energy.com  
**Cc:** Stanifer, Kristi <[Kristi.Stanifer@duke-energy.com](mailto:Kristi.Stanifer@duke-energy.com)>  
**Subject:** RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Kristi,

Please provide an update.

Thanks,

Shawn

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

**From:** Stanifer, Kristi [[kristi.stanifer@duke-energy.com](mailto:kristi.stanifer@duke-energy.com)]  
**Sent:** 2/12/2021 3:03 PM

To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Shawn,

RE:

[REDACTED]  
Cincinnati, OH, 45240

I reviewed the above address for Lori Pharris. The electric service is actually in [REDACTED]' name, but [REDACTED] is listed as a spouse on [REDACTED]'s account.

RPA Energy, INC has been the electric supplier since 7/14/2020, and there currently is a termination date set for 2/15/2021. Per your request, I have attached all available bill copies that show RPA Energy, INC. Once the meter is read on 2/15/2021 and a new bill generates, the final bill for RPA Energy, INC will be available for me to send to you.

Please let me know if you have any questions.

Thanks,  
Kristi Stanifer  
Consumer Affairs Specialist  
317-838-1009



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---

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

Sent: Friday, February 12, 2021 7:57 AM

To: [Commission-AGT@duke-energy.com](mailto:Commission-AGT@duke-energy.com)

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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

**CASE ID:** 00660823

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45240

**AIQ:** RPA Energy, Inc

**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,

I am working on a supplier re-rate case for this customer.

\* Can you please provide the bill copies that RPA Energy billed the customer?

\* Service period start date 7/14/20 and the end service date was 1/4/21.

Thank you,

**Shawn Thompson**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0g0NMh:ref

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**Email Text Version:**

Shawn,

I have attached the most recent bill. The balance due on this bill was made on 3/2/2021, so the account currently has a zero balance.

Thanks,  
Kristi Stanifer  
Consumer Affairs Specialist  
317-838-1009

[cid:image001.png@01D7100C.0D1C9D30]

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From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Tuesday, March 2, 2021 8:04 AM  
To: Commission-AGT@duke-energy.com

Cc: Stanifer, Kristi <Kristi.Stanifer@duke-energy.com>  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Kristi,

Please provide an update.

Thanks,

Shawn

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

From: Stanifer, Kristi [kristi.stanifer@duke-energy.com]  
Sent: 2/12/2021 3:03 PM  
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Shawn,

RE: [REDACTED]  
[REDACTED]  
Cincinnati, OH, 45240

I reviewed the above address for Lori Pharris. The electric service is actually in [REDACTED]' name, but [REDACTED] is listed as a spouse on [REDACTED]'s account.

RPA Energy, INC has been the electric supplier since 7/14/2020, and there currently is a termination date set for 2/15/2021. Per your request, I have attached all available bill copies that show RPA Energy, INC. Once the meter is read on 2/15/2021 and a new bill generates, the final bill for RPA Energy, INC will be available for me to send to you.

Please let me know if you have any questions.

Thanks,  
Kristi Stanifer  
Consumer Affairs Specialist  
317-838-1009

[cid:image001.png@01D7100C.0D1C9D30]

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From: Shawn Thompson  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Friday, February 12, 2021 7:57 AM  
To: Commission-AGT@duke-energy.com<mailto:Commission-AGT@duke-energy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

\*\*\* CAUTION! EXTERNAL SENDER \*\*\* STOP & THINK! Do you know and trust this sender? Were you expecting this email? Are grammar and spelling correct? Does the content make sense? If suspicious, then do not click links, open attachments or enter your ID or password.  
[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

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

CASE ID: 00660823  
CUSTOMER: Lori Pharris  
SERVICE ADDRESS: 10575 Cranwood Court, Cincinnati, Ohio 45240  
AIQ: RPA Energy, Inc  
NIQ: (513) 615-7218

\*\*\*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,

I am working on a supplier re-rate case for this customer.

- \* Can you please provide the bill copies that RPA Energy billed the customer?
- \* Service period start date 7/14/20 and the end service date was 1/4/21.

Thank you,

Shawn Thompson  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](https://www.puco.ohio.gov)<<https://www.puco.ohio.gov/>>

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D2cds&from=ext>]

ref:\_00Dt0GzXt.\_500t0g0NMh:ref

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D49p5&from=ext>]

**Email Created Date: 3/4/2021 7:21:25 AM**

**Email HTML Version:**

Good morning Alexa,

Customer received the final service flow bill with RPA charges for the service period 1/15/21-2/15/21 at .1395. The price to compare with Duke for that period was .0371 with the usage of 4944. Please re-rate the customer accordingly and provide the refund check amount and the timeline for the customer to receive the refund check.

Thank you,

Shawn Thompson

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

**From:** Alexsa Torres [atorres@rpaenergy.com]

**Sent:** 2/11/2021 5:09 PM

**To:** contactthepuco@puco.ohio.gov

**Cc:** btrombino@rpaenergy.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Evening,

The refund comes to \$1060.59.

The customer will receive the refund within 10 business days.

Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

---

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

**Sent:** Thursday, February 11, 2021 2:22 PM

**To:** Alexsa Torres <atorres@rpaenergy.com>

**Cc:** btrombino@rpaenergy.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon,

Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

\* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.

\* Please provide the timeline that the customer should receive the refund check.

Thank you,

Shawn Thompson

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

**From:** Alexsa Torres [atorres@rpaenergy.com]

**Sent:** 1/28/2021 9:27 AM

**To:** contactthepuco@puco.ohio.gov

**Cc:** btrombino@rpaenergy.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Morning,

Attached is the sales call.

Let me know if you need anything else.

Thank you,

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

---

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

**Sent:** Thursday, January 28, 2021 8:10 AM

**To:** Alexsa Torres <atorres@rpaenergy.com>

**Cc:** btrombino@rpaenergy.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

**From:** Alexa Torres [atorres@rpaenergy.com]

**Sent:** 1/27/2021 3:57 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 Brian Farris enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

---

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

**Sent:** Wednesday, January 27, 2021 8:08:48 AM

**To:** btrombino@rpaenergy.com <BTrombino@rpaenergy.com>

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]





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

**CASE ID:** 00660823

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45240

**AIQ:** RPA Energy, Inc

**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 morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

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

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ref:\_00Dt0GzXt.\_500t0g0NMh:ref

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**Email Text Version:**

Good morning Alexa,

Customer received the final service flow bill with RPA charges for the service period 1/15/21-2/15/21 at .1395. The price to compare with Duke for that period was .0371 with the usage of 4944. Please re-rate the customer accordingly and provide the refund check amount and the timeline for the customer to receive the refund check.

Thank you,

Shawn Thompson

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

From: Alexa Torres [atorres@rpaenergy.com]

Sent: 2/11/2021 5:09 PM

To: contactthepuco@puco.ohio.gov

Cc: btrombino@rpaenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Evening,

The refund comes to \$1060.59.

The customer will receive the refund within 10 business days.

Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Thursday, February 11, 2021 2:22 PM  
To: Alexsa Torres <atorres@rpaenergy.com>  
Cc: btrombino@rpaenergy.com  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon,

Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

- \* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.
- \* Please provide the timeline that the customer should receive the refund check.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]  
Sent: 1/28/2021 9:27 AM  
To: contactthepuco@puco.ohio.gov  
Cc: btrombino@rpaenergy.com  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Morning,

Attached is the sales call.

Let me know if you need anything else.

Thank you,

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Thursday, January 28, 2021 8:10 AM  
To: Alexsa Torres <atorres@rpaenergy.com>  
Cc: btrombino@rpaenergy.com  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]  
Sent: 1/27/2021 3:57 PM  
To: contactthepuco@puco.ohio.gov  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Wednesday, January 27, 2021 8:08:48 AM  
To: btrombino@rpaenergy.com <BTrombino@rpaenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00660823

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45240

AIQ: RPA Energy, Inc

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 morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

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

If the solicitation was completed by a third party vendor, which vendor.

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

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

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

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

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

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

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

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

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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**Email Created Date: 3/4/2021 3:06:49 PM**



**Email HTML Version:**

Good Afternoon,

The refund comes to \$423.11. The customer will receive the refund check within 10 business days.

Thank you,



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Thursday, March 4, 2021 7:21 AM  
**To:** Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
**Cc:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

Customer received the final service flow bill with RPA charges for the service period 1/15/21-2/15/21 at .1395. The price to compare with Duke for that period was .0371 with the usage of 4944. Please re-rate the customer accordingly and provide the refund check amount and the timeline for the customer to receive the refund check.

Thank you,

Shawn Thompson

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

**From:** Alexsa Torres [[atorres@rpaenergy.com](mailto:atorres@rpaenergy.com)]  
**Sent:** 2/11/2021 5:09 PM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
**Cc:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Evening,

The refund comes to \$1060.59.

The customer will receive the refund within 10 business days.

Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Thursday, February 11, 2021 2:22 PM  
**To:** Alexsa Torres <[atorres@rpaenergy.com](mailto:atorres@rpaenergy.com)>  
**Cc:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon,

Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

\* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.

\* Please provide the timeline that the customer should receive the refund check.

Thank you,

Shawn Thompson

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

**From:** Alexsa Torres [[atorres@rpaenergy.com](mailto:atorres@rpaenergy.com)]  
**Sent:** 1/28/2021 9:27 AM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
**Cc:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [

ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Morning,

Attached is the sales call.

Let me know if you need anything else.

Thank you,  
Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Thursday, January 28, 2021 8:10 AM  
**To:** Alexsa Torres <[atorres@rpaenergy.com](mailto:atorres@rpaenergy.com)>  
**Cc:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

**From:** Alexsa Torres [[atorres@rpaenergy.com](mailto:atorres@rpaenergy.com)]  
**Sent:** 1/27/2021 3:57 PM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED] account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Wednesday, January 27, 2021 8:08:48 AM  
**To:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com) <[BTrombino@rpaenergy.com](mailto:BTrombino@rpaenergy.com)>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]



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

**CASE ID:** 00660823

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED] Cincinnati, Ohio 45240

**AIQ:** RPA Energy, Inc

**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 morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

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

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**Email Text Version:**

Good Afternoon,

The refund comes to \$423.11. The customer will receive the refund check within 10 business days.

Thank you,

[Logo, company name Description automatically generated]

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)<<http://www.greenchoiceenergy.com>>

Alexsa Torres

Sr. Director, Quality & Customer Experience

Green Choice Energy

P: (347) 748-1066

M: (845) 596-8196

E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743

[facebook icon]<<https://www.facebook.com/GreenChoiceEnergy/>> [linkedin icon]

<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]

<<https://www.instagram.com/greenchoiceenergy/>>

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

Sent: Thursday, March 4, 2021 7:21 AM

To: Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>

Cc: [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

Customer received the final service flow bill with RPA charges for the service period 1/15/21-2/15/21 at .1395. The price to compare with Duke for that period was .0371 with the usage of 4944. Please re-rate the customer accordingly and provide the refund check amount and the timeline for the customer to receive the refund check.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]

Sent: 2/11/2021 5:09 PM

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

Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Evening,

The refund comes to \$1060.59.

The customer will receive the refund within 10 business days.

Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson

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

Sent: Thursday, February 11, 2021 2:22 PM

To: Alexsa Torres <atorres@rpaenergy.com<mailto:atorres@rpaenergy.com>>

Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]



Good afternoon,

Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

\* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.

\* Please provide the timeline that the customer should receive the refund check.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]

Sent: 1/28/2021 9:27 AM

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

Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

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RPA Energy

Phone: 347-748-1066 ext 1015

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Sent: Thursday, January 28, 2021 8:10 AM

To: Alexsa Torres <atorres@rpaenergy.com<mailto:atorres@rpaenergy.com>>

Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

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Sent: 1/27/2021 3:57 PM

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

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

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[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

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Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [  
ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00660823

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45240

AIQ: RPA Energy, Inc

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:

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This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

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3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
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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](https://www.puco.ohio.gov)<<https://www.puco.ohio.gov>/>

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D15qN&from=ext>]

ref:\_00Dt0GzXt.\_500t0g0NMh:ref

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D1ADG&from=ext>]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D2ZJV&from=ext>]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D4LAY&from=ext>]

**Email Created Date: 3/8/2021 10:41:16 AM**

**Email HTML Version:**

Good morning Alexa,

I just left you a voice mail concerning your response. Please explain how you determined the refund amount. Please refer to the email where I provided you the information for the re-rate (Duke's price to compare).

Thank you,

Shawn

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/4/2021 3:04 PM

**To:** contactthepuco@puco.ohio.gov

**Cc:** btrombino@greenchoiceenergy.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Afternoon,

The refund comes to \$423.11. The customer will receive the refund check within 10 business days.

Thank you,



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

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

**Sent:** Thursday, March 4, 2021 7:21 AM

**To:** Alexa Torres <atorres@greenchoiceenergy.com>

**Cc:** btrombino@greenchoiceenergy.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

Customer received the final service flow bill with RPA charges for the service period 1/15/21-2/15/21 at .1395. The price to compare with Duke for that period was .0371 with the usage of 4944. Please re-rate the customer accordingly and provide the refund check amount and the timeline for the customer to receive the refund check.

Thank you,

Shawn Thompson

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

**From:** Alexsa Torres [atorres@rpaenergy.com]

**Sent:** 2/11/2021 5:09 PM

**To:** contactthepuco@puco.ohio.gov

**Cc:** btrombino@rpaenergy.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Evening,

The refund comes to \$1060.59.

The customer will receive the refund within 10 business days.

Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

---

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

**Sent:** Thursday, February 11, 2021 2:22 PM

**To:** Alexsa Torres <atorres@rpaenergy.com>

**Cc:** btrombino@rpaenergy.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon,

Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

\* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.

\* Please provide the timeline that the customer should receive the refund check.

Thank you,

Shawn Thompson

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

**From:** Alexa Torres [atorres@rpaenergy.com]

**Sent:** 1/28/2021 9:27 AM

**To:** contactthepuco@puco.ohio.gov

**Cc:** btrombino@rpaenergy.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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RPA Energy

Phone: 347-748-1066 ext 1015

---

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

**Sent:** Thursday, January 28, 2021 8:10 AM



**To:** Alexa Torres <atorres@rpaenergy.com>  
**Cc:** btrombino@rpaenergy.com  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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RPA's investigation revealed the following:

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Phone: 347-748-1066 ext 1015

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**Sent:** Wednesday, January 27, 2021 8:08:48 AM  
**To:** btrombino@rpaenergy.com <BTrombino@rpaenergy.com>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]



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

**CASE ID:** 00660823  
**CUSTOMER:** [REDACTED]  
**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45240  
**AIQ:** RPA Energy, Inc  
**NIQ:** ( [REDACTED] )

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Sincerely,

**Shawn Thompson**

Public Utilities Commission of Ohio  
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E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743

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From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Thursday, February 11, 2021 2:22 PM  
To: Alexsa Torres <atorres@rpaenergy.com>  
Cc: btrombino@rpaenergy.com  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon,

Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

- \* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.
- \* Please provide the timeline that the customer should receive the refund check.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]  
Sent: 1/28/2021 9:27 AM  
To: contactthepuco@puco.ohio.gov  
Cc: btrombino@rpaenergy.com  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Morning,

Attached is the sales call.

Let me know if you need anything else.

Thank you,

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Thursday, January 28, 2021 8:10 AM  
To: Alexsa Torres <atorres@rpaenergy.com>  
Cc: btrombino@rpaenergy.com  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]  
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To: contactthepuco@puco.ohio.gov  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.



I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Wednesday, January 27, 2021 8:08:48 AM  
To: btrombino@rpaenergy.com <BTrombino@rpaenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00660823

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45240

AIQ: RPA Energy, Inc

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 morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

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

If the solicitation was completed by a third party vendor, which vendor.

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

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

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

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

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

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

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

The signed agreement for service.

The Terms and Conditions of Service.

The signed Acknowledgement form.

The Welcome Letter mailed to the customer.

The Third Party Verification recording for this enrollment.  
The contract expiration notices mailed to the customer.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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.\_500t0g0NMh:ref

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Created Date: 3/8/2021 11:02:03 AM**

**Email HTML Version:**

Ms. Thompson,

Please see attached. The calculation was off. We have updated it to be \$511.27 and it will be mailed today.

Thank you,  
Alexsa



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Monday, March 8, 2021 10:41 AM  
**To:** Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

I just left you a voice mail concerning your response. Please explain how you determined the refund amount. Please refer to the email where I provided you the information for the re-rate (Duke's price to compare).

Thank you,

Shawn

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

**From:** Alexsa Torres [[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)]  
**Sent:** 3/4/2021 3:04 PM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
**Cc:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Afternoon,

The refund comes to \$423.11. The customer will receive the refund check within 10 business days.

Thank you,



[www.greenchoicenergy.com](http://www.greenchoicenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Thursday, March 4, 2021 7:21 AM  
**To:** Alexsa Torres <[atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)>  
**Cc:** [btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

Customer received the final service flow bill with RPA charges for the service period 1/15/21-2/15/21 at .1395. The price to compare with Duke for that period was .0371 with the usage of 4944. Please re-rate the customer accordingly and provide the refund check amount and the timeline for the customer to receive the refund check.

Thank you,

Shawn Thompson

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

**From:** Alexsa Torres [[atorres@rpaenergy.com](mailto:atorres@rpaenergy.com)]  
**Sent:** 2/11/2021 5:09 PM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
**Cc:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Evening,

The refund comes to \$1060.59.

The customer will receive the refund within 10 business days.

Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

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**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon,

Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

\* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.

\* Please provide the timeline that the customer should receive the refund check.

Thank you,

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Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

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Good morning,

Please provide a copy of the sales call.

Thank you,

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This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

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**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]



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

**CASE ID:** 00660823  
**CUSTOMER:** [REDACTED]  
**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45240  
**AIQ:** RPA Energy, Inc  
**NIQ:** [REDACTED]

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**DESCRIPTION OF ISSUE:**

Good morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled



them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

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

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ref:\_00Dt0GzXt.\_500t0g0NMh:ref

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**Email Text Version:**

Ms. Thompson,

Please see attached. The calculation was off. We have updated it to be \$511.27 and it will be mailed today.

Thank you,

Alexsa

[Logo, company name Description automatically generated]

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)<<http://www.greenchoiceenergy.com>>

Alexsa Torres

Sr. Director, Quality & Customer Experience

Green Choice Energy

P: (347) 748-1066

M: (845) 596-8196  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<<https://www.facebook.com/GreenChoiceEnergy/>> [linkedin icon]  
<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoiceenergy/>>

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From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Monday, March 8, 2021 10:41 AM  
To: Alexa Torres <atorres@greenchoiceenergy.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexa,

I just left you a voice mail concerning your response. Please explain how you determined the refund amount. Please refer to the email where I provided you the information for the re-rate (Duke's price to compare).

Thank you,

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Sent: 3/4/2021 3:04 PM  
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Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Afternoon,  
The refund comes to \$423.11. The customer will receive the refund check within 10 business days.  
Thank you,

[Logo, company name Description automatically generated]  
[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)<<http://www.greenchoiceenergy.com>>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)<<mailto:atorres@greenchoiceenergy.com>>  
14 Wall Street Floor 2  
Huntington, NY 11743

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<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoiceenergy/>>

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<[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)<<mailto:contactthepuco@puc.state.oh.us>>>  
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Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

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Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson

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

Sent: Thursday, February 11, 2021 2:22 PM

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Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

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RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson

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

Sent: Thursday, January 28, 2021 8:10 AM

To: Alexsa Torres <atorres@rpaenergy.com<mailto:atorres@rpaenergy.com>>

Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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Thank you,

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Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [

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Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [  
ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00660823

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45240

AIQ: RPA Energy, Inc

NIQ: [REDACTED]

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3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
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5. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
6. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
7. 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](https://www.puco.ohio.gov/)<<https://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.

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D15qN&from=int>]

ref:\_00Dt0GzXt.\_500t0g0NMh:ref

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D2ZJV&from=int>]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D4LAY&from=int>]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D4eTP&from=ext>]

**Email Created Date: 3/19/2021 2:06:09 PM**

**Email HTML Version:**

Good afternoon Alexa,

Customer contacted the PUCO hotline to state that she has not received the check. Please confirm the date that the refund check was placed in the mail.

Thanks,

Shawn

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/8/2021 11:01 AM

**To:** contactthepuco@puco.ohio.gov

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Ms. Thompson,

Please see attached. The calculation was off. We have updated it to be \$511.27 and it will be mailed today.

Thank you,  
Alexsa



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

**Sent:** Monday, March 8, 2021 10:41 AM

**To:** Alexa Torres <atorres@greenchoiceenergy.com>

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexa,

I just left you a voice mail concerning your response. Please explain how you determined the refund amount. Please refer to the email where I provided you the information for the re-rate (Duke's price to compare).

Thank you,

Shawn

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/4/2021 3:04 PM

**To:** contactthepuco@puco.ohio.gov

**Cc:** btrombino@greenchoiceenergy.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Afternoon,

The refund comes to \$423.11. The customer will receive the refund check within 10 business days.

Thank you,



Alexa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: atorres@greenchoiceenergy.com  
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---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Thursday, March 4, 2021 7:21 AM  
**To:** Alexsa Torres <atorres@greenchoiceenergy.com>  
**Cc:** btrombino@greenchoiceenergy.com  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

Customer received the final service flow bill with RPA charges for the service period 1/15/21-2/15/21 at .1395. The price to compare with Duke for that period was .0371 with the usage of 4944. Please re-rate the customer accordingly and provide the refund check amount and the timeline for the customer to receive the refund check.

Thank you,

Shawn Thompson

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

**From:** Alexsa Torres [atorres@rpaenergy.com]  
**Sent:** 2/11/2021 5:09 PM  
**To:** contactthepuco@puco.ohio.gov  
**Cc:** btrombino@rpaenergy.com  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Evening,

The refund comes to \$1060.59.

The customer will receive the refund within 10 business days.

Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Thursday, February 11, 2021 2:22 PM  
**To:** Alexsa Torres <atorres@rpaenergy.com>  
**Cc:** btrombino@rpaenergy.com  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon,

Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

\* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.

\* Please provide the timeline that the customer should receive the refund check.

Thank you,

Shawn Thompson

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

**From:** Alexsa Torres [atorres@rpaenergy.com]  
**Sent:** 1/28/2021 9:27 AM  
**To:** contactthepuco@puco.ohio.gov  
**Cc:** btrombino@rpaenergy.com  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Morning,

Attached is the sales call.

Let me know if you need anything else.

Thank you,  
Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Thursday, January 28, 2021 8:10 AM  
**To:** Alexa Torres <atorres@rpaenergy.com>  
**Cc:** btrombino@rpaenergy.com  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

**From:** Alexa Torres [atorres@rpaenergy.com]  
**Sent:** 1/27/2021 3:57 PM  
**To:** contactthepuco@puco.ohio.gov  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Wednesday, January 27, 2021 8:08:48 AM  
**To:** btrombino@rpaenergy.com <BTrombino@rpaenergy.com>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]



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

**CASE ID:** 00660823

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED] Cincinnati, Ohio 45240

**AIQ:** RPA Energy, Inc

**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 morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which



vendor.

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

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ref:\_00Dt0GzXt.\_500t0g0NMh:ref

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**Email Text Version:**

Good afternoon Alexsa,

Customer contacted the PUCO hotline to state that she has not received the check. Please confirm the date that the refund check was placed in the mail.

Thanks,

Shawn

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

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 3/8/2021 11:01 AM

To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [

ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Ms. Thompson,

Please see attached. The calculation was off. We have updated it to be \$511.27 and it will be mailed today.

Thank you,

Alexsa

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066

M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743

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From: Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Monday, March 8, 2021 10:41 AM  
To: Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

I just left you a voice mail concerning your response. Please explain how you determined the refund amount. Please refer to the email where I provided you the information for the re-rate (Duke's price to compare).

Thank you,

Shawn

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

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 3/4/2021 3:04 PM

To: contactthepuco@puco.ohio.gov

Cc: btrombino@greenchoiceenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Afternoon,

The refund comes to \$423.11. The customer will receive the refund check within 10 business days.

Thank you,

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066

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From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Thursday, March 4, 2021 7:21 AM  
To: Alexa Torres <atorres@greenchoiceenergy.com>  
Cc: btrombino@greenchoiceenergy.com  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexa,

Customer received the final service flow bill with RPA charges for the service period 1/15/21-2/15/21 at .1395. The price to compare with Duke for that period was .0371 with the usage of 4944. Please re-rate the customer accordingly and provide the refund check amount and the timeline for the customer to receive the refund check.

Thank you,

Shawn Thompson

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

From: Alexa Torres [atorres@rpaenergy.com]  
Sent: 2/11/2021 5:09 PM

To: contactthepuco@puco.ohio.gov  
Cc: btrombino@rpaenergy.com  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Evening,

The refund comes to \$1060.59.

The customer will receive the refund within 10 business days.

Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Thursday, February 11, 2021 2:22 PM  
To: Alexsa Torres <atorres@rpaenergy.com>  
Cc: btrombino@rpaenergy.com  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon,

Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

\* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.

\* Please provide the timeline that the customer should receive the refund check.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]

Sent: 1/28/2021 9:27 AM

To: contactthepuco@puco.ohio.gov

Cc: btrombino@rpaenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Morning,

Attached is the sales call.

Let me know if you need anything else.

Thank you,

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

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

Sent: Thursday, January 28, 2021 8:10 AM  
To: Alexsa Torres <atorres@rpaenergy.com>  
Cc: btrombino@rpaenergy.com  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]  
Sent: 1/27/2021 3:57 PM  
To: contactthepuco@puco.ohio.gov  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres

Sr. Director, Quality & Customer Experience



RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Wednesday, January 27, 2021 8:08:48 AM  
To: btrombino@rpaenergy.com <BTrombino@rpaenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00660823

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45240

AIQ: RPA Energy, Inc

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:

Case Number: 00660823

163

Good morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

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

If the solicitation was completed by a third party vendor, which vendor.

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

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

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

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

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

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

The signed agreement for service.

The Terms and Conditions of Service.

The signed Acknowledgement form.

The Welcome Letter mailed to the customer.

The Third Party Verification recording for this enrollment.

The contract expiration notices mailed to the customer.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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**Email Created Date: 3/19/2021 2:19:02 PM**

**Email HTML Version:**

Ms. Thompson,

I'm looking into this now. Both checks or just the last one for \$511.27?

Thanks,  
Alexsa

---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Friday, March 19, 2021 2:06 PM  
**To:** Alexsa Torres  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon Alexa,

Customer contacted the PUCO hotline to state that she has not received the check. Please confirm the date that the refund check was placed in the mail.

Thanks,

Shawn

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/8/2021 11:01 AM

**To:** contactthepuco@puco.ohio.gov

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Ms. Thompson,

Please see attached. The calculation was off. We have updated it to be \$511.27 and it will be mailed today.

Thank you,  
Alexsa



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
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P: (347) 748-1066  
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**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

**Sent:** Monday, March 8, 2021 10:41 AM

**To:** Alexa Torres <atorres@greenchoiceenergy.com>

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexa,

I just left you a voice mail concerning your response. Please explain how you determined the refund amount. Please refer to the email where I provided you the information for the re-rate (Duke's price to compare).

Thank you,

Shawn

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/4/2021 3:04 PM

**To:** contactthepuco@puco.ohio.gov

**Cc:** btrombino@greenchoiceenergy.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Afternoon,

The refund comes to \$423.11. The customer will receive the refund check within 10 business days.

Thank you,



Alexa Torres  
Sr. Director, Quality & Customer  
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Green Choice Energy

P: (347) 748-1066  
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**To:** Alexsa Torres <atorres@greenchoiceenergy.com>  
**Cc:** btrombino@greenchoiceenergy.com  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

Customer received the final service flow bill with RPA charges for the service period 1/15/21-2/15/21 at .1395. The price to compare with Duke for that period was .0371 with the usage of 4944. Please re-rate the customer accordingly and provide the refund check amount and the timeline for the customer to receive the refund check.

Thank you,

Shawn Thompson

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

**From:** Alexsa Torres [atorres@rpaenergy.com]  
**Sent:** 2/11/2021 5:09 PM  
**To:** contactthepuco@puco.ohio.gov  
**Cc:** btrombino@rpaenergy.com  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Evening,

The refund comes to \$1060.59.

The customer will receive the refund within 10 business days.

Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Thursday, February 11, 2021 2:22 PM  
**To:** Alexsa Torres <atorres@rpaenergy.com>  
**Cc:** btrombino@rpaenergy.com  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon,

Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

\* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.

\* Please provide the timeline that the customer should receive the refund check.

Thank you,

Shawn Thompson

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

**From:** Alexsa Torres [atorres@rpaenergy.com]  
**Sent:** 1/28/2021 9:27 AM  
**To:** contactthepuco@puco.ohio.gov  
**Cc:** btrombino@rpaenergy.com  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Morning,

Attached is the sales call.

Let me know if you need anything else.

Thank you,  
Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Thursday, January 28, 2021 8:10 AM  
**To:** Alexa Torres <atorres@rpaenergy.com>  
**Cc:** btrombino@rpaenergy.com  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

**From:** Alexa Torres [atorres@rpaenergy.com]  
**Sent:** 1/27/2021 3:57 PM  
**To:** contactthepuco@puco.ohio.gov  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015



---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Wednesday, January 27, 2021 8:08:48 AM  
**To:** btrombino@rpaenergy.com <BTrombino@rpaenergy.com>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]



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

**CASE ID:** 00660823

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45240

**AIQ:** RPA Energy, Inc

**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 morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which

vendor.

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

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

ref:\_00Dt0GzXt.\_500t0g0NMh:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

Ms. Thompson,

I'm looking into this now. Both checks or just the last one for \$511.27?

Thanks,  
Alexsa

---

From: Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Friday, March 19, 2021 2:06 PM  
To: Alexsa Torres  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon Alexsa,

Customer contacted the PUCO hotline to state that she has not received the check. Please confirm the date that the refund check was placed in the mail.

Thanks,

Shawn

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

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 3/8/2021 11:01 AM

To: contactthepuco@puco.ohio.gov

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Ms. Thompson,

Please see attached. The calculation was off. We have updated it to be \$511.27 and it will be mailed today.

Thank you,

Alexsa

[Logo, company name Description automatically generated]

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)<<http://www.greenchoiceenergy.com>>

Alexsa Torres

Sr. Director, Quality & Customer Experience

Green Choice Energy

P: (347) 748-1066

M: (845) 596-8196

E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743

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<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]

<<https://www.instagram.com/greenchoiceenergy/>>

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From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Monday, March 8, 2021 10:41 AM  
To: Alexsa Torres <atorres@greenchoiceenergy.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

I just left you a voice mail concerning your response. Please explain how you determined the refund amount. Please refer to the email where I provided you the information for the re-rate (Duke's price to compare).

Thank you,

Shawn

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

From: Alexsa Torres [atorres@greenchoiceenergy.com]  
Sent: 3/4/2021 3:04 PM  
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>  
Cc: btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Afternoon,

The refund comes to \$423.11. The customer will receive the refund check within 10 business days.

Thank you,

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com>

Alexsa Torres  
Sr. Director, Quality & Customer Experience

Green Choice Energy

P: (347) 748-1066

M: (845) 596-8196

E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)<<mailto:atorres@greenchoiceenergy.com>>

14 Wall Street Floor 2

Huntington, NY 11743

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<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]

<<https://www.instagram.com/greenchoiceenergy/>>

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From: Shawn Thompson

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

Sent: Thursday, March 4, 2021 7:21 AM

To: Alexsa Torres

<[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)<<mailto:atorres@greenchoiceenergy.com>>>

Cc: [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)<<mailto:btrombino@greenchoiceenergy.com>>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

Customer received the final service flow bill with RPA charges for the service period 1/15/21-2/15/21 at .1395. The price to compare with Duke for that period was .0371 with the usage of 4944. Please re-rate the customer accordingly and provide the refund check amount and the timeline for the customer to receive the refund check.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [[atorres@rpaenergy.com](mailto:atorres@rpaenergy.com)]

Sent: 2/11/2021 5:09 PM

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

Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Evening,

The refund comes to \$1060.59.

The customer will receive the refund within 10 business days.

Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson

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

Sent: Thursday, February 11, 2021 2:22 PM

To: Alexsa Torres <atorres@rpaenergy.com<mailto:atorres@rpaenergy.com>>

Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon,

Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

\* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.

\* Please provide the timeline that the customer should receive the refund check.

Thank you,

Shawn Thompson

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

From: Alexa Torres [atorres@rpaenergy.com]  
Sent: 1/28/2021 9:27 AM  
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>  
Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Morning,

Attached is the sales call.

Let me know if you need anything else.

Thank you,  
Alexa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

From: Shawn Thompson  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Thursday, January 28, 2021 8:10 AM  
To: Alexa Torres <atorres@rpaenergy.com<mailto:atorres@rpaenergy.com>>  
Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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



From: Alexa Torres [atorres@rpaenergy.com]  
Sent: 1/27/2021 3:57 PM  
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED] account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

From: Shawn Thompson  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Wednesday, January 27, 2021 8:08:48 AM  
To: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>  
<BTrombino@rpaenergy.com<mailto:BTrombino@rpaenergy.com>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00660823

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45240

AIQ: RPA Energy, Inc

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 morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

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

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D15qN&from=int>]

ref:\_00Dt0GzXt.\_500t0g0NMh:ref

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D4LAY&from=int>]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D4eTP&from=int>]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E7B5n&from=ext>]

**Email Created Date: 3/22/2021 8:20:22 AM**

**Email HTML Version:**

Good morning Alexa,

The last check for \$511.27.

Thanks,

Shawn

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/19/2021 2:18 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** Re: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Ms. Thompson,

I'm looking into this now. Both checks or just the last one for \$511.27?

Thanks,  
Alexsa

---

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

**Sent:** Friday, March 19, 2021 2:06 PM

**To:** Alexa Torres

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon Alexsa,

Customer contacted the PUCO hotline to state that she has not received the check. Please confirm the date that the refund check was placed in the mail.

Thanks,

Shawn

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/8/2021 11:01 AM

**To:** contactthepuco@puco.ohio.gov

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Ms. Thompson,

Please see attached. The calculation was off. We have updated it to be \$511.27 and it will be mailed today.

Thank you,  
Alexsa



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Monday, March 8, 2021 10:41 AM  
**To:** Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

I just left you a voice mail concerning your response. Please explain how you determined the refund amount. Please refer to the email where I provided you the information for the re-rate (Duke's price to compare).

Thank you,

Shawn

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

**From:** Alexsa Torres [[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)]  
**Sent:** 3/4/2021 3:04 PM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
**Cc:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Afternoon,

The refund comes to \$423.11. The customer will receive the refund check within 10 business days.

Thank you,



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Thursday, March 4, 2021 7:21 AM  
**To:** Alexsa Torres <atorres@greenchoiceenergy.com>  
**Cc:** btrombino@greenchoiceenergy.com  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

Customer received the final service flow bill with RPA charges for the service period 1/15/21-2/15/21 at .1395. The price to compare with Duke for that period was .0371 with the usage of 4944. Please re-rate the customer accordingly and provide the refund check amount and the timeline for the customer to receive the refund check.

Thank you,

Shawn Thompson

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

**From:** Alexa Torres [atorres@rpaenergy.com]  
**Sent:** 2/11/2021 5:09 PM  
**To:** contactthepuco@puco.ohio.gov  
**Cc:** btrombino@rpaenergy.com  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Evening,

The refund comes to \$1060.59.

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Attached is the breakdown.

Please let me know if you have any questions.

Alexa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Thursday, February 11, 2021 2:22 PM  
**To:** Alexa Torres <atorres@rpaenergy.com>  
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**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon,

Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

- \* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.
- \* Please provide the timeline that the customer should receive the refund check.

Thank you,



Shawn Thompson

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

**From:** Alexsa Torres [atorres@rpaenergy.com]

**Sent:** 1/28/2021 9:27 AM

**To:** contactthepuco@puco.ohio.gov

**Cc:** btrombino@rpaenergy.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Morning,

Attached is the sales call.

Let me know if you need anything else.

Thank you,

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

---

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

**Sent:** Thursday, January 28, 2021 8:10 AM

**To:** Alexsa Torres <atorres@rpaenergy.com>

**Cc:** btrombino@rpaenergy.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

**From:** Alexsa Torres [atorres@rpaenergy.com]

**Sent:** 1/27/2021 3:57 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

---

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

**Sent:** Wednesday, January 27, 2021 8:08:48 AM

**To:** btrombino@rpaenergy.com <BTrombino@rpaenergy.com>

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]



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

**CASE ID:** 00660823

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45240

**AIQ:** RPA Energy, Inc

**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 morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

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

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

ref:\_00Dt0GzXt.\_500t0g0NMh:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

Good morning Alexsa,

The last check for \$511.27.

Thanks,

Shawn

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

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 3/19/2021 2:18 PM

To: contactthepuco@puco.ohio.gov

Subject: Re: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Ms. Thompson,

I'm looking into this now. Both checks or just the last one for \$511.27?

Thanks,

Alexsa

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

Sent: Friday, March 19, 2021 2:06 PM

To: Alexsa Torres

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon Alexsa,

Customer contacted the PUCO hotline to state that she has not received the check. Please confirm the date that the refund check was placed in the mail.

Thanks,

Shawn

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

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 3/8/2021 11:01 AM

To: contactthepuco@puco.ohio.gov

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Ms. Thompson,

Please see attached. The calculation was off. We have updated it to be \$511.27 and it will be mailed today.

Thank you,

Alexsa

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066

M: (845) 596-8196

E: atorres@greenchoiceenergy.com

14 Wall Street Floor 2

Huntington, NY 11743

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From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Monday, March 8, 2021 10:41 AM  
To: Alexsa Torres <atorres@greenchoiceenergy.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

I just left you a voice mail concerning your response. Please explain how you determined the refund amount. Please refer to the email where I provided you the information for the re-rate (Duke's price to compare).

Thank you,

Shawn

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

From: Alexsa Torres [atorres@greenchoiceenergy.com]  
Sent: 3/4/2021 3:04 PM  
To: contactthepuco@puco.ohio.gov  
Cc: btrombino@greenchoiceenergy.com  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Afternoon,

The refund comes to \$423.11. The customer will receive the refund check within 10 business days.

Thank you,

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066

M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743

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From: Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Thursday, March 4, 2021 7:21 AM  
To: Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
Cc: [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,



Customer received the final service flow bill with RPA charges for the service period 1/15/21-2/15/21 at .1395. The price to compare with Duke for that period was .0371 with the usage of 4944. Please re-rate the customer accordingly and provide the refund check amount and the timeline for the customer to receive the refund check.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]

Sent: 2/11/2021 5:09 PM

To: contactthepuco@puco.ohio.gov

Cc: btrombino@rpaenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Evening,

The refund comes to \$1060.59.

The customer will receive the refund within 10 business days.

Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Thursday, February 11, 2021 2:22 PM  
To: Alexsa Torres <atorres@rpaenergy.com>  
Cc: btrombino@rpaenergy.com  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon,

Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

\* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.

\* Please provide the timeline that the customer should receive the refund check.

Thank you,

Shawn Thompson

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Good Morning,

Attached is the sales call.

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Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Thursday, January 28, 2021 8:10 AM  
To: Alexsa Torres <atorres@rpaenergy.com>  
Cc: btrombino@rpaenergy.com  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

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Sent: 1/27/2021 3:57 PM  
To: contactthepuco@puco.ohio.gov  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Wednesday, January 27, 2021 8:08:48 AM  
To: btrombino@rpaenergy.com <BTrombino@rpaenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00660823

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45240

AIQ: RPA Energy, Inc

NIQ: [REDACTED]

Case Number: 00660823

\*\*\*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 morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

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

If the solicitation was completed by a third party vendor, which vendor.

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

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

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

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

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

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

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

The signed agreement for service.

The Terms and Conditions of Service.

The signed Acknowledgement form.

The Welcome Letter mailed to the customer.

The Third Party Verification recording for this enrollment.

The contract expiration notices mailed to the customer.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0g0NMh:ref

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**Email Created Date: 3/22/2021 9:29:58 AM**




**Email HTML Version:**

Good Morning,

See below. The check was delivered. It was not cashed, we are stopping the payment through the bank, and resending it. I see it was sent to 10575 instead of 10574 Cranwood Ct.

## Payment Details

Print 

  
Amount: \$511.27  
Paid from: RPA Energy Inc., ...4651  
Category: None  
Send on: 03/09/21 (Deliver by: 03/15/21)  
Status: Paid   
Confirmation number: FB3CVI28  
Delivery type: Check  
Address:   
CINCINNATI, OH 45240  
Auto-pay: No

  
Note



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

**Sent:** Monday, March 22, 2021 8:20 AM

**To:** Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>

**Subject:** Re: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexa,

The last check for \$511.27.

Thanks,

Shawn

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/19/2021 2:18 PM

**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

**Subject:** Re: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Ms. Thompson,

I'm looking into this now. Both checks or just the last one for \$511.27?

Thanks,

Alexsa

---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

**Sent:** Friday, March 19, 2021 2:06 PM

**To:** Alexa Torres

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon Alexa,

Customer contacted the PUCO hotline to state that she has not received the check. Please confirm the date that the refund check was placed in the mail.

Thanks,

Shawn

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]



**Sent:** 3/8/2021 11:01 AM

**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Ms. Thompson,

Please see attached. The calculation was off. We have updated it to be \$511.27 and it will be mailed today.

Thank you,  
Alexsa



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
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---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

**Sent:** Monday, March 8, 2021 10:41 AM

**To:** Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

I just left you a voice mail concerning your response. Please explain how you determined the refund amount. Please refer to the email where I provided you the information for the re-rate (Duke's price to compare).

Thank you,

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**From:** Alexa Torres [atorres@greenchoiceenergy.com]  
**Sent:** 3/4/2021 3:04 PM  
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**Cc:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Afternoon,  
The refund comes to \$423.11. The customer will receive the refund check within 10 business days.  
Thank you,



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
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---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Thursday, March 4, 2021 7:21 AM  
**To:** Alexa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
**Cc:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexa,

Customer received the final service flow bill with RPA charges for the service period 1/15/21-2/15/21 at .1395. The price to compare with Duke for that period was .0371 with the usage of 4944. Please re-rate the customer accordingly and provide the refund check amount and the timeline for the customer to receive the refund check.

Thank you,

Shawn Thompson

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**From:** Alexa Torres [atorres@rpaenergy.com]  
**Sent:** 2/11/2021 5:09 PM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
**Cc:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Evening,

The refund comes to \$1060.59.

The customer will receive the refund within 10 business days.

Attached is the breakdown.

Please let me know if you have any questions.

Alexa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Thursday, February 11, 2021 2:22 PM  
**To:** Alexa Torres <[atorres@rpaenergy.com](mailto:atorres@rpaenergy.com)>  
**Cc:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon,

Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

\* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.

\* Please provide the timeline that the customer should receive the refund check.

Thank you,

Shawn Thompson

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

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**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
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**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Morning,

Attached is the sales call.

Let me know if you need anything else.

Thank you,  
Alexa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

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Good morning,

Please provide a copy of the sales call.

Thank you,

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**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Wednesday, January 27, 2021 8:08:48 AM  
**To:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com) <[BTrombino@rpaenergy.com](mailto:BTrombino@rpaenergy.com)>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]



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

**CASE ID:** 00660823

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45240

**AIQ:** RPA Energy, Inc

**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 morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

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

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

ref:\_00Dt0GzXt.\_500t0g0NMh:ref

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**Email Text Version:**

Good Morning,

See below. The check was delivered. It was not cashed, we are stopping the payment through the bank, and resending it. I see it was sent to 10575 instead of 10574 Cranwood Ct.

[cid:image001.png@01D71EFD.E29A6F50]

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<<http://www.greenchoiceenergy.com>>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743

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<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoiceenergy/>>

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



Sent: Monday, March 22, 2021 8:20 AM

To: Alexa Torres <atorres@greenchoiceenergy.com>

Subject: Re: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexa,

The last check for \$511.27.

Thanks,

Shawn

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

From: Alexa Torres [atorres@greenchoiceenergy.com]

Sent: 3/19/2021 2:18 PM

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

Subject: Re: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Ms. Thompson,

I'm looking into this now. Both checks or just the last one for \$511.27?

Thanks,  
Alexsa

---

From: Shawn Thompson

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

Sent: Friday, March 19, 2021 2:06 PM

To: Alexa Torres

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon Alexa,

Customer contacted the PUCO hotline to state that she has not received the check. Please confirm the date that the refund check was placed in the mail.

Thanks,

Shawn

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

From: Alexa Torres [atorres@greenchoiceenergy.com]

Sent: 3/8/2021 11:01 AM

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

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Ms. Thompson,

Please see attached. The calculation was off. We have updated it to be \$511.27 and it will be mailed today.

Thank you,

Alexsa

[Logo, company name Description automatically generated]

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)<<http://www.greenchoiceenergy.com>>

Alexsa Torres

Sr. Director, Quality & Customer Experience

Green Choice Energy

P: (347) 748-1066

M: (845) 596-8196

E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)<<mailto:atorres@greenchoiceenergy.com>>

14 Wall Street Floor 2

Huntington, NY 11743

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<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]

<<https://www.instagram.com/greenchoiceenergy/>>

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From: Shawn Thompson  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Monday, March 8, 2021 10:41 AM  
To: Alexsa Torres  
<atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

I just left you a voice mail concerning your response. Please explain how you determined the refund amount. Please refer to the email where I provided you the information for the re-rate (Duke's price to compare).

Thank you,

Shawn

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

From: Alexsa Torres [atorres@greenchoiceenergy.com]  
Sent: 3/4/2021 3:04 PM  
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>  
Cc: btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Afternoon,

The refund comes to \$423.11. The customer will receive the refund check within 10 business days.

Thank you,

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)<<mailto:atorres@greenchoicenergy.com>>  
14 Wall Street Floor 2  
Huntington, NY 11743

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<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
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From: Shawn Thompson  
<[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)<<mailto:contactthepuco@puc.state.oh.us>>>  
Sent: Thursday, March 4, 2021 7:21 AM  
To: Alexsa Torres  
<[atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)<<mailto:atorres@greenchoicenergy.com>>>  
Cc: [btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)<<mailto:btrombino@greenchoicenergy.com>>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

Customer received the final service flow bill with RPA charges for the service period 1/15/21-2/15/21 at .1395. The price to compare with Duke for that period was .0371 with the usage of 4944. Please re-rate the customer accordingly and provide the refund check amount and the timeline for the customer to receive the refund check.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]

Sent: 2/11/2021 5:09 PM

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

Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Evening,

The refund comes to \$1060.59.

The customer will receive the refund within 10 business days.

Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson

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

Sent: Thursday, February 11, 2021 2:22 PM

To: Alexsa Torres <atorres@rpaenergy.com<mailto:atorres@rpaenergy.com>>

Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon,

Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

\* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.

\* Please provide the timeline that the customer should receive the refund check.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]

Sent: 1/28/2021 9:27 AM

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

Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Morning,

Attached is the sales call.

Let me know if you need anything else.

Thank you,

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson

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

Sent: Thursday, January 28, 2021 8:10 AM

To: Alexsa Torres <atorres@rpaenergy.com<mailto:atorres@rpaenergy.com>>

Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]

Sent: 1/27/2021 3:57 PM

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

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [

ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

---

From: Shawn Thompson

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

Sent: Wednesday, January 27, 2021 8:08:48 AM

To: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

<BTrombino@rpaenergy.com<mailto:BTrombino@rpaenergy.com>>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [

ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00660823

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45240

AIQ: RPA Energy, Inc

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 morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.



Please review the account and advise:

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

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D15qN&from=int>]

ref:\_00Dt0GzXt.\_500t0g0NMh:ref

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D2ZJV&from=int>]

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E7MCQ&from=ext>]

**Email Created Date: 3/22/2021 10:13:17 AM**

**Email HTML Version:**

We called and spoke with Lori Pharris. We did send it to the correct address, but we are resending a new check.



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

---

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Monday, March 22, 2021 8:20 AM  
**To:** Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
**Subject:** Re: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

The last check for \$511.27.

Thanks,

Shawn

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

**From:** Alexsa Torres [[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)]  
**Sent:** 3/19/2021 2:18 PM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
**Subject:** Re: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Ms. Thompson,

I'm looking into this now. Both checks or just the last one for \$511.27?

Thanks,  
Alexsa

---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Friday, March 19, 2021 2:06 PM  
**To:** Alexsa Torres  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon Alexsa,

Customer contacted the PUCO hotline to state that she has not received the check. Please confirm the date that the refund check was placed in the mail.

Thanks,

Shawn

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

**From:** Alexsa Torres [atorres@greenchoiceenergy.com]  
**Sent:** 3/8/2021 11:01 AM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Ms. Thompson,

Please see attached. The calculation was off. We have updated it to be \$511.27 and it will be mailed today.

Thank you,  
Alexsa



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Monday, March 8, 2021 10:41 AM  
**To:** Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

I just left you a voice mail concerning your response. Please explain how you determined the refund amount. Please refer to the email where I provided you the information for the re-rate (Duke's price to compare).

Thank you,

Shawn

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

**From:** Alexsa Torres [[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)]  
**Sent:** 3/4/2021 3:04 PM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
**Cc:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Afternoon,

The refund comes to \$423.11. The customer will receive the refund check within 10 business days.

Thank you,



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

---

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M: (845) 596-8196  
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14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Thursday, March 4, 2021 7:21 AM  
**To:** Alexa Torres <[atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)>  
**Cc:** [btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexa,

Customer received the final service flow bill with RPA charges for the service period 1/15/21-2/15/21 at .1395. The price to compare with Duke for that period was .0371 with the usage of 4944. Please re-rate the customer accordingly and provide the refund check amount and the timeline for the customer to receive the refund check.

Thank you,

Shawn Thompson

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

**From:** Alexa Torres [[atorres@rpaenergy.com](mailto:atorres@rpaenergy.com)]  
**Sent:** 2/11/2021 5:09 PM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
**Cc:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Evening,

The refund comes to \$1060.59.

The customer will receive the refund within 10 business days.

Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy

Phone: 347-748-1066 ext 1015

---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Thursday, February 11, 2021 2:22 PM  
**To:** Alexa Torres <[atorres@rpaenergy.com](mailto:atorres@rpaenergy.com)>  
**Cc:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon,

Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

\* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.

\* Please provide the timeline that the customer should receive the refund check.

Thank you,

Shawn Thompson

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

**From:** Alexa Torres [[atorres@rpaenergy.com](mailto:atorres@rpaenergy.com)]  
**Sent:** 1/28/2021 9:27 AM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
**Cc:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Morning,

Attached is the sales call.

Let me know if you need anything else.

Thank you,  
Alexa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Thursday, January 28, 2021 8:10 AM

**To:** Alexa Torres <[atorres@rpaenergy.com](mailto:atorres@rpaenergy.com)>  
**Cc:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

**From:** Alexa Torres [[atorres@rpaenergy.com](mailto:atorres@rpaenergy.com)]  
**Sent:** 1/27/2021 3:57 PM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Wednesday, January 27, 2021 8:08:48 AM  
**To:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com) <[BTrombino@rpaenergy.com](mailto:BTrombino@rpaenergy.com)>



**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [  
ref: \_00Dt0GzXt.\_500t0g0NMh:ref ]



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

**CASE ID:** 00660823

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45240

**AIQ:** RPA Energy, Inc

**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 morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which vendor.
3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
4. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
5. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.

6. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
7. 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](http://www.PUCO.ohio.gov)

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

ref:\_00Dt0GzXt.\_500t0g0NMh:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click

links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

We called and spoke with Lori Pharris. We did send it to the correct address, but we are resending a new check.

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743

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<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoiceenergy/>>

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From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Monday, March 22, 2021 8:20 AM  
To: Alexa Torres <atorres@greenchoiceenergy.com>  
Subject: Re: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexa,

The last check for \$511.27.

Thanks,

Shawn

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

From: Alexa Torres [atorres@greenchoiceenergy.com]  
Sent: 3/19/2021 2:18 PM  
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>  
Subject: Re: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Ms. Thompson,

I'm looking into this now. Both checks or just the last one for \$511.27?

Thanks,  
Alexa

---

From: Shawn Thompson  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Friday, March 19, 2021 2:06 PM  
To: Alexa Torres  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon Alexa,

Customer contacted the PUCO hotline to state that she has not received the check. Please confirm the date that the refund check was placed in the mail.

Thanks,

Shawn

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

From: Alexa Torres [atorres@greenchoiceenergy.com]

Sent: 3/8/2021 11:01 AM

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

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Ms. Thompson,

Please see attached. The calculation was off. We have updated it to be \$511.27 and it will be mailed today.

Thank you,

Alexsa

[Logo, company name Description automatically generated]

www.greenchoiceenergy.com<http://www.greenchoiceenergy.com>

Alexsa Torres

Sr. Director, Quality & Customer Experience

Green Choice Energy

P: (347) 748-1066

M: (845) 596-8196

E: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>

14 Wall Street Floor 2

Huntington, NY 11743

[facebook icon]<<https://www.facebook.com/GreenChoiceEnergy/>> [linkedin icon]  
<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoicenergy/>>

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From: Shawn Thompson  
<[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)<<mailto:contactthepuco@puc.state.oh.us>>>  
Sent: Monday, March 8, 2021 10:41 AM  
To: Alexsa Torres  
<[atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)<<mailto:atorres@greenchoicenergy.com>>>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

I just left you a voice mail concerning your response. Please explain how you determined the refund amount. Please refer to the email where I provided you the information for the re-rate (Duke's price to compare).

Thank you,

Shawn

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

From: Alexsa Torres [[atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)]  
Sent: 3/4/2021 3:04 PM  
To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)<<mailto:contactthepuco@puco.ohio.gov>>  
Cc: [btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)<<mailto:btrombino@greenchoicenergy.com>>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Afternoon,  
The refund comes to \$423.11. The customer will receive the refund check within 10 business days.

Thank you,

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<https://www.facebook.com/GreenChoiceEnergy/> [linkedin icon]  
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<https://www.instagram.com/greenchoiceenergy/>

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From: Shawn Thompson  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Thursday, March 4, 2021 7:21 AM  
To: Alexsa Torres  
<atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>>  
Cc: btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning Alexsa,

Customer received the final service flow bill with RPA charges for the service period 1/15/21-2/15/21 at .1395. The price to compare with Duke for that period was .0371 with the usage of

4944. Please re-rate the customer accordingly and provide the refund check amount and the timeline for the customer to receive the refund check.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]

Sent: 2/11/2021 5:09 PM

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

Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Evening,

The refund comes to \$1060.59.

The customer will receive the refund within 10 business days.

Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson

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

Sent: Thursday, February 11, 2021 2:22 PM

To: Alexsa Torres <atorres@rpaenergy.com<mailto:atorres@rpaenergy.com>>

Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good afternoon,



Upon PUCO staff review, the TPV that you provided is not valid. The customer was not provided a monthly price (they only said it would be variable) and did not provide any contract information.

\* Please re-rate this customer and provide the detailed calculation on how you determined the refund amount.

\* Please provide the timeline that the customer should receive the refund check.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]

Sent: 1/28/2021 9:27 AM

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

Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good Morning,

Attached is the sales call.

Let me know if you need anything else.

Thank you,

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Shawn Thompson

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

Sent: Thursday, January 28, 2021 8:10 AM

To: Alexsa Torres <atorres@rpaenergy.com<mailto:atorres@rpaenergy.com>>

Cc: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

Good morning,

Please provide a copy of the sales call.

Thank you,

Shawn Thompson

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

From: Alexsa Torres [atorres@rpaenergy.com]

Sent: 1/27/2021 3:57 PM

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

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [ ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

This is in response to case # 00660823.

RPA's investigation revealed the following:

On June 18th, 2020 [REDACTED] enrolled in a variable rate electric supply product with RPA Energy via our tele sales channel.

I have attached the third-party verification completed by [REDACTED] authorizing enrollment.

[REDACTED]' account has been cancelled and will return to the utility for full service on February 14th, 2021.

[REDACTED] has been placed on RPA Energy's internal Do Not Contact list.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

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

Sent: Wednesday, January 27, 2021 8:08:48 AM  
To: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>  
<BTrombino@rpaenergy.com<mailto:BTrombino@rpaenergy.com>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00660823 [  
ref:\_00Dt0GzXt.\_500t0g0NMh:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00660823

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45240

AIQ: RPA Energy, Inc

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 morning,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that she signed up with NRG and cancelled them, then she found out that NRG sold her information. She states now she is being billed by RPA Energy and she did not agree to this.

Please review the account and advise:

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

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D2ZJV&from=int>]




[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D4LAY&from=int>]







[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D4eTP&from=int>]






[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E7B5n&from=int>]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E7MCQ&from=ext]




## Case Images

Created Date	Images
1/26/2021 2:57:32 PM	
1/26/2021 2:57:32 PM	
1/26/2021 2:57:32 PM	
1/27/2021 8:13:35 AM	
1/27/2021 8:13:35 AM	
1/27/2021 8:13:35 AM	
1/27/2021 9:23:43 AM	
1/27/2021 9:23:43 AM	
1/27/2021 9:23:43 AM	
2/12/2021 3:04:24 PM	
3/2/2021 8:04:18 AM	
3/3/2021 9:07:09 AM	
3/4/2021 3:06:52 PM	
3/4/2021 3:06:52 PM	
3/4/2021 3:06:52 PM	

3/4/2021 3:06:52 PM	f
3/8/2021 10:41:16 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
3/8/2021 10:41:16 AM	ig
3/8/2021 10:41:16 AM	in
3/8/2021 10:41:16 AM	f
3/8/2021 11:02:05 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
3/8/2021 11:02:05 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
3/8/2021 11:02:05 AM	ig
3/8/2021 11:02:05 AM	in
3/8/2021 11:02:05 AM	f
3/19/2021 2:06:09 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
3/19/2021 2:06:09 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
3/19/2021 2:06:09 PM	ig
3/19/2021 2:06:09 PM	in
3/19/2021 2:06:09 PM	f
3/19/2021 2:19:04 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
3/19/2021 2:19:04 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
3/19/2021 2:19:04 PM	ig
3/19/2021 2:19:04 PM	in

3/19/2021 2:19:04 PM	f
3/22/2021 8:20:22 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
3/22/2021 8:20:22 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
3/22/2021 8:20:22 AM	ig
3/22/2021 8:20:22 AM	in
3/22/2021 8:20:22 AM	f
3/22/2021 9:30:00 AM	<div> <div>Payment Details</div> <div>Print</div> <div> <div> <div>Amount:</div> <div>\$511.27</div> </div> <div> <div>Paid from:</div> <div>RPA Energy Inc., ...4651</div> </div> <div> <div>Category:</div> <div>None</div> </div> <div> <div>Send on:</div> <div>03/09/21</div> <div>(Deliver by: 03/15/21)</div> </div> <div> <div>Status:</div> <div>Paid ?</div> </div> <div> <div>Confirmation number:</div> <div>FB3CVI28</div> </div> <div> <div>Delivery type:</div> <div>Check</div> </div> <div> <div>Address:</div> <div> <div></div> <div>CINCINNATI, OH 45240</div> </div> </div> <div> <div>Auto-pay:</div> <div>No</div> </div> <div>Note</div> </div> </div>
3/22/2021 9:30:00 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
3/22/2021 9:30:00 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
3/22/2021 9:30:00 AM	ig
3/22/2021 9:30:00 AM	in
3/22/2021 9:30:00 AM	f
3/22/2021 9:30:00 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.



3/22/2021 10:13:21 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
3/22/2021 10:13:21 AM	f
3/22/2021 10:13:21 AM	in
3/22/2021 10:13:21 AM	ig
3/22/2021 10:13:21 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
3/22/2021 10:13:21 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.

	Service End	Usage	RPA Rate	RPA Supply Charge	PTC
7/14/2020	8/11/2020	2038	\$ 0.05	\$111.25	\$ 0.05
8/12/2020	9/10/2020	1927	\$ 0.12	\$235.11	\$ 0.05
9/11/2020	10/11/2020	1626	\$ 0.13	\$210.57	\$ 0.05
10/12/2020	11/9/2020	1854	\$ 0.13	\$240.07	\$ 0.05
11/10/2020	12/13/2020	3614	\$ 0.13	\$468.01	\$ 0.05
12/14/2020	1/14/2020	4645	\$ 0.13	\$601.53	\$ 0.05
				\$0.00	
				\$1,866.55	

Utility Supply Charge	Supply Difference	Monthly Fee	Total Difference
\$ 111.25	\$ -	\$ 5.00	
\$ 105.19	\$ 129.92	\$ 5.00	
\$ 88.76	\$ 121.81	\$ 5.00	
\$ 101.21	\$ 138.86	\$ 5.00	
\$ 197.29	\$ 270.72	\$ 5.00	
\$ 232.25	\$ 369.28	\$ 5.00	
<b>Utility Supply Charge Total</b>	<b>Total Diff</b>		
\$ 835.96	\$ 1,030.59	\$ 30.00	\$ 1,060.59





duke-energy.com  
1.800.544.6900

## Your Energy Bill

page 1 of 3

### Service address

[REDACTED]  
CINCINNATI OH 45240

Bill date Aug 14, 2020  
For service Jul 14 - Aug 12  
29 days

Account number [REDACTED]

### Billing summary

Previous amount due	\$430.00
Payment received Aug 12	-430.00
Budget Billing Amt Due	296.00
[REDACTED] Amt Due	134.00
<b>Total amount due Sep 08</b>	<b>\$430.00</b>

### Installment Plan Tracker

Thank you for agreeing to an installment plan to help you catch up on your past-due balance. Track your plans each month below.

<b>Plan number</b>	[REDACTED]
Start date	Mar 9, 2020
Starting balance	\$1,468.82
Previous balance	\$532.82
Payment received	\$-134.00
<b>Plan balance</b>	<b>\$398.82</b>



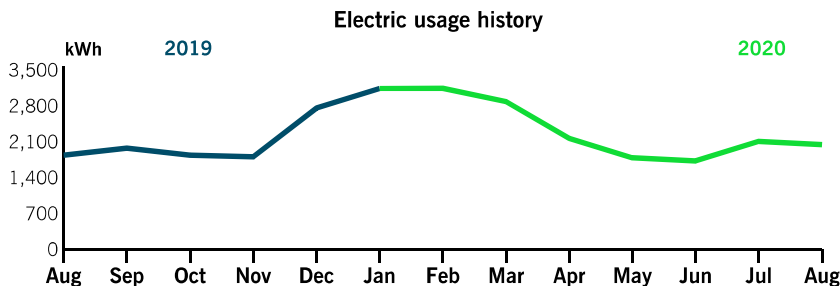
Thank you for your payment.

Duke Energy does not maintain customers' natural gas piping after or downstream of the meter. You should maintain such piping by periodically inspecting for leaks. If the piping is metal, you should also check for signs of corrosion. You should repair such piping if leaks or corrosion are discovered. For assistance locating, inspecting or repairing buried piping, please contact a licensed heating/plumbing contractor. You should always call 811 prior to digging. Once your lines are marked, always dig by hand if digging near natural gas piping.

Our standard credit policies will be resuming with your next billing period. If you need additional time to pay, visit [duke-energy.com/ExtraTime](http://duke-energy.com/ExtraTime) or call 800-544-6900 to set up a payment plan.

Our simplified energy bill is just one of many steps we are taking to improve your experience. Check out our online tutorial page at [duke-energy.com/TourTheBill](http://duke-energy.com/TourTheBill) to explore the enhancements and find answers to all your questions.

### Your usage snapshot



	Current Month	Aug 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	2,038	1,833	27,321	2,277
12-month usage based on most recent history				

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail  
PO Box 1090  
Charlotte, NC 28201-1090

Account number

[REDACTED]

### Amount due

**\$430.00**  
by Sep 8

After Sep 8, the amount due will increase to \$436.45.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with a contribution to HeatShare. **Amount enclosed**

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

[REDACTED]  
CINCINNATI OH 45240

9909730070121700022000000000000000043000000000430006



## We're here for you

### Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)

Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puco.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
-------------------------	--------------

## Important to know

### Your next meter reading: Sep 11

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

### Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

### Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contacts provided.

### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

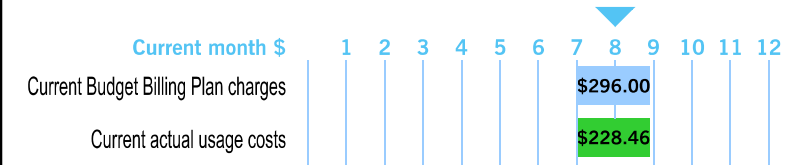
### Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



### Your Quarterly Budget Billing Plan

Analysis of your plan



Your Quarterly Budget Billing plan keeps your monthly charge steady throughout the year, even as your usage goes up or down. At each quarterly review, we may adjust the amount of your monthly charge for the next plan quarter based on your usage over the previous 12 months. So far, you have a difference of \$627.66 between plan charges and actual usage costs.

### Your usage snapshot - continued

#### Current electric usage for meter number [REDACTED]

Actual reading on Aug 12	237577
Previous reading on Jul 14	- 235539
Energy used	2,038 kWh
kWh Usage	2,038



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

### Billing details - Electric

<b>Meter - [REDACTED]</b>	
<b>Rate RS - Residential Svc-Summer</b>	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
2,038 KWH @ \$0.031482	64.16
Delivery Riders	41.08
Generation Riders	0.95
<b>Total Charges</b>	<b>\$112.19</b>

Your current delivery rate with Duke Energy is Residential Service - Summer (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00. Peak Demand Reduction = \$0.00. and Renewable Energy = \$1.76.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.46 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

### Billing details - Electric

<b>RPA Energy, Inc</b>	
Jul 14 - Aug 12	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 2038.00 KH @ 0.054597645	111.27
<b>Total Charges</b>	<b>\$116.27</b>



Your RPA Energy, Inc account number is [REDACTED]. If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

Your Electric Supplier Charges of \$116.27 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.



duke-energy.com  
1.800.544.6900

## Your Energy Bill

page 1 of 3

Service address

[REDACTED]  
CINCINNATI OH 45240

Bill date Jan 19, 2021  
For service Dec 14 - Jan 15  
32 days

Account number [REDACTED]

### Billing summary - Disconnect Notice

Previous amount due	\$567.44
Late Payment Charge(s)	8.51
RPA Energy, Inc	
Electric Generation Supply	606.53
Electric Delivery	259.38
Cncl Budget Billing Amt Due	-563.00
Budget Billing Ending Bal	1,415.55
<b>Total amount due Feb 10</b>	<b>\$2,294.41</b>

### Important Disconnect Information

Your service may be disconnected if your past due amount of **\$1,419.99** is not paid by **02/03/2021**. A reconnection charge will be required. In addition, a service deposit may be required; In this situation, **payment arrangements may be available by calling us at the number above.**

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay an additional deposit in the amount of \$140.00 before service is restored.

Additional information on payment assistance can also be found on the enclosed disconnect notice or at [duke-energy.com/home/billing/special-assistance](http://duke-energy.com/home/billing/special-assistance).

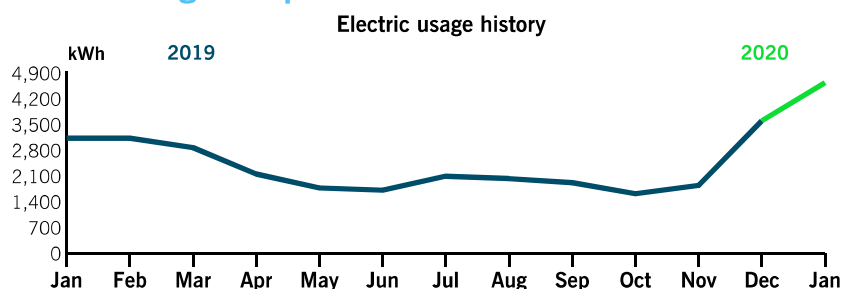
The late-payment charge is a 1.5 percent fee added for the overdue amount of the regulated portion of your previous month's bill.

PLEASE NOTE: Our records indicate that you have missed two monthly payments. As a result, you have been removed from Budget Billing. Please call us if you would like to make arrangements to re-establish your Budget Billing Plan.

Cold temperatures mean higher bills because your heating system uses more energy to maintain the same temperature. Keeping your thermostat on the lowest comfortable setting means less work for your system and more savings for you.

Pursuant to state law, the Universal Service Fund rider (Rider USR) has been adjusted. In Case No. 17-1263-EL-SSO, the PUCO approved adjustments to Rider AER-R (Alternative Energy Recovery), Rider DCI (Distribution Capital Investment), and Rider SCR (Supplier Cost Reconciliation). In Case No. 19-2123-EL-ATA, the PUCO approved adjustments to Rider LGR (Legacy Generation Rider). In Case No. 16-576-EL-POR, the PUCO approved adjustments to Rider EE-PDRR (Energy Efficiency Rider). Overall, a typical residential customer using 1,000 kWh per month will see an increase of approximately \$2.72 or 2.4% per month effective January 2021.

### Your usage snapshot



	Current Month	Jan 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	4,645	3,135	29,494	2,458
12-month usage based on most recent history				

**Mail your payment at least 7 days before the due date or pay instantly at [duke-energy.com/billing](http://duke-energy.com/billing). Late payments are subject to a 1.5% late charge.**

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail  
PO Box 1090  
Charlotte, NC 28201-1090

Account number

[REDACTED]

### Amount due

**\$2,294.41**  
by Feb 10

To avoid disconnection, pay  
\$1,419.99 by Feb 03.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with  
a contribution to HeatShare. **Amount enclosed**

[REDACTED]  
CINCINNATI OH 45240

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

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## We're here for you

### Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

### Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)

Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puco.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
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## Important to know

### Your next meter reading: Feb 15

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eight times from time to time. That's a normal part of the energy measuring process.

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

### Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

### Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contacts provided.

### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

### Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



## Your usage snapshot - continued

Current electric usage for meter number	
Actual reading on Jan 15	251243
Previous reading on Dec 14	- 246598
Energy used	4,645 kWh
kWh Usage	4,645



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

## Billing details - Electric

Meter -	
Rate RS - Residential Svc-Winter	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
4,645 KWH @ \$0.031482	146.23
Delivery Riders	105.21
Generation Riders	1.94
<b>Total Charges</b>	<b>\$259.38</b>

Your current delivery rate with Duke Energy is Residential Service - Winter (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$4.01.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 3.74 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

## Billing details - Electric

RPA Energy, Inc	
Dec 14 - Jan 15	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 4645.00 KH @	
0.129500538	601.53
<b>Total Charges</b>	<b>\$606.53</b>



Your RPA Energy, Inc account number is . If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

Your Electric Supplier Charges of \$606.53 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.



duke-energy.com  
1.800.544.6900

## Your Energy Bill

page 1 of 3

### Service address

CINCINNATI OH 45240

Bill date Dec 16, 2020  
For service Nov 10 - Dec 14  
34 days

Account number

## Billing summary

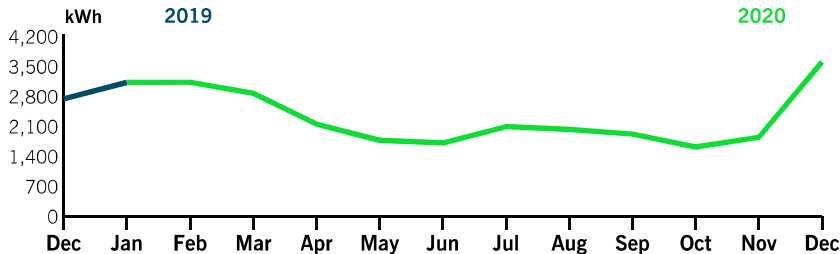
Previous amount due	\$296.00
Late Payment Charge(s)	4.44
Budget Billing Amt Due	267.00
<b>Total amount due Jan 07</b>	<b>\$567.44</b>

Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

Help neighbors struggling to pay their energy bills with a gift to HeatShare. Duke Energy gives \$100,000 each year and matches donations up to \$100,000. Learn more at [duke-energy.com/OhioShare](http://duke-energy.com/OhioShare).

## Your usage snapshot

Electric usage history



	Current Month	Dec 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	3,614	2,753	27,984	2,332
12-month usage based on most recent history				

### Your Quarterly Budget Billing Plan

Analysis of your plan

Current month \$	1	2	3	4	5	6	7	8	9	10	11	12
Current Budget Billing Plan charges												\$267.00
Current actual usage costs												\$669.65



Your Quarterly Budget Billing plan keeps your monthly charge steady throughout the year, even as your usage goes up or down. At each quarterly review, we may adjust the amount of your monthly charge for the next plan quarter based on your usage over the previous 12 months. So far, you have a difference of \$1,415.55 between plan charges and actual usage costs.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail  
PO Box 1090  
Charlotte, NC 28201-1090

Account number

\$

### Amount due

**\$567.44**  
by Jan 7

After Jan 7, the amount due will increase to \$575.95.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with a contribution to HeatShare. **Amount enclosed**

CINCINNATI OH 45240

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

99097300701217000220000030044000002670000000567441



## We're here for you

### Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

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Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

### Help managing your account (not applicable for all customers)

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Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

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Online	puco.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

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Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

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## Important to know

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Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



## Your usage snapshot - continued

<b>Current electric usage for meter number</b> [REDACTED]	
Actual reading on Dec 14	246598
Previous reading on Nov 10	- 242984
Energy used	3,614 kWh
kWh Usage	3,614



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

## Billing details - Electric

<b>Meter -</b> [REDACTED]	
<b>Rate RS - Residential Svc-Winter</b>	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
3,614 KWH @ \$0.031482	113.78
Delivery Riders	75.35
Generation Riders	1.51
<b>Total Charges</b>	<b>\$196.64</b>

Your current delivery rate with Duke Energy is Residential Service - Winter (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$3.12.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 3.78 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

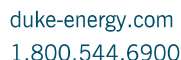
## Billing details - Electric

<b>RPA Energy, Inc</b>	
Nov 10 - Dec 14	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 3614.00 KH @ 0.129499170	468.01
<b>Total Charges</b>	<b>\$473.01</b>



Your RPA Energy, Inc account number is [REDACTED]. If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

Your Electric Supplier Charges of \$473.01 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.



## page 1 of 3

Bill date Nov 13, 2020  
For service Oct 12 - Nov 10  
29 days

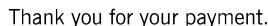
Account number

Previous amount due	\$879.97
<i>Payment received Nov 12</i>	-886.54
Late Payment Charge(s)	6.57
Budget Billing Amt Due	296.00
<b>Total amount due Dec 07</b>	<b>\$296.00</b>

The chart displays monthly electricity usage in kWh. The y-axis ranges from 0 to 3,500 kWh with increments of 700. The x-axis shows months from Nov to Nov. The 2019 data (dark blue) shows usage starting at approximately 1,800 kWh in Nov, rising to 2,800 in Dec, peaking at 3,100 in Jan, and ending at 2,900 in Feb. The 2020 data (green) starts at 3,100 in Feb, peaks at 3,100 in Feb, drops to 2,900 in Mar, reaches a low of 1,800 in May, rises to 2,100 in Jul, and ends at 2,000 in Nov.

Month	2019 (kWh)	2020 (kWh)
Nov	1,800	-
Dec	2,800	-
Jan	3,100	-
Feb	3,100	3,100
Mar	-	2,900
Apr	-	2,100
May	-	1,800
Jun	-	1,800
Jul	-	2,100
Aug	-	2,000
Sep	-	1,900
Oct	-	1,800
Nov	-	2,000

	Current Month	Nov 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,854	1,801	27,123	2,260
12-month usage based on most recent history				



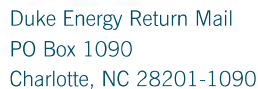
Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

Your agreement [REDACTED] contract has been paid in full.

In Case No. 20-344-EL-RDR, the PUCO approved an adjustment to Rider DSR, Distribution Storm Rider (part of the Delivery Riders) effective October 28, 2020. In Case No. 20-960-EL-UEx and 20-959-EL-UEx, the PUCO approved adjustments to Riders UE-ED and UE-GEN (Uncollectible Expense Riders) effective October 28, 2020. A typical residential customer using 1,000 kWh per month will see a decrease of \$0.31 or (0.27%).

Help neighbors struggling to pay their energy bills with a gift to HeatShare. Duke Energy gives \$100,000 each year and matches donations up to \$100,000. Learn more at [duke-energy.com/OhioShare](http://duke-energy.com/OhioShare).

Please return this portion with your payment. Thank you for your business.



Account number

**\$296.00**  
*by Dec 7*

After Dec 7, the amount due will increase to \$300.44.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with **Amount enclosed**  
a contribution to HeatShare.

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

CINCINNATI OH 45240

99097300701217000220000000000000000002960000000296002



## We're here for you

### Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

### Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)

Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puco.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
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## Important to know

### Your next meter reading: Dec 14

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eight times from time to time. That's a normal part of the energy measuring process.

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

### Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

### Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contacts provided.

### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

### Para nuestros clientes que hablan Español

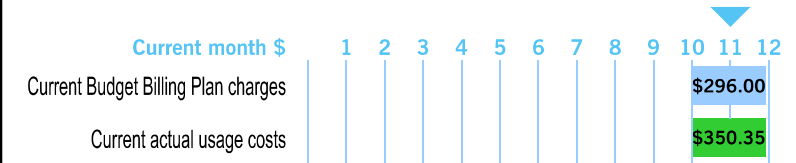
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.





### Your Quarterly Budget Billing Plan

Analysis of your plan



Your Quarterly Budget Billing plan keeps your monthly charge steady throughout the year, even as your usage goes up or down. At each quarterly review, we may adjust the amount of your monthly charge for the next plan quarter based on your usage over the previous 12 months. So far, you have a difference of \$745.90 between plan charges and actual usage costs.

**IMPORTANT:** A quarterly review of your account indicates that your current Budget Billing amount is out of line, when compared to your past 12 month's usage. Beginning next month, your Budget Billing amount will be adjusted to \$267.

### Your usage snapshot - continued

#### Current electric usage for meter number

Actual reading on Nov 10	242984
Previous reading on Oct 12	- 241130
Energy used	1,854 kWh
kWh Usage	1,854



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

### Billing details - Electric

<b>Meter -</b>	
<b>Rate RS - Residential Svc-Winter</b>	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
1,854 KWH @ \$0.031482	58.37
Delivery Riders	40.12
Generation Riders	0.77
<b>Total Charges</b>	<b>\$105.26</b>

Your current delivery rate with Duke Energy is Residential Service - Winter (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$1.60.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 4.32 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

### Billing details - Electric

<b>RPA Energy, Inc</b>	
Oct 12 - Nov 10	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 1854.00 KH @ 0.129498382	240.09
<b>Total Charges</b>	<b>\$245.09</b>



Your RPA Energy, Inc account number is . If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

Your Electric Supplier Charges of \$245.09 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.





duke-energy.com  
1.800.544.6900

## Your Energy Bill

page 1 of 3

### Service address

CINCINNATI OH 45240

Bill date Oct 14, 2020

For service Sep 11 - Oct 12

31 days

Account number

## Billing summary

Previous amount due	\$866.45
Payment received Sep 18	-420.00
Late Payment Charge(s)	6.70
Budget Billing Amt Due	296.00
Agmt #5111468 Amt Due	130.82
<b>Total amount due Nov 05</b>	<b>\$879.97</b>

### Installment Plan Tracker

Thank you for agreeing to an installment plan to help you catch up on your past-due balance. Track your plans each month below.

#### Plan number 5111468 (9-month agreement)

Start date	Mar 9, 2020
Starting balance	\$1,468.82
Previous balance	\$398.82
Payment received	\$-134.00
<b>Plan balance</b>	<b>\$264.82</b>



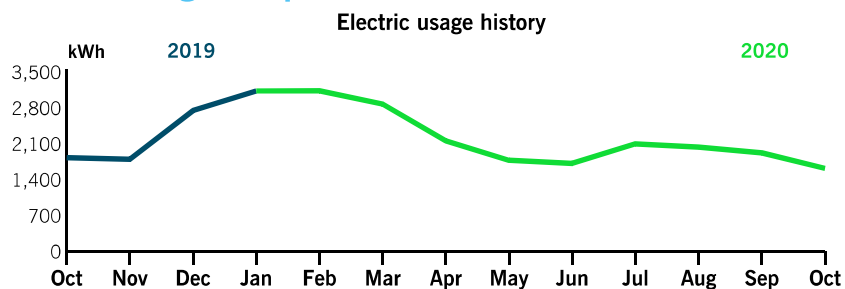
Thank you for your payment.

Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

In Case No. 20-1151-EL-RDR, the PUCO approved an adjustment to Rider BTR (Base Transmission Rider - part of the Delivery Riders). Per the Electric Security Plan approved in Case No. 17-1263-EL-SSO, the PUCO approved adjustments to Rider AER-R (Alternative Energy Recovery), Rider DCI (Distribution Capital Investment), and Rider SCR (Supplier Cost Reconciliation). In Case No. 18-1185-EL-UNC, the PUCO approved an adjustment to Rider ETCJA, Electric Tax Cuts and Jobs Act Rider (part of the Delivery Riders). Overall, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$0.56 or (0.5%) per month effective October 2020.

Standard billing and payment practices have resumed. Customers facing economic hardship may qualify for financial help. Visit 211.org or call 211 to find local agencies that can assist.

## Your usage snapshot



	Current Month	Oct 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,626	1,835	27,070	2,256
12-month usage based on most recent history				

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail  
PO Box 1090  
Charlotte, NC 28201-1090

Account number

### Amount due

**\$879.97**  
by Nov 5

After Nov 5, the amount due will increase to \$893.17.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with a contribution to HeatShare. **Amount enclosed**

CINCINNATI OH 45240

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

99097300701217000220000045315000004268200000879978



## We're here for you

### Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

### Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

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Online	puco.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
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## Important to know

### Your next meter reading: Nov 10

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eight times from time to time. That's a normal part of the energy measuring process.

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

### Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

### Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contacts provided.

### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

### Para nuestros clientes que hablan Español

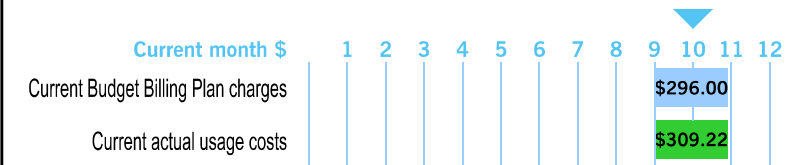
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



Account number 9 [REDACTED]

### Your Quarterly Budget Billing Plan

Analysis of your plan



Your Quarterly Budget Billing plan keeps your monthly charge steady throughout the year, even as your usage goes up or down. At each quarterly review, we may adjust the amount of your monthly charge for the next plan quarter based on your usage over the previous 12 months. So far, you have a difference of \$997.55 between plan charges and actual usage costs.

### Your usage snapshot - continued

#### Current electric usage for meter number [REDACTED]

Actual reading on Oct 12	241130
Previous reading on Sep 11	- 239504
Energy used	1,626 kWh
kWh Usage	1,626



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

### Billing details - Electric

<b>Meter - [REDACTED]</b>	
<b>Rate RS - Residential Svc-Winter</b>	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
1,626 KWH @ \$0.031482	51.19
Delivery Riders	35.70
Generation Riders	0.76
<b>Total Charges</b>	<b>\$93.65</b>

Your current delivery rate with Duke Energy is Residential Service - Winter (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$1.40.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 4.47 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

### Billing details - Electric

<b>RPA Energy, Inc</b>	
Sep 11 - Oct 12	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 1626.00 KH @	
0.129501845	210.57
<b>Total Charges</b>	<b>\$215.57</b>



Your RPA Energy, Inc account number is [REDACTED]. If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

Your Electric Supplier Charges of \$215.57 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.



duke-energy.com  
1.800.544.6900

## Your Energy Bill

page 1 of 3

### Service address

[REDACTED]  
CINCINNATI OH 45240

Bill date Sep 15, 2020

For service Aug 12 - Sep 11  
30 days

Account number [REDACTED]

## Billing summary

Previous amount due	\$430.00
Late Payment Charge(s)	6.45
Budget Billing Amt Due	296.00
Agmt #5111468 Amt Due	134.00
<b>Total amount due Oct 07</b>	<b>\$866.45</b>

### Installment Plan Tracker

Thank you for agreeing to an installment plan to help you catch up on your past-due balance. Track your plans each month below.

#### Plan number 5111468 (9-month agreement)

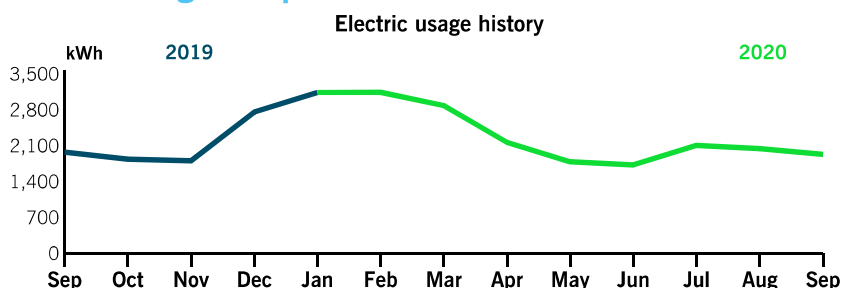
Start date	Mar 9, 2020
Starting balance	\$1,468.82
Previous balance	\$398.82
<b>Plan balance</b>	<b>\$398.82</b>

Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

Higher temperatures mean higher bills because your AC uses more energy to maintain the same temperature. Keeping your thermostat on the highest comfortable setting means less work for your AC and more savings for you.

Standard billing and payment practices are resuming. Extended payment arrangements are available for customers who need more time to pay. Visit [duke-energy.com/ExtraTime](http://duke-energy.com/ExtraTime) to set up a payment plan.

## Your usage snapshot



	Current Month	Sep 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,927	1,969	27,279	2,273
12-month usage based on most recent history				

### Your Quarterly Budget Billing Plan

Analysis of your plan

	Current month \$	1	2	3	4	5	6	7	8	9	10	11	12
Current Budget Billing Plan charges									\$296.00				
Current actual usage costs									\$346.67				



Your Quarterly Budget Billing plan keeps your monthly charge steady throughout the year, even as your usage goes up or down. At each quarterly review, we may adjust the amount of your monthly charge for the next plan quarter based on your usage over the previous 12 months. So far, you have a difference of \$974.33 between plan charges and actual usage costs.

**Mail your payment at least 7 days before the due date** or pay instantly at [duke-energy.com/billing](http://duke-energy.com/billing). Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail  
PO Box 1090  
Charlotte, NC 28201-1090

Account number [REDACTED]

### Amount due

**\$866.45**  
by Oct 7

After Oct 7, the amount due will increase to \$879.45.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with a contribution to HeatShare. **Amount enclosed**

[REDACTED]  
CINCINNATI OH 45240

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

99097300701217000220000043645000004300000000866453



## We're here for you

### Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

### Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

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For hearing impaired TDD/TTY	800.750.7500

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Online	puco.ohio.gov
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Ohio Consumers' Counsel (OCC)

Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
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## Important to know

### Your next meter reading: Oct 12

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eight times from time to time. That's a normal part of the energy measuring process.

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

### Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

### Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contacts provided.

### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

### Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



## Your usage snapshot - continued

<b>Current electric usage for meter number</b> [REDACTED]	
Actual reading on Sep 11	239504
Previous reading on Aug 12	- 237577
Energy used	1,927 kWh
kWh Usage	1,927



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

## Billing details - Electric

<b>Meter -</b> [REDACTED]	
<b>Rate RS - Residential Svc-Summer</b>	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
1,927 KWH @ \$0.031482	60.67
Delivery Riders	38.99
Generation Riders	0.90
<b>Total Charges</b>	<b>\$106.56</b>

Your current delivery rate with Duke Energy is Residential Service - Summer (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00. Peak Demand Reduction = \$0.00. and Renewable Energy = \$1.66.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.46 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

## Billing details - Electric

<b>RPA Energy, Inc</b>	
Aug 12 - Sep 11	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 1927.00 KH @ 0.122008303	235.11
<b>Total Charges</b>	<b>\$240.11</b>



Your RPA Energy, Inc account number is [REDACTED]. If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

Your Electric Supplier Charges of \$240.11 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.



duke-energy.com  
1.800.544.6900

## Your Energy Bill

page 1 of 3

### Service address

[REDACTED]  
CINCINNATI OH 45240

Bill date Feb 17, 2021  
For service Jan 15 - Feb 15  
31 days

Account number [REDACTED]

## Billing summary

Previous amount due	\$2,294.41
Cancel Late Pmt Charge	-8.51
Payment received Jan 25	-500.00
Budget Billing Amt Due	249.00
Amount owed	\$2,034.90
Amount owed	2,034.90
Transfer to Agmt # [REDACTED]	-2,285.90
Agmt # [REDACTED] Amt Due	500.00
Agmt # [REDACTED] Amt Due	163.00
<b>Total amount due Mar 11</b>	<b>\$412.00</b>

### Installment Plan Tracker

Thank you for agreeing to an installment plan to help you catch up on your past-due balance. Track your plans each month below.

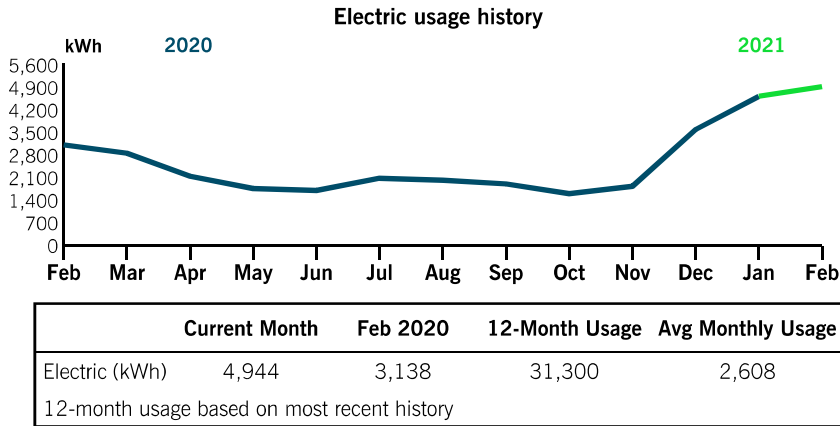
**Plan number** [REDACTED] (12-month agreement)

Start date Jan 22, 2021  
Starting balance \$2,285.90  
Payment received \$-500.00  
**Plan balance \$1,622.90**



Thank you for your payment.

## Your usage snapshot



Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.

### Amount due

**\$412.00**  
by Mar 11

After Mar 11, the amount due will increase to \$418.18.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with a contribution to HeatShare. **Amount enclosed**

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326



Duke Energy Return Mail  
PO Box 1090  
Charlotte, NC 28201-1090

CINCINNATI OH 45240

99097300701217000220000178590000000000000000412000





## We're here for you

### Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

### Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)

Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puco.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
-------------------------	--------------

## Important to know

### Your next meter reading: Mar 16

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eight times from time to time. That's a normal part of the energy measuring process.

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

### Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

### Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contacts provided.

### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

### Para nuestros clientes que hablan Español

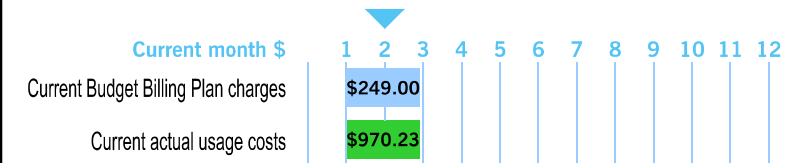
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.





### Your Quarterly Budget Billing Plan

Analysis of your plan



Your Quarterly Budget Billing plan keeps your monthly charge steady throughout the year, even as your usage goes up or down. At each quarterly review, we may adjust the amount of your monthly charge for the next plan quarter based on your usage over the previous 12 months. So far, you have a difference of \$970.23 between plan charges and actual usage costs.

### Your usage snapshot - continued

#### Current electric usage for meter number [REDACTED]

Actual reading on Feb 15	256187
Previous reading on Jan 15	- 251243
Energy used	4,944 kWh
kWh Usage	4,944



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

### Billing details - Electric

Meter - [REDACTED]

#### Rate RS - Residential Svc-Winter

Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
4,944 KWH @ \$0.031482	155.65
Delivery Riders	111.82
Generation Riders	2.07
<b>Total Charges</b>	<b>\$275.54</b>

Your current delivery rate with Duke Energy is Residential Service - Winter (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$4.27.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 3.71 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

### Billing details - Electric

#### RPA Energy, Inc

Jan 15 - Feb 15	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 4944.00 KH @ 0.139500405	689.69
<b>Total Charges</b>	<b>\$694.69</b>



Your RPA Energy, Inc account number is [REDACTED]. If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

Your Electric Supplier Charges of \$694.69 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

	Service End	Usage	RPA Rate	RPA Supply Charge	PTC
1/15/2021	2/14/2021	4944	0.1395	\$689.69	0.0371
				\$0.00	
				\$689.69	

Utility Supply Charge	Supply Difference	Monthly Fee	Total Difference
\$ 183.42	\$ 506.27	\$ 5.00	
Utility Supply Charge Total	Total Diff		
\$ 183.42	\$ 506.27	\$ 5.00	\$ 511.27





## Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

### Commissioners

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

### Case Detail

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Case Number: 00664386	Owner: Maureen Harbolt
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

#### CASE DATES:

Date Opened: 02-09-2021  
Case Age in Business Days: 18

Date Closed: 02-23-2021

### Contact Information

---

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

### Service Address Information

---

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

### Industry Information

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AIQ Industry: Electric	Territory Account: 001t0000008OFY3AAO
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: Marketing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Enrollment Dispute
Non-Jurisdictional Case: <input type="checkbox"/>	

### Additional Information

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PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

emailed TPV and lvm to close.

## Case Comments

---

Created Date	Comment
2/9/2021 2:26:01 PM	<p>The customer states that she found she is being billed by RPA. She states that she nor her husband signed the account up. She states that they made that mistake a few years ago and have not signed up with another supplier since.</p> <p>She states that she received her bill and it 450.00.</p> <p>She states she called RPA and they told her that her husband signed up over the phone. She states they did not provide any recording or anything. she states regardless she did not sign anything. she wanted to know if the account could be signed up even if she did not sign anything up.</p> <p>I told her they can. there is a TPV that is normally done over the phone and there would have been a series of questions the customer would have had to answer. It is a legal and binding contract as long as it is done correctly. I explained they ask the person they are speaking to if they are authorized on the account and able to make the decision and if the person answers yes, they proceed with the telephonic enrollment.</p> <p>She states if she got mad at her mother in law and had all her info she could call the company and state she is authorized on the account and sign her up, I told her she could. That would then become a civil issue between her mother in law and her. but I do understand her point.</p> <p>I explained that is why there are requirements concerning the TPV.</p> <p>I told her we will contact the company and find out how she was signed up and the company has 10 business days to respond and once we get the response we will contact her back.</p> <p>she states her bill is due and only wants to pay the amount due to the utility, I told her she will need to call and make those arrangements with them. she thanked for help.</p>

2/11/2021 2:58:58 PM	<p>CO response:</p> <p>██████████ enrolled on August 7, 2020 via RPA Energy's telemarketing sales channel. The vendor was Ron Pro Solution, a Third Party Independent telemarketing company. The customer enrolled into a variable rate. The customer's first charge per KWH was the utility price to compare 0.0584 and variable thereafter.</p> <p>The TPV authorizing the switch states the following "RPA's price for electricity may be higher or lower than the utility price in any given month, and there is no guarantee of savings.." The TPV is attached.</p> <p>RPA Energy supplies 100% renewable energy. Customers have the option to enroll in a fixed rate if they are interested in price protection and rate stability, or a variable rate that will fluctuate with the market. RPA Energy does not guarantee savings.</p> <p>RPA left ██████████ a voicemail on 1/22/2021 11:01:10 AM. The customer was offered a fixed rate of \$0.09 per kWh, a one time credit of \$146.78 which was the price-to-compare difference off her last bill at the time as a courtesy to resolve a high rate concern. ██████████ never returned the RPA Energy Managers call.</p> <p>The manager called again and asked for ██████████ but the person who answered hung up.</p> <p>Th customer was charged a variable rate after the first month of service with RPA Energy. The rate was \$0.1295 per kWh for all service periods with the exception of the first billing period which as mentioned was the utility PTC.</p> <p>RPA Energy forward the outbound 814 EDI enrollment request to the utility on 8/10/2020. The effective date from the utility response was 9/11/2020.</p> <p>The customer's account was returned to the utility as of 2/14/2021. RPA Energy does not charge any early termination fees.</p> <p>*****enrollment is not valid, asked co to re-rate*****</p>
2/22/2021 11:21:46 AM	<p>Called customer and left vm advising of rerate of \$411, advised we would also be sending a copy of the sales call to confirm the accuracy.</p> <p>ICB</p>
2/23/2021 7:57:04 AM	Resolution Comments: emailed TPV and lvm to close.

## Web Information

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

Web Account in Question:  
Web US Dot #:

## System Information

Created by: Andrea Leitwein  
# Tasks Correspondence Review: 1  
# Tasks Correspondence Review:1

Last Modified by: Bhasker Kondaveeti  
Next Activity Date:  
Case Grade Created:  
Case Grade Target:

## Case Emails

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Email Created Date: 2/9/2021 2:42:49 PM

Email HTML Version:



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

**CASE ID:** 00664386

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Amelia, Ohio 45102

**SERVICE ADDRESS:** 2997 Fair Oak Road, Amelia, Ohio 45102

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** n/a

**ALTERNATIVE PHONE NUMBER:**

**NIQ:** [REDACTED]

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

### **DESCRIPTION OF ISSUE:**

This customer has contacted the PUCO regarding your company. The customer received a bill for \$400 from her utility company and discovered RPA was the supplier. The customer states she did not authorize any enrollment with RPA.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which vendor.



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

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

ref:\_00Dt0GzXt.\_500t0ggdFl:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00664386

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Amelia, Ohio 45102

SERVICE ADDRESS: [REDACTED], Amelia, Ohio 45102

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: n/a

ALTERNATIVE PHONE NUMBER:

NIQ: [REDACTED]

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

**DESCRIPTION OF ISSUE:**

This customer has contacted the PUCO regarding your company. The customer received a bill for \$400 from her utility company and discovered RPA was the supplier. The customer states she did not authorize any enrollment with RPA.

Please review the account and advise:

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

If the solicitation was completed by a third party vendor, which vendor.

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

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

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

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

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

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

The sales call used to market this customer.

The signed agreement for service.

The Terms and Conditions of Service.

The signed Acknowledgement form.

The Welcome Letter mailed to the customer.

The Third Party Verification recording for this enrollment.

The contract expiration notices mailed to the customer.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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.\_500t0ggdFl:ref

**Email Created Date: 2/10/2021 2:53:47 PM**

**Email HTML Version:**

This is in response to case #00664386

██████████ enrolled on August 7, 2020 via RPA Energy's telemarketing sales channel. The vendor was Ron Pro Solution, a Third Party Independent telemarketing company. The customer enrolled into a variable rate. The customer's first charge per KWH was the utility price to compare 0.0584 and variable thereafter.

The TPV authorizing the switch states the following "RPA's price for electricity may be higher or lower than the utility price in any given month, and there is no guarantee of savings.." The TPV is attached.

RPA Energy supplies 100% renewable energy. Customers have the option to enroll in a fixed rate if they are interested in price protection and rate stability, or a variable rate that will fluctuate with the market. RPA Energy does not guarantee savings.

RPA left ██████████ a voicemail on 1/22/2021 11:01:10 AM. The customer was offered a fixed rate of \$0.09 per kWh, a one time credit of \$146.78 which was the price-to-compare difference off her last bill at the time as a courtesy to resolve a high rate concern. ██████████ never returned the RPA Energy Managers call.

The manager called again and asked for ██████████ but the person who answered hung up. Th customer was charged a variable rate after the first month of service with RPA Energy. The rate was \$0.1295 per kWh for all service periods with the exception of the first billing period which as mentioned was the utility PTC.

RPA Energy forward the outbound 814 EDI enrollment request to the utility on 8/10/2020. The effective date from the utility response was 9/11/2020.

The customer's account was returned to the utility as of 2/14/2021. RPA Energy does not charge any early termination fees.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Maureen Harbolt <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

**Sent:** Tuesday, February 9, 2021 2:45 PM

**To:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]



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

**CASE ID:** 00664386

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Amelia, Ohio 45102

**SERVICE ADDRESS:** [REDACTED], Amelia, Ohio 45102

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** n/a

**ALTERNATIVE PHONE NUMBER:**

**NIQ:** [REDACTED]

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

**DESCRIPTION OF ISSUE:**

This customer has contacted the PUCO regarding your company. The customer received a bill for \$400 from her utility company and discovered RPA was the supplier. The customer states she did not authorize any enrollment with RPA.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which vendor.
3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
4. What was the customer billed per kWh for all service periods during which the customer was enrolled?
5. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.

6. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
7. 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](http://www.PUCO.ohio.gov)

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

ref:\_00Dt0GzXt.\_500t0ggdFl:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

This is in response to case #00664386

██████████ enrolled on August 7, 2020 via RPA Energy's telemarketing sales channel. The vendor was Ron Pro Solution, a Third Party Independent telemarketing company. The customer enrolled into a variable rate. The customer's first charge per KWH was the utility price to compare 0.0584 and variable thereafter.

The TPV authorizing the switch states the following "RPA's price for electricity may be higher or lower than the utility price in any given month, and there is no guarantee of savings.." The TPV is attached.

RPA Energy supplies 100% renewable energy. Customers have the option to enroll in a fixed rate if they are interested in price protection and rate stability, or a variable rate that will fluctuate with the market. RPA Energy does not guarantee savings.

RPA left ██████████ a voicemail on 1/22/2021 11:01:10 AM. The customer was offered a fixed rate of \$0.09 per kWh, a one time credit of \$146.78 which was the price-to-compare difference off her last bill at the time as a courtesy to resolve a high rate concern. ██████████ never returned the RPA Energy Managers call.

The manager called again and asked for ██████████ but the person who answered hung up.

The customer was charged a variable rate after the first month of service with RPA Energy. The rate was \$0.1295 per kWh for all service periods with the exception of the first billing period which as mentioned was the utility PTC.

RPA Energy forward the outbound 814 EDI enrollment request to the utility on 8/10/2020. The effective date from the utility response was 9/11/2020.

The customer's account was returned to the utility as of 2/14/2021. RPA Energy does not charge any early termination fees.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy

Phone: 347-748-1066 ext 1015

From: Maureen Harbolt  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Tuesday, February 9, 2021 2:45 PM  
To: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [  
ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

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

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

CASE ID: 00664386  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED], Amelia, Ohio 45102  
SERVICE ADDRESS: [REDACTED], Amelia, Ohio 45102  
AIQ: RPA Energy, Inc  
SERVICE ACCOUNT NUMBER: n/a  
ALTERNATIVE PHONE NUMBER:  
NIQ: ([REDACTED])

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

#### DESCRIPTION OF ISSUE:

This customer has contacted the PUCO regarding your company. The customer received a bill for \$400 from her utility company and discovered RPA was the supplier. The customer states she did not authorize any enrollment with RPA.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which vendor.



3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
4. What was the customer billed per kWh for all service periods during which the customer was enrolled?
5. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
6. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
7. 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](http://www.PUCO.ohio.gov)<<https://www.puco.ohio.gov/>>

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[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D2MLY&from=ext]

ref:\_00Dt0GzXt.\_500t0ggdFl:ref

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**Email Created Date: 2/11/2021 2:57:26 PM**

**Email HTML Version:**



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

**CASE ID:** 00664386

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Amelia, Ohio 45102

**SERVICE ADDRESS:** [REDACTED], Amelia, Ohio 45102

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** n/a

**ALTERNATIVE PHONE NUMBER:** n/a

**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. I have reviewed the enrollment and there is no price offered to the customer, only that it is a variable rate product. Per Ohio Administrative Code 4901:1-21-06(D)(2)(a)(vi)(b) a price for the enrollment is required, making the enrollment invalid.

Please re-rate the customer for services rendered. Please let me know once this is completed, or 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](http://www.PUCO.ohio.gov)

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

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

**From:** Alexsa Torres [atorres@rpaenergy.com]

**Sent:** 2/10/2021 2:53 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

This is in response to case #**00664386**

[REDACTED] enrolled on August 7, 2020 via RPA Energy's telemarketing sales channel. The vendor was Ron Pro Solution, a Third Party Independent telemarketing company. The customer enrolled into a variable rate. The customer's first charge per KWH was the utility price to compare 0.0584 and variable thereafter. The TPV authorizing the switch states the following "RPA's price for electricity may be higher or lower than the utility price in any given month, and there is no guarantee of savings.." The TPV is attached.

RPA Energy supplies 100% renewable energy. Customers have the option to enroll in a fixed rate if they are interested in price protection and rate stability, or a variable rate that will fluctuate with the market. RPA Energy does not guarantee savings.

RPA left [REDACTED] a voicemail on 1/22/2021 11:01:10 AM. The customer was offered a fixed rate of \$0.09 per kWh, a one time credit of \$146.78 which was the price-to-compare difference off her last bill at the time as a courtesy to resolve a high rate concern. [REDACTED] never returned the RPA Energy Managers call.

The manager called again and asked for [REDACTED] but the person who answered hung up. Th customer was charged a variable rate after the first month of service with RPA Energy. The rate was \$0.1295 per kWh for all service periods with the exception of the first billing period which as mentioned was the utility PTC.

RPA Energy forward the outbound 814 EDI enrollment request to the utility on 8/10/2020. The effective date from the utility response was 9/11/2020.

The customer's account was returned to the utility as of 2/14/2021. RPA Energy does not charge any early termination fees.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Maureen Harbolt <contactthepuco@puc.state.oh.us>  
**Sent:** Tuesday, February 9, 2021 2:45 PM  
**To:** btrombino@rpaenergy.com  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]



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

**CASE ID:** 00664386

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Ohio 45102

**SERVICE ADDRESS:** [REDACTED], Ohio 45102

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** n/a

**ALTERNATIVE PHONE NUMBER:**

**NIQ:** [REDACTED]

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

**DESCRIPTION OF ISSUE:**

This customer has contacted the PUCO regarding your company. The customer received a bill for \$400 from her utility company and discovered RPA was the supplier. The customer states she did not authorize any enrollment with RPA.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which vendor.
3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
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Please also provide copies of all enrollment materials to include (as applicable):

1. The sales call used to market this customer.
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3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
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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](http://www.PUCO.ohio.gov)

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**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00664386

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Amelia, Ohio 45102

SERVICE ADDRESS: [REDACTED], Amelia, Ohio 45102

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: n/a

ALTERNATIVE PHONE NUMBER: n/a

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. I have reviewed the enrollment and there is no price offered to the customer, only that it is a variable rate product. Per Ohio Administrative Code 4901:1-21-06(D)(2)(a)(vi)(b) a price for the enrollment is required, making the enrollment invalid.

Please re-rate the customer for services rendered. Please let me know once this is completed, or 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](http://www.PUCO.ohio.gov)

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

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

From: Alexsa Torres [atorres@rpaenergy.com]

Sent: 2/10/2021 2:53 PM

To: contactthepuco@puco.ohio.gov

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

This is in response to case #00664386

[REDACTED] enrolled on August 7, 2020 via RPA Energy's telemarketing sales channel. The vendor was Ron Pro Solution, a Third Party Independent telemarketing company. The customer enrolled into a variable rate. The customer's first charge per KWH was the utility price to compare 0.0584 and variable thereafter.

The TPV authorizing the switch states the following "RPA's price for electricity may be higher or lower than the utility price in any given month, and there is no guarantee of savings.." The TPV is attached.



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RPA left [REDACTED] a voicemail on 1/22/2021 11:01:10 AM. The customer was offered a fixed rate of \$0.09 per kWh, a one time credit of \$146.78 which was the price-to-compare difference off her last bill at the time as a courtesy to resolve a high rate concern. [REDACTED] never returned the RPA Energy Managers call.

The manager called again and asked for [REDACTED] but the person who answered hung up.

Th customer was charged a variable rate after the first month of service with RPA Energy. The rate was \$0.1295 per kWh for all service periods with the exception of the first billing period which as mentioned was the utility PTC.

RPA Energy forward the outbound 814 EDI enrollment request to the utility on 8/10/2020. The effective date from the utility response was 9/11/2020.

The customer's account was returned to the utility as of 2/14/2021. RPA Energy does not charge any early termination fees.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Maureen Harbolt <contactthepuco@puc.state.oh.us>  
Sent: Tuesday, February 9, 2021 2:45 PM  
To: btrombino@rpaenergy.com  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00664386

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Amelia, Ohio 45102

SERVICE ADDRESS: [REDACTED], Amelia, Ohio 45102

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: n/a

ALTERNATIVE PHONE NUMBER:

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

This customer has contacted the PUCO regarding your company. The customer received a bill for \$400 from her utility company and discovered RPA was the supplier. The customer states she did not authorize any enrollment with RPA.

Please review the account and advise:

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

If the solicitation was completed by a third party vendor, which vendor.

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

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

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

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

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

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

The sales call used to market this customer.

The signed agreement for service.

The Terms and Conditions of Service.

The signed Acknowledgement form.

The Welcome Letter mailed to the customer.

The Third Party Verification recording for this enrollment.

The contract expiration notices mailed to the customer.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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**Email Created Date: 2/11/2021 2:59:22 PM**

**Email HTML Version:**



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

**CASE ID:** 00664386

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Amelia, Ohio 45102

**SERVICE ADDRESS:** [REDACTED], Amelia, Ohio 45102

**AIQ:** RPA Energy, Inc

\*\*\*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,

[REDACTED] contacted the PUCO regarding the supplier RPA Energy. Can you please provide any bills showing RPA as the supplier?

Sincerely,

**Maureen Harbolt**

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

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ref:\_00Dt0GzXt.\_500t0ggdFl:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00664386

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Amelia, Ohio 45102

SERVICE ADDRESS: [REDACTED], Amelia, Ohio 45102

AIQ: RPA Energy, Inc

\*\*\*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,

[REDACTED] contacted the PUCO regarding the supplier RPA Energy. Can you please provide any bills showing RPA as the supplier?

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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**Email Created Date: 2/11/2021 4:00:40 PM**

**Email HTML Version:**

Maureen,

RE: [REDACTED]

[REDACTED]  
Cincinnati, OH, 45102

I reviewed the above address for [REDACTED]. The account is actually in [REDACTED] name, but [REDACTED] is listed as a spouse.

RPA Energy has been the electric supplier since 9/11/2020, and there currently is a termination date set for 2/15/2021. Per your request, I have attached all available bill copies with RPA Energy as the electric supplier. Once we read the meter on 2/15/2021 and the new bill generates, that bill will be available, too.

Please let me know if you have any further questions.

**Thanks,  
Kristi Stanifer  
Consumer Affairs Specialist  
317-838-1009**



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---

**From:** Maureen Harbolt <contactthepuco@puc.state.oh.us>  
**Sent:** Thursday, February 11, 2021 3:01 PM  
**To:** Commission-AGT@duke-energy.com  
**Subject:** [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

**\*\*\* CAUTION! EXTERNAL SENDER \*\*\* STOP & THINK! Do you know and trust this sender? Were you expecting this email? Are grammar and spelling correct? Does the content make sense? If suspicious, then do not click links, open attachments or enter your ID or password.**



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

**CASE ID:** 00664386

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Amelia, Ohio 45102

**SERVICE ADDRESS:** [REDACTED], Amelia, Ohio 45102

**AIQ:** RPA Energy, Inc

\*\*\*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,

[REDACTED] contacted the PUCO regarding the supplier RPA Energy. Can you please provide any bills showing RPA as the supplier?

Sincerely,

**Maureen Harbolt**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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**Email Text Version:**

Maureen,

RE:

[REDACTED]  
Cincinnati, OH, 45102

I reviewed the above address for [REDACTED]. The account is actually in [REDACTED] name, but [REDACTED] is listed as a spouse.

RPA Energy has been the electric supplier since 9/11/2020, and there currently is a termination date set for 2/15/2021. Per your request, I have attached all available bill copies with RPA Energy as the electric supplier. Once we read the meter on 2/15/2021 and the new bill generates, that bill will be available, too.

Please let me know if you have any further questions.

Thanks,  
Kristi Stanifer  
Consumer Affairs Specialist  
317-838-1009

[cid:image001.png@01D7008D.B0BFD670]

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From: Maureen Harbolt <contactthepuco@puc.state.oh.us>  
Sent: Thursday, February 11, 2021 3:01 PM  
To: Commission-AGT@duke-energy.com  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

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

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

CASE ID: 00664386

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Amelia, Ohio 45102

SERVICE ADDRESS: [REDACTED], Amelia, Ohio 45102

AIQ: RPA Energy, Inc

\*\*\*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,

[REDACTED] contacted the PUCO regarding the supplier RPA Energy. Can you please provide any bills showing RPA as the supplier?

Sincerely,

Maureen Harbolt  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)<<https://www.puco.ohio.gov/>>

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**Email Created Date: 2/11/2021 5:08:03 PM**

**Email HTML Version:**

Good Evening,

The refund comes to \$333.95.

The customer will receive the refund within 10 business days. Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Maureen Harbolt <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Thursday, February 11, 2021 2:57 PM  
**To:** Alexsa Torres <[atorres@rpaenergy.com](mailto:atorres@rpaenergy.com)>; [amy.walker@puco.ohio.gov](mailto:amy.walker@puco.ohio.gov)  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]



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

**CASE ID:** 00664386

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Amelia, Ohio 45102

**SERVICE ADDRESS:** [REDACTED], Amelia, Ohio 45102

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** n/a

**ALTERNATIVE PHONE NUMBER:** n/a

**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. I have reviewed the enrollment and there is no price offered to the customer, only that it is a variable rate product. Per Ohio Administrative Code 4901:1-21-06(D)(2)(a)(vi)(b) a price for the enrollment is required, making the enrollment invalid.

Please re-rate the customer for services rendered. Please let me know once this is completed, or 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](http://www.PUCO.ohio.gov)

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

**From:** Alexa Torres [atorres@rpaenergy.com]

**Sent:** 2/10/2021 2:53 PM

**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref: \_00Dt0GzXt.\_500t0ggdFl:ref ]

This is in response to case #**00664386**

[REDACTED] enrolled on August 7, 2020 via RPA Energy's telemarketing sales channel. The vendor was Ron Pro Solution, a Third Party Independent telemarketing company. The customer enrolled into a variable rate. The customer's first charge per KWH was the utility price to compare 0.0584 and variable thereafter.

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The manager called again and asked for [REDACTED] but the person who answered hung up. The customer was charged a variable rate after the first month of service with RPA Energy. The rate was \$0.1295 per kWh for all service periods with the exception of the first billing period which as mentioned was the utility PTC.

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Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

---

**From:** Maureen Harbolt <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

**Sent:** Tuesday, February 9, 2021 2:45 PM

**To:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]



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

**CASE ID:** 00664386

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Amelia, Ohio 45102

**SERVICE ADDRESS:** [REDACTED], Amelia, Ohio 45102

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** n/a

**ALTERNATIVE PHONE NUMBER:**

**NIQ:** [REDACTED]

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

**DESCRIPTION OF ISSUE:**

This customer has contacted the PUCO regarding your company. The customer received a bill for \$400 from her utility company and discovered RPA was the supplier. The customer states she did not authorize any enrollment with RPA.

Please review the account and advise:

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

5. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
6. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
7. 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](http://www.PUCO.ohio.gov)

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ref:\_00Dt0GzXt.\_500t0ggdFl:ref

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**Email Text Version:**

Good Evening,

The refund comes to \$333.95.

The customer will receive the refund within 10 business days. Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

From: Maureen Harbolt <contactthepuco@puc.state.oh.us>  
Sent: Thursday, February 11, 2021 2:57 PM  
To: Alexsa Torres <atorres@rpaenergy.com>; amy.walker@puco.ohio.gov  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00664386  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED], Amelia, Ohio 45102  
SERVICE ADDRESS: [REDACTED], Amelia, Ohio 45102  
AIQ: RPA Energy, Inc



SERVICE ACCOUNT NUMBER: n/a  
ALTERNATIVE PHONE NUMBER: n/a  
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. I have reviewed the enrollment and there is no price offered to the customer, only that it is a variable rate product. Per Ohio Administrative Code 4901:1-21-06(D)(2)(a)(vi)(b) a price for the enrollment is required, making the enrollment invalid.

Please re-rate the customer for services rendered. Please let me know once this is completed, or if you have any questions.

Sincerely,

Maureen Harbolt  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
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From: Alexsa Torres [atorres@rpaenergy.com]  
Sent: 2/10/2021 2:53 PM  
To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)<<mailto:contactthepuco@puco.ohio.gov>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

This is in response to case #00664386

[REDACTED] enrolled on August 7, 2020 via RPA Energy's telemarketing sales channel. The vendor was Ron Pro Solution, a Third Party Independent telemarketing company. The customer enrolled into a variable rate. The customer's first charge per KWH was the utility price to compare 0.0584 and variable thereafter.

The TPV authorizing the switch states the following "RPA's price for electricity may be higher or lower than the utility price in any given month, and there is no guarantee of savings.." The TPV is attached.

RPA Energy supplies 100% renewable energy. Customers have the option to enroll in a fixed rate if they are interested in price protection and rate stability, or a variable rate that will fluctuate with the market. RPA Energy does not guarantee savings.

RPA left [REDACTED] a voicemail on 1/22/2021 11:01:10 AM. The customer was offered a fixed rate of \$0.09 per kWh, a one time credit of \$146.78 which was the price-to-compare difference off her last bill at the time as a courtesy to resolve a high rate concern. [REDACTED] never returned the RPA Energy Managers call.

The manager called again and asked for [REDACTED] but the person who answered hung up.

The customer was charged a variable rate after the first month of service with RPA Energy. The rate was \$0.1295 per kWh for all service periods with the exception of the first billing period which as mentioned was the utility PTC.

RPA Energy forward the outbound 814 EDI enrollment request to the utility on 8/10/2020. The effective date from the utility response was 9/11/2020.

The customer's account was returned to the utility as of 2/14/2021. RPA Energy does not charge any early termination fees.

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RPA Energy  
Phone: 347-748-1066 ext 1015

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

CASE ID: 00664386  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED], Amelia, Ohio 45102  
SERVICE ADDRESS: [REDACTED], Amelia, Ohio 45102  
AIQ: RPA Energy, Inc  
SERVICE ACCOUNT NUMBER: n/a  
ALTERNATIVE PHONE NUMBER:  
NIQ: [REDACTED]

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#### DESCRIPTION OF ISSUE:

This customer has contacted the PUCO regarding your company. The customer received a bill for \$400 from her utility company and discovered RPA was the supplier. The customer states she did not authorize any enrollment with RPA.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which vendor.
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Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://www.puco.ohio.gov/>](https://www.puco.ohio.gov/)

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**Email Created Date: 2/16/2021 8:40:00 AM**

**Email HTML Version:**



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

**CASE ID:** 00664386

**CUSTOMER:** [REDACTED]  
**ADDRESS:** [REDACTED], Amelia, Ohio 45102  
**SERVICE ADDRESS:** [REDACTED], Amelia, Ohio 45102  
**AIQ:** RPA Energy, Inc

\*\*\*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,

Thank you for the information provided, however, the calculation you provided do not correctly reflect the rate the customer is due. Below is a copy of the calculations based on the customer billing from Duke and also includes the \$5 monthly fee which was not disclosed in the initial enrollment. Also the customer still has a billing cycle that ended yesterday, and Duke is going to provide a copy of that billing as well. When I have the final total I would be happy to provide you with the update.

Month	Usage	Utility rate	Amount	Supplier rate	amount	
Jan			\$ -		\$ -	
Feb			\$ -		\$ -	
March			\$ -		\$ -	
April			\$ -		\$ -	
May			\$ -		\$ -	
June			\$ -		\$ -	
July			\$ -		\$ -	
Aug			\$ -		\$ -	
Sept	503	0.0526	\$ 26.46	0.05459244	\$ 27.46	
Oct	748	0.0526	\$ 39.34	0.129505348	\$ 96.87	
Nov	1466	0.0461	\$ 67.58	0.129502046	\$ 189.85	
Dec	1863	0.0439	\$ 81.79	0.129500805	\$ 241.26	
<b>Total</b>			\$ 215.17		\$ 555.44	\$
				\$ 340.27		
				<b>\$360.27</b>		

Sincerely,

**Maureen Harbolt**

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

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

**From:** Alexsa Torres [atorres@rpaenergy.com]

**Sent:** 2/11/2021 5:07 PM

**To:** contactthepuco@puco.ohio.gov; amy.walker@puco.ohio.gov

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

Good Evening,

The refund comes to \$333.95.

The customer will receive the refund within 10 business days. Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

---

**From:** Maureen Harbolt <contactthepuco@puc.state.oh.us>

**Sent:** Thursday, February 11, 2021 2:57 PM

**To:** Alexsa Torres <atorres@rpaenergy.com>; amy.walker@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]



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

**CASE ID:** 00664386

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Amelia, Ohio 45102

**SERVICE ADDRESS:** [REDACTED], Amelia, Ohio 45102

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** n/a

**ALTERNATIVE PHONE NUMBER:** n/a

**NIQ:** [REDACTED]

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**DESCRIPTION OF ISSUE:**

Thank you for the information provided. I have reviewed the enrollment and there is no price offered to the customer, only that it is a variable rate product. Per Ohio Administrative Code 4901:1-21-06(D)(2)(a)(vi)(b) a price for the enrollment is required, making the enrollment invalid.

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Service Monitoring and Enforcement Department

Customer Service Investigator

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**Sent:** 2/10/2021 2:53 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

This is in response to case #00664386

[REDACTED] enrolled on August 7, 2020 via RPA Energy's telemarketing sales channel. The vendor was Ron Pro Solution, a Third Party Independent telemarketing company. The customer enrolled into a variable rate. The customer's first charge per KWH was the utility price to compare 0.0584 and variable thereafter.

The TPV authorizing the switch states the following "RPA's price for electricity may be higher or lower than the utility price in any given month, and there is no guarantee of savings.." The TPV is attached.

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The manager called again and asked for [REDACTED] but the person who answered hung up. The customer was charged a variable rate after the first month of service with RPA Energy. The rate was \$0.1295 per kWh for all service periods with the exception of the first billing period which as mentioned was the utility PTC.

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Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

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**Sent:** Tuesday, February 9, 2021 2:45 PM  
**To:** btrombino@rpaenergy.com  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]



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

**CASE ID:** 00664386  
**CUSTOMER:** [REDACTED]  
**ADDRESS:** [REDACTED], Amelia, Ohio 45102  
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**AIQ:** RPA Energy, Inc  
**SERVICE ACCOUNT NUMBER:** n/a  
**ALTERNATIVE PHONE NUMBER:**  
**NIQ:** [REDACTED]

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**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00664386

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Amelia, Ohio 45102

SERVICE ADDRESS: [REDACTED], Amelia, Ohio 45102

AIQ: RPA Energy, Inc

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PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00664386

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Amelia, Ohio 45102

SERVICE ADDRESS: [REDACTED], Amelia, Ohio 45102

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: n/a

ALTERNATIVE PHONE NUMBER: n/a

NIQ: [REDACTED]

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Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [

ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

This is in response to case #00664386

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Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00664386

CUSTOMER: [REDACTED]

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SERVICE ADDRESS: [REDACTED], Amelia, Ohio 45102

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: n/a

ALTERNATIVE PHONE NUMBER:

NIQ: [REDACTED]

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- The Welcome Letter mailed to the customer.
- The Third Party Verification recording for this enrollment.
- The contract expiration notices mailed to the customer.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0ggdFl:ref

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**Email Created Date: 2/18/2021 10:27:53 AM**

**Email HTML Version:**

Maureen,

I have attached the most recent bill copy for the Spencer's. Please let me know if you have any further questions.

**Thanks,  
Kristi Stanifer  
Consumer Affairs Specialist  
317-838-1009**



CONFIDENTIALITY NOTICE: This e-mail message, including any attachments, is for the sole use of the intended recipient, and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

---

**From:** Stanifer, Kristi  
**Sent:** Thursday, February 11, 2021 4:00 PM  
**To:** Maureen Harbolt <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Subject:** RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

Maureen,

RE:



Cincinnati, OH, 45102

I reviewed the above address for [REDACTED]. The account is actually in [REDACTED] name, but [REDACTED] is listed as a spouse.

RPA Energy has been the electric supplier since 9/11/2020, and there currently is a termination date set for 2/15/2021. Per your request, I have attached all available bill copies with RPA Energy as the electric supplier. Once we read the meter on 2/15/2021 and the new bill generates, that bill will be available, too.

Please let me know if you have any further questions.

**Thanks,**  
**Kristi Stanifer**  
**Consumer Affairs Specialist**  
**317-838-1009**



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---

**From:** Maureen Harbolt <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Thursday, February 11, 2021 3:01 PM  
**To:** [Commission-AGT@duke-energy.com](mailto:Commission-AGT@duke-energy.com)  
**Subject:** [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

**\*\*\* CAUTION! EXTERNAL SENDER \*\*\* STOP & THINK!** Do you know and trust this sender? Were you expecting this email? Are grammar and spelling correct? Does the content make sense? If suspicious, then do not click links, open attachments or enter your ID or password.



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

**CASE ID:** 00664386

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Amelia, Ohio 45102

**SERVICE ADDRESS:** [REDACTED], Amelia, Ohio 45102

**AIQ:** RPA Energy, Inc

\*\*\*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,

[REDACTED] contacted the PUCO regarding the supplier RPA Energy. Can you please provide any bills showing RPA as the supplier?

Sincerely,

**Maureen Harbolt**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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**Email Text Version:**

Maureen,

I have attached the most recent bill copy for the [REDACTED]. Please let me know if you have any further questions.

Thanks,  
Kristi Stanifer  
Consumer Affairs Specialist  
317-838-1009

[cid:image001.png@01D705E0.8E5E8010]

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From: Stanifer, Kristi  
Sent: Thursday, February 11, 2021 4:00 PM  
To: Maureen Harbolt <contactthepuco@puc.state.oh.us>  
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

Maureen,

RE: [REDACTED]  
[REDACTED]  
Cincinnati, OH, 45102

I reviewed the above address for [REDACTED]. The account is actually in [REDACTED] name, but [REDACTED] is listed as a spouse.

RPA Energy has been the electric supplier since 9/11/2020, and there currently is a termination date set for 2/15/2021. Per your request, I have attached all available bill copies with RPA Energy as the electric supplier. Once we read the meter on 2/15/2021 and the new bill generates, that bill will be available, too.

Please let me know if you have any further questions.

Thanks,  
Kristi Stanifer  
Consumer Affairs Specialist  
317-838-1009

[cid:image001.png@01D705E0.8E5E8010]

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From: Maureen Harbolt  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Thursday, February 11, 2021 3:01 PM  
To: Commission-AGT@duke-energy.com<mailto:Commission-AGT@duke-energy.com>  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

\*\*\* CAUTION! EXTERNAL SENDER \*\*\* STOP & THINK! Do you know and trust this sender? Were you expecting this email? Are grammar and spelling correct? Does the content make sense? If suspicious, then do not click links, open attachments or enter your ID or password.

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

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

CASE ID: 00664386  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Amelia, Ohio 45102  
SERVICE ADDRESS: [REDACTED], Amelia, Ohio 45102  
AIQ: RPA Energy, Inc



\*\*\*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,

██████████ contacted the PUCO regarding the supplier RPA Energy. Can you please provide any bills showing RPA as the supplier?

Sincerely,

Maureen Harbolt  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://www.puco.ohio.gov/>>

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D2ZcS&from=ext>]

ref:\_00Dt0GzXt.\_500t0ggdFl:ref

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**Email Created Date: 2/19/2021 8:12:35 AM**

**Email HTML Version:**

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

**CASE ID:** 00664386

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Amelia, Ohio 45102

**SERVICE ADDRESS:** [REDACTED], Amelia, Ohio 45102

**AIQ:** RPA Energy, Inc

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

**DESCRIPTION OF ISSUE:**

Alexa,

I provided the re-rate calculation based on the customers actual billing with the price to compare. The re-rate you provided was \$27 short. Also it did not include the final month. Below is the correct calculations which include the final month. Please let me know if you have any questions.

Month	Usage	Utility rate	Amount	Supplier rate	amount	
Jan			\$ -		\$ -	
Feb			\$ -		\$ -	
March			\$ -		\$ -	
April			\$ -		\$ -	
May			\$ -		\$ -	
June			\$ -		\$ -	
July			\$ -		\$ -	
Aug			\$ -		\$ -	
Sept	503	0.0526	\$ 26.46	0.05459244	\$ 27.46	\$5
Oct	748	0.0526	\$ 39.34	0.129505348	\$ 96.87	\$5
Nov	1466	0.0461	\$ 67.58	0.129502046	\$ 189.85	\$5
Dec	1863	0.0439	\$ 81.79	0.129500805	\$ 241.26	\$5
Jan	1793	0.0444	\$ 79.61	0.071762409	\$ 128.67	\$5
<b>Total</b>			\$ 294.78		\$ 684.11	\$25
				<b>\$414.33</b>		

Sincerely,

**Maureen Harbolt**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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:** Alexsa Torres [atorres@rpaenergy.com]

**Sent:** 2/11/2021 5:07 PM

**To:** contactthepuco@puco.ohio.gov; amy.walker@puco.ohio.gov

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

Good Evening,

The refund comes to \$333.95.

The customer will receive the refund within 10 business days. Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

---

**From:** Maureen Harbolt <contactthepuco@puc.state.oh.us>

**Sent:** Thursday, February 11, 2021 2:57 PM

**To:** Alexsa Torres <atorres@rpaenergy.com>; amy.walker@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]



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

**CASE ID:** 00664386

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Amelia, Ohio 45102

**SERVICE ADDRESS:** [REDACTED], Amelia, Ohio 45102

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** n/a

**ALTERNATIVE PHONE NUMBER:** n/a

**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. I have reviewed the enrollment and there is no price offered to the customer, only that it is a variable rate product. Per Ohio Administrative Code 4901:1-21-06(D)(2)(a)(vi)(b) a price for the enrollment is required, making the enrollment invalid.

Please re-rate the customer for services rendered. Please let me know once this is completed, or 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](http://www.PUCO.ohio.gov)

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

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

**From:** Alexsa Torres [atorres@rpaenergy.com]

**Sent:** 2/10/2021 2:53 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

This is in response to case #00664386

[REDACTED] enrolled on August 7, 2020 via RPA Energy's telemarketing sales channel. The vendor was Ron Pro Solution, a Third Party Independent telemarketing company. The customer enrolled into a variable rate. The customer's first charge per KWH was the utility price to compare 0.0584 and variable thereafter.

The TPV authorizing the switch states the following "RPA's price for electricity may be higher or lower than the utility price in any given month, and there is no guarantee of savings.." The TPV is attached.

RPA Energy supplies 100% renewable energy. Customers have the option to enroll in a fixed rate if they are interested in price protection and rate stability, or a variable rate that will fluctuate with the market. RPA Energy does not guarantee savings.

RPA left [REDACTED] a voicemail on 1/22/2021 11:01:10 AM. The customer was offered a fixed rate of \$0.09 per kWh, a one time credit of \$146.78 which was the price-to-compare difference off her last bill at the time as a courtesy to resolve a high rate concern. [REDACTED] never returned the RPA Energy Managers call.

The manager called again and asked for [REDACTED] but the person who answered hung up. The customer was charged a variable rate after the first month of service with RPA Energy. The rate was \$0.1295 per kWh for all service periods with the exception of the first billing period which as mentioned was the utility PTC.

RPA Energy forward the outbound 814 EDI enrollment request to the utility on 8/10/2020. The effective date from the utility response was 9/11/2020.

The customer's account was returned to the utility as of 2/14/2021. RPA Energy does not charge any early termination fees.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

---

**From:** Maureen Harbolt <contactthepuco@puc.state.oh.us>  
**Sent:** Tuesday, February 9, 2021 2:45 PM  
**To:** btrombino@rpaenergy.com  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]



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

**CASE ID:** 00664386  
**CUSTOMER:** [REDACTED]  
**ADDRESS:** [REDACTED], Amelia, Ohio 45102  
**SERVICE ADDRESS:** [REDACTED], Amelia, Ohio 45102  
**AIQ:** RPA Energy, Inc  
**SERVICE ACCOUNT NUMBER:** n/a  
**ALTERNATIVE PHONE NUMBER:**  
**NIQ:** [REDACTED]

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

**DESCRIPTION OF ISSUE:**

This customer has contacted the PUCO regarding your company. The customer received a bill for \$400 from her utility company and discovered RPA was the supplier. The customer states she did not authorize any enrollment with RPA.

Please review the account and advise:

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

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ref:\_00Dt0GzXt.\_500t0ggdFl:ref

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**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00664386

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Amelia, Ohio 45102

SERVICE ADDRESS: [REDACTED], Amelia, Ohio 45102

AIQ: RPA Energy, Inc

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

DESCRIPTION OF ISSUE:

Alexa,

I provided the re-rate calculation based on the customers actual billing with the price to compare. The re-rate you provided was \$27 short. Also it did not include the final month. Below is the correct calculations which include the final month. Please 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](http://www.PUCO.ohio.gov)

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

From: Alexa Torres [atorres@rpaenergy.com]

Sent: 2/11/2021 5:07 PM

To: contactthepuco@puco.ohio.gov; amy.walker@puco.ohio.gov

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

Good Evening,

The refund comes to \$333.95.

The customer will receive the refund within 10 business days. Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Maureen Harbolt <contactthepuco@puc.state.oh.us>  
Sent: Thursday, February 11, 2021 2:57 PM  
To: Alexsa Torres <atorres@rpaenergy.com>; amy.walker@puco.ohio.gov  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00664386

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] 2

SERVICE ADDRESS: [REDACTED], Amelia, Ohio 45102

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: n/a

ALTERNATIVE PHONE NUMBER: n/a

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. I have reviewed the enrollment and there is no price offered to the customer, only that it is a variable rate product. Per Ohio Administrative Code 4901:1-21-06(D)(2)(a)(vi)(b) a price for the enrollment is required, making the enrollment invalid.

Please re-rate the customer for services rendered. Please let me know once this is completed, or 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](http://www.PUCO.ohio.gov)

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

From: Alexa Torres [atorres@rpaenergy.com]

Sent: 2/10/2021 2:53 PM

To: contactthepuco@puco.ohio.gov

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

This is in response to case #00664386

[REDACTED] enrolled on August 7, 2020 via RPA Energy's telemarketing sales channel. The vendor was Ron Pro Solution, a Third Party Independent telemarketing company. The customer enrolled into a variable rate. The customer's first charge per KWH was the utility price to compare 0.0584 and variable thereafter.

The TPV authorizing the switch states the following "RPA's price for electricity may be higher or lower than the utility price in any given month, and there is no guarantee of savings.." The TPV is attached.

RPA Energy supplies 100% renewable energy. Customers have the option to enroll in a fixed rate if they are interested in price protection and rate stability, or a variable rate that will fluctuate with the market. RPA Energy does not guarantee savings.

RPA left [REDACTED] a voicemail on 1/22/2021 11:01:10 AM. The customer was offered a fixed rate of \$0.09 per kWh, a one time credit of \$146.78 which was the price-to-compare difference off her last bill at the time as a courtesy to resolve a high rate concern. [REDACTED] never returned the RPA Energy Managers call.

The manager called again and asked for [REDACTED] but the person who answered hung up.

The customer was charged a variable rate after the first month of service with RPA Energy. The rate was \$0.1295 per kWh for all service periods with the exception of the first billing period which as mentioned was the utility PTC.

RPA Energy forward the outbound 814 EDI enrollment request to the utility on 8/10/2020. The effective date from the utility response was 9/11/2020.

The customer's account was returned to the utility as of 2/14/2021. RPA Energy does not charge any early termination fees.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Maureen Harbolt <contactthepuco@puc.state.oh.us>  
Sent: Tuesday, February 9, 2021 2:45 PM  
To: btrombino@rpaenergy.com  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00664386

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Amelia, Ohio 45102

SERVICE ADDRESS: [REDACTED], Amelia, Ohio 45102

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: n/a

ALTERNATIVE PHONE NUMBER:

NIQ: [REDACTED]

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

#### DESCRIPTION OF ISSUE:

This customer has contacted the PUCO regarding your company. The customer received a bill for \$400 from her utility company and discovered RPA was the supplier. The customer states she did not authorize any enrollment with RPA.

Please review the account and advise:

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

If the solicitation was completed by a third party vendor, which vendor.

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

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

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

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

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

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

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

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0ggdFl:ref



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**Email Created Date: 2/19/2021 10:44:49 AM**

**Email HTML Version:**

Good Morning,

A check in the amount of \$333.95 was mailed out on 2/15. We will be mailing the difference of \$80.38 on Monday 2/22.

Please let me know if anything else is needed.

Have a wonderful weekend.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Maureen Harbolt <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Friday, February 19, 2021 8:13 AM  
**To:** Alexsa Torres <[atorres@rpaenergy.com](mailto:atorres@rpaenergy.com)>  
**Cc:** amy.walker@puco.ohio.gov  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]



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

**CASE ID:** 00664386

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Amelia, Ohio 45102

**SERVICE ADDRESS:** [REDACTED], Amelia, Ohio 45102

**AIQ:** RPA Energy, Inc

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

**DESCRIPTION OF ISSUE:**

Alexa,

I provided the re-rate calculation based on the customers actual billing with the price to compare. The re-rate you provided was \$27 short. Also it did not include the final month. Below is the correct calculations which include the final month. Please let me know if you have any questions.

Month	Usage	Utility rate	Amount	Supplier rate	amount	
Jan			\$ -		\$ -	
Feb			\$ -		\$ -	
March			\$ -		\$ -	
April			\$ -		\$ -	
May			\$ -		\$ -	
June			\$ -		\$ -	
July			\$ -		\$ -	
Aug			\$ -		\$ -	
Sept	503	0.0526	\$ 26.46	0.05459244	\$ 27.46	\$5
Oct	748	0.0526	\$ 39.34	0.129505348	\$ 96.87	\$5
Nov	1466	0.0461	\$ 67.58	0.129502046	\$ 189.85	\$5
Dec	1863	0.0439	\$ 81.79	0.129500805	\$ 241.26	\$5
Jan	1793	0.0444	\$ 79.61	0.071762409	\$ 128.67	\$5
<b>Total</b>			\$ 294.78		\$ 684.11	\$25
				<b>\$414.33</b>		

Sincerely,

**Maureen Harbolt**

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

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:** Alexa Torres [atorres@rpaenergy.com]

**Sent:** 2/11/2021 5:07 PM

**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov); [amy.walker@puco.ohio.gov](mailto:amy.walker@puco.ohio.gov)

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

Good Evening,

The refund comes to \$333.95.

The customer will receive the refund within 10 business days. Attached is the breakdown.

Please let me know if you have any questions.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Maureen Harbolt <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Thursday, February 11, 2021 2:57 PM  
**To:** Alexsa Torres <[atorres@rpaenergy.com](mailto:atorres@rpaenergy.com)>; [amy.walker@puco.ohio.gov](mailto:amy.walker@puco.ohio.gov)  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]



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

**CASE ID:** 00664386  
**CUSTOMER:** [REDACTED]  
**ADDRESS:** [REDACTED], Amelia, Ohio 45102  
**SERVICE ADDRESS:** [REDACTED], Amelia, Ohio 45102  
**AIQ:** RPA Energy, Inc  
**SERVICE ACCOUNT NUMBER:** n/a  
**ALTERNATIVE PHONE NUMBER:** n/a  
**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. I have reviewed the enrollment and there is no price offered to the customer, only that it is a variable rate product. Per Ohio Administrative Code 4901:1-21-06(D)(2)(a)(vi)(b) a price for the enrollment is required, making the enrollment invalid.

Please re-rate the customer for services rendered. Please let me know once this is completed, or 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](http://www.PUCO.ohio.gov)

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

**From:** Alexa Torres [atorres@rpaenergy.com]

**Sent:** 2/10/2021 2:53 PM

**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

This is in response to case #**00664386**

[REDACTED] enrolled on August 7, 2020 via RPA Energy's telemarketing sales channel. The vendor was Ron Pro Solution, a Third Party Independent telemarketing company. The customer enrolled into a variable rate. The customer's first charge per KWH was the utility price to compare 0.0584 and variable thereafter.

The TPV authorizing the switch states the following "RPA's price for electricity may be higher or lower than the utility price in any given month, and there is no guarantee of savings.." The TPV is attached.

RPA Energy supplies 100% renewable energy. Customers have the option to enroll in a fixed rate if they are interested in price protection and rate stability, or a variable rate that will fluctuate with the market. RPA Energy does not guarantee savings.

RPA left [REDACTED] a voicemail on 1/22/2021 11:01:10 AM. The customer was offered a fixed rate of \$0.09 per kWh, a one time credit of \$146.78 which was the price-to-compare difference off her last bill at the time as a courtesy to resolve a high rate concern. [REDACTED] never returned the RPA Energy Managers call.

The manager called again and asked for [REDACTED] but the person who answered hung up. Th customer was charged a variable rate after the first month of service with RPA Energy. The rate was \$0.1295 per kWh for all service periods with the exception of the first billing period which as mentioned was the utility PTC.

RPA Energy forward the outbound 814 EDI enrollment request to the utility on 8/10/2020. The effective date from the utility response was 9/11/2020.

The customer's account was returned to the utility as of 2/14/2021. RPA Energy does not charge any early termination fees.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Maureen Harbolt <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

**Sent:** Tuesday, February 9, 2021 2:45 PM

**To:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]



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

**CASE ID:** 00664386

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Amelia, Ohio 45102

**SERVICE ADDRESS:** [REDACTED], Amelia, Ohio 45102

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** n/a

**ALTERNATIVE PHONE NUMBER:**

**NIQ:** [REDACTED]

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

**DESCRIPTION OF ISSUE:**

This customer has contacted the PUCO regarding your company. The customer received a bill for \$400 from her utility company and discovered RPA was the supplier. The customer states she did not authorize any enrollment with RPA.

Please review the account and advise:

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

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ref:\_00Dt0GzXt.\_500t0ggdFl:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.



**Email Text Version:**

Good Morning,

A check in the amount of \$333.95 was mailed out on 2/15. We will be mailing the difference of \$80.38 on Monday 2/22.

Please let me know if anything else is needed.

Have a wonderful weekend.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

From: Maureen Harbolt <contactthepuco@puc.state.oh.us>  
Sent: Friday, February 19, 2021 8:13 AM  
To: Alexsa Torres <atorres@rpaenergy.com>  
Cc: amy.walker@puco.ohio.gov  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00664386  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED], Amelia, Ohio 45102  
SERVICE ADDRESS: [REDACTED], Amelia, Ohio 45102  
AIQ: RPA Energy, Inc

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

DESCRIPTION OF ISSUE:

Alexa,

I provided the re-rate calculation based on the customers actual billing with the price to compare. The re-rate you provided was \$27 short. Also it did not include the final month. Below is the correct calculations which include the final month. Please let me know if you have any questions.

[Image\_2021-02-19\_08-12-06.png]

Sincerely,

Maureen Harbolt  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://www.puco.ohio.gov/>>

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

From: Alexsa Torres [atorres@rpaenergy.com]

Sent: 2/11/2021 5:07 PM

To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)<<mailto:contactthepuco@puco.ohio.gov>>;  
[amy.walker@puco.ohio.gov](mailto:amy.walker@puco.ohio.gov)<<mailto:amy.walker@puco.ohio.gov>>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

Good Evening,

The refund comes to \$333.95.

The customer will receive the refund within 10 business days. Attached is the breakdown.

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Alexsa Torres

Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

From: Maureen Harbolt  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Thursday, February 11, 2021 2:57 PM  
To: Alexa Torres <atorres@rpaenergy.com<mailto:atorres@rpaenergy.com>>;  
amy.walker@puco.ohio.gov<mailto:amy.walker@puco.ohio.gov>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [  
ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00664386  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED], Amelia, Ohio 45102  
SERVICE ADDRESS: [REDACTED], Amelia, Ohio 45102  
AIQ: RPA Energy, Inc  
SERVICE ACCOUNT NUMBER: n/a  
ALTERNATIVE PHONE NUMBER: n/a  
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. I have reviewed the enrollment and there is no price offered to the customer, only that it is a variable rate product. Per Ohio Administrative Code 4901:1-21-06(D)(2)(a)(vi)(b) a price for the enrollment is required, making the enrollment invalid.

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Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
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[www.PUCO.ohio.gov<https://www.puco.ohio.gov/>](https://www.puco.ohio.gov/)

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

From: Alexsa Torres [atorres@rpaenergy.com]  
Sent: 2/10/2021 2:53 PM  
To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)<<mailto:contactthepuco@puco.ohio.gov>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

This is in response to case #00664386

[REDACTED] enrolled on August 7, 2020 via RPA Energy's telemarketing sales channel. The vendor was Ron Pro Solution, a Third Party Independent telemarketing company. The customer enrolled into a variable rate. The customer's first charge per KWH was the utility price to compare 0.0584 and variable thereafter.

The TPV authorizing the switch states the following "RPA's price for electricity may be higher or lower than the utility price in any given month, and there is no guarantee of savings.." The TPV is attached.

RPA Energy supplies 100% renewable energy. Customers have the option to enroll in a fixed rate if they are interested in price protection and rate stability, or a variable rate that will fluctuate with the market. RPA Energy does not guarantee savings.

RPA left [REDACTED] a voicemail on 1/22/2021 11:01:10 AM. The customer was offered a fixed rate of \$0.09 per kWh, a one time credit of \$146.78 which was the price-to-compare

difference off her last bill at the time as a courtesy to resolve a high rate concern. [REDACTED] never returned the RPA Energy Managers call.

The manager called again and asked for [REDACTED] but the person who answered hung up.

The customer was charged a variable rate after the first month of service with RPA Energy. The rate was \$0.1295 per kWh for all service periods with the exception of the first billing period which as mentioned was the utility PTC.

RPA Energy forward the outbound 814 EDI enrollment request to the utility on 8/10/2020. The effective date from the utility response was 9/11/2020.

The customer's account was returned to the utility as of 2/14/2021. RPA Energy does not charge any early termination fees.

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

From: Maureen Harbolt  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Tuesday, February 9, 2021 2:45 PM  
To: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

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

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

CASE ID: 00664386  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED], Amelia, Ohio 45102  
SERVICE ADDRESS: [REDACTED], Amelia, Ohio 45102  
AIQ: RPA Energy, Inc  
SERVICE ACCOUNT NUMBER: n/a  
ALTERNATIVE PHONE NUMBER:  
NIQ: [REDACTED]

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

#### DESCRIPTION OF ISSUE:

This customer has contacted the PUCO regarding your company. The customer received a bill for \$400 from her utility company and discovered RPA was the supplier. The customer states she did not authorize any enrollment with RPA.

Please review the account and advise:

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

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

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

Sincerely,

Maureen Harbolt  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](https://www.puco.ohio.gov)<<https://www.puco.ohio.gov/>>

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D2MLY&from=ext>]

ref:\_00Dt0GzXt.\_500t0ggdFl:ref

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) <<mailto:csc@ohio.gov>> or click the Phish Alert Button if available.

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D2ZaW&from=ext>]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D3ElQ&from=ext>]

**Email Created Date: 2/23/2021 7:51:25 AM**

**Email HTML Version:**



Case Number: 00664386

Dear [REDACTED]:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) and allowing me to address your concerns regarding RPA Energy, Inc.

I have attached copies of the audio files provided by the Certified Retail Electric or Natural Gas Supplier related to the enrollment of your account(s). These files were obtained by the PUCO to ensure that consumer protections were followed as set forth in the Ohio Administrative Code (OAC). The purpose of the OAC is to protect consumers in Ohio from misleading, deceptive, and unfair tactics, among other reasons.

Please take this opportunity to review the audio recording(s) and reply to this message should you have feedback or feel that the files themselves are not a true and accurate representation of the conversation(s) as you recall them. If we do not receive a response, we will assume the information provided is accurate.

Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

**Maureen Harbolt**

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

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ref:\_00Dt0GzXt.\_500t0ggdFl:ref

**Email Text Version:**

Case Number: 00664386

Dear [REDACTED]:

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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.\_500t0ggdFl:ref

**Email Created Date: 2/23/2021 7:54:23 AM**

**Email HTML Version:**

----- Forwarded Message -----

**From:** Alexsa Torres [atorres@rpaenergy.com]

**Sent:** 2/10/2021 2:53 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [

ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

This is in response to case #**00664386**

[REDACTED] enrolled on August 7, 2020 via RPA Energy's telemarketing sales channel. The vendor was Ron Pro Solution, a Third Party Independent telemarketing company. The customer enrolled into a variable rate. The customer's first charge per KWH was the utility price to compare 0.0584 and variable thereafter.

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RPA left [REDACTED] a voicemail on 1/22/2021 11:01:10 AM. The customer was offered a fixed rate of \$0.09 per kWh, a one time credit of \$146.78 which was the price-to-compare difference off her last bill at the time as a courtesy to resolve a high rate concern. [REDACTED] never returned the RPA Energy Managers call.

The manager called again and asked for [REDACTED] but the person who answered hung up.

The customer was charged a variable rate after the first month of service with RPA Energy. The rate was \$0.1295 per kWh for all service periods with the exception of the first billing period which as mentioned was the utility PTC.

RPA Energy forward the outbound 814 EDI enrollment request to the utility on 8/10/2020. The effective date from the utility response was 9/11/2020.

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Alexsa Torres  
Sr. Director, Quality & Customer Experience  
RPA Energy  
Phone: 347-748-1066 ext 1015

---

**From:** Maureen Harbolt <contactthepuco@puc.state.oh.us>  
**Sent:** Tuesday, February 9, 2021 2:45 PM  
**To:** btrombino@rpaenergy.com  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]



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

**CASE ID:** 00664386  
**CUSTOMER:** [REDACTED]  
**ADDRESS:** [REDACTED], Amelia, Ohio 45102  
**SERVICE ADDRESS:** [REDACTED], Amelia, Ohio 45102  
**AIQ:** RPA Energy, Inc  
**SERVICE ACCOUNT NUMBER:** n/a  
**ALTERNATIVE PHONE NUMBER:**  
**NIQ:** [REDACTED]

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

needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v) or O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

**DESCRIPTION OF ISSUE:**

This customer has contacted the PUCO regarding your company. The customer received a bill for \$400 from her utility company and discovered RPA was the supplier. The customer states she did not authorize any enrollment with RPA.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
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4. The signed Acknowledgement form.
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Sincerely,

**Maureen Harbolt**

Public Utilities Commission of Ohio  
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(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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

ref:\_00Dt0GzXt.\_500t0ggdFl:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

Case Number: 00664386

97

----- Forwarded Message -----

From: Alexa Torres [atorres@rpaenergy.com]  
Sent: 2/10/2021 2:53 PM  
To: contactthepuco@puco.ohio.gov  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

This is in response to case #00664386

[REDACTED] enrolled on August 7, 2020 via RPA Energy's telemarketing sales channel. The vendor was Ron Pro Solution, a Third Party Independent telemarketing company. The customer enrolled into a variable rate. The customer's first charge per KWH was the utility price to compare 0.0584 and variable thereafter.

The TPV authorizing the switch states the following "RPA's price for electricity may be higher or lower than the utility price in any given month, and there is no guarantee of savings.." The TPV is attached.

RPA Energy supplies 100% renewable energy. Customers have the option to enroll in a fixed rate if they are interested in price protection and rate stability, or a variable rate that will fluctuate with the market. RPA Energy does not guarantee savings.

RPA left [REDACTED] a voicemail on 1/22/2021 11:01:10 AM. The customer was offered a fixed rate of \$0.09 per kWh, a one time credit of \$146.78 which was the price-to-compare difference off her last bill at the time as a courtesy to resolve a high rate concern. [REDACTED] never returned the RPA Energy Managers call.

The manager called again and asked for [REDACTED] but the person who answered hung up.

The customer was charged a variable rate after the first month of service with RPA Energy. The rate was \$0.1295 per kWh for all service periods with the exception of the first billing period which as mentioned was the utility PTC.

RPA Energy forward the outbound 814 EDI enrollment request to the utility on 8/10/2020. The effective date from the utility response was 9/11/2020.

The customer's account was returned to the utility as of 2/14/2021. RPA Energy does not charge any early termination fees.

Alexsa Torres

Sr. Director, Quality & Customer Experience

RPA Energy

Phone: 347-748-1066 ext 1015

From: Maureen Harbolt <contactthepuco@puc.state.oh.us>  
Sent: Tuesday, February 9, 2021 2:45 PM  
To: btrombino@rpaenergy.com  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:\_00Dt0GzXt.\_500t0ggdFl:ref ]

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00664386

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Amelia, Ohio 45102

SERVICE ADDRESS: [REDACTED], Amelia, Ohio 45102

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: n/a

ALTERNATIVE PHONE NUMBER:

NIQ: [REDACTED]

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

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

#### DESCRIPTION OF ISSUE:

This customer has contacted the PUCO regarding your company. The customer received a bill for \$400 from her utility company and discovered RPA was the supplier. The customer states she did not authorize any enrollment with RPA.

Please review the account and advise:

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

If the solicitation was completed by a third party vendor, which vendor.

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

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

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

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

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

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

The sales call used to market this customer.

The signed agreement for service.

The Terms and Conditions of Service.

The signed Acknowledgement form.

The Welcome Letter mailed to the customer.

The Third Party Verification recording for this enrollment.

The contract expiration notices mailed to the customer.



Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0ggdFl:ref

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[REDACTED]  
Amelia, OH 45102

Account #: [REDACTED]

Dear [REDACTED]:

On behalf of everyone at RPA Energy, we would like to thank you for participating in the Retail Choice Program and welcome you as our newest customer. We look forward to providing you with exceptional value and service.

Being a customer with us has never been better or easier:

- ☐ There is no change in delivery service
- ☐ You will receive only one bill from your Utility Company
- ☐ At least 100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator
- ☐ There is no cost to enroll with RPA Energy
- ☐ Begin using Power Perks immediately after your first billing cycle

Your Utility Company will continue to provide your delivery services including meter readings, billing, and payments. You will continue to receive one bill from your Utility Company; our supply charges will be noted separately on that bill. In the event of an emergency, your Utility Company should still be contacted directly.

For access to RPA Power Perks please visit <https://rpa.urewards.com/login>. Your user ID will be your utility account number.

Again, welcome to RPA Energy. If you have any questions, don't hesitate to contact one of our customer service representatives at 1-800-685-0960. We also invite you check out our website at [www.rpa-energy.com](http://www.rpa-energy.com).

Welcome aboard!

*Tanya Jackson*

Tanya Jackson  
Account Services



**RPA ENERGY, INC.**  
**OHIO ELECTRICITY AND NATURAL GAS SUPPLY**  
**VARIABLE PRICE CONTRACT TERMS AND CONDITIONS**

**Background**

This is an agreement between RPA Energy, Inc. ("RPA"), a competitive retail electricity and natural gas supplier, and the undersigned customer ("Customer" or "You") under which Customer shall obtain electricity generation supply and natural gas service and begin enrollment with RPA (the "Agreement"). RPA is certified by the Public Utilities Commission of Ohio to offer electricity generation and natural gas supply service in Ohio. Our PUCO certificate number for electricity supply is 16-1129E (2) Our PUCO certificate number for natural gas supply is 16-532G(1).

You will continue to receive your bill from your Electric Distribution Utility (EDU) for all electricity supply and delivery charges and one bill from your Natural Gas Company (LDC) for all natural gas supply and delivery charges. Your EDU and LDC will continue to provide all emergency repairs and services. RPA is not affiliated with and does not represent your EDU or LDC.

**1. Agreement to Sell and Purchase Electricity and Natural Gas.** Subject to the terms and conditions of this Agreement, RPA agrees to sell and facilitate delivery of the quantity of electricity necessary to meet Customer's requirements based upon consumption data obtained by RPA from the EDU, and the quantity of natural gas necessary to meet Customer's requirements based upon consumption data obtained by RPA from the LDC. The EDU will continue to deliver the electricity supplied by RPA, and the LDC will continue to deliver the natural gas supplied by RPA.

**2. Customer Acknowledgements** – Customer acknowledges the following: That any sales representative with whom Customer has spoken represents RPA, and is not from the EDU or LDC; and that you are the Customer whose name is on the account, the spouse of the account holder, or over 18 and authorized to make decisions concerning the account.

**3. Right of Rescission - Your EDU will send you a notice to confirm your choice of RPA. You may cancel your electricity Agreement with no penalty within seven calendar days after your EDU sends your enrollment confirmation by contacting your EDU. Your LDC will send you a notice to confirm your choice of RPA. You may cancel your gas Agreement with no penalty within seven business days after your LDC sends your enrollment confirmation by contacting your LDC.**

**4. Term** - This Agreement shall commence as of the date enrollment with RPA is deemed effective by the EDU and/or LDC. This Agreement shall continue on a month to month basis until terminated by either party. If a customer switches back to the electric utility, they may or may not be served under the same rates, terms and conditions that apply to other customers served by the electric utility. Your contract term will start at the next available meter read date after processing of the request by the electric utility and RPA. Customer may terminate this agreement at any time with no fee or penalty. A customer has the right to terminate the electricity contract without penalty if customer moves outside of RPA's service area or into an

area where RPA charges a different price. A customer has a right to terminate the gas contract without penalty in the event the customer relocates outside the service territory of the incumbent natural gas company or within the service territory of an incumbent natural gas company that does not permit portability of the contract. The gas contract automatically terminates if any of the following occurs: 1) the requested service location is not served by the incumbent natural gas company. 2) the customer moves outside the incumbent natural gas company service area or to an area not served by RPA, or 3) RPA returns the customer to the incumbent natural gas company's applicable tariff service.

**5. Price** – This is a variable price agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and RPA's costs, expenses and margins. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and RPA's costs, expenses and margins. In addition to the per kWh rate for electricity and per therm rate for natural gas, the Customer will be charged a monthly administrative service fee of \$5.00 per month. Our price does not include Distribution Utility service and other Utility-related charges. There is no cap on your variable prices for electricity or natural gas, and there is no limit on how much the prices may increase or decrease from one billing cycle to the next. RPA does not offer budget billing for the supply portion of the bill. Customer's electricity and natural gas utility may charge switching fees under its tariff. Customers can call RPA at 1-800-685-0960 or visit our website at [www.RPA-energy.com](http://www.RPA-energy.com) for current variable pricing and the previous 24 months' average billed historical prices (or as many months of data as is available to date, up to 24 months). Customer has the right to request from RPA, twice within a twelve-

month period, up to twenty four months of the customer's payment history without charge. *Please note that historical prices are not indicative of present or future pricing.*

**6. Billing and Payment** - Customer will receive a single bill from the EDU which will include both the EDU's distribution charges and RPA's charges for electricity supply. Your EDU maintains the right to terminate service for any unpaid utility or supplier charges, pursuant to the regulations of PUCO. Customer will receive a single bill from the LDC which will include both the LDC's distribution charges and RPA's charges for natural gas supply. Your LDC maintains the right to terminate service for any unpaid utility or supplier charges, pursuant to the regulations of PUCO and appropriate tariffs. Billing cycle is at a minimum 25 days. Bills not paid in full by the due date will incur a late payment fee on unpaid balances in accordance with Customer's local utility's billing policies. If Customer is exempt from such taxes, Customer is responsible for requesting any exemption from the collection of the taxes by filing appropriate documentation with RPA.

**7. Cancellation**- Customer may terminate this agreement at any time without penalty by contacting the RPA Customer Service Department at 1-800-685-0960 between 9:00 a.m. – 6 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: RPA, PO Box 1508, Huntington NY 11743; or by e-mailing us at [info@RPAenergy.com](mailto:info@RPAenergy.com). RPA may cancel this agreement at any time upon providing 14 days written notice to Customer. Common reasons for RPA to cancel this agreement would include: Non-Payment – If your electricity or natural gas service is terminated by your EDU or LDC, then this agreement is cancelled on the date that your service is terminated. You will owe us for amounts unpaid for our charges for electricity or natural gas supply up to the date of termination. Customer Move – If the customer moves from the address listed above, this agreement is cancelled. If we cancel this agreement for any reason other than for customer non-payment, we will follow applicable rules in providing notice to you.

**8. Entire Agreement** - This Agreement, and any attached enrollment form, makes up the entire Agreement between Customer and RPA. RPA makes no representations other than those expressly set forth in this Agreement. RPA provides and Customer receives no warranties, express or implied, statutory, or otherwise and RPA specifically disclaims any warranty of merchantability or fitness for a particular purpose. If, due to market conditions, RPA wishes to lower prices under your existing contract, RPA may do so without consent, provided there are no other changes to the terms and conditions.

**9. Force Majeure** - In the event that either party is rendered unable, wholly or in part, to perform that party's obligations under this Agreement due to events not reasonably anticipated or within either party's control, such as, but not limited to, acts of God, curtailment by Customer's EDU or LDC, etc., the Parties agree that such nonperformance shall be excused for the duration of the

event which caused it. Should the parties have cause to claim force majeure, the claiming party will notify the other party, in writing, of the cause(s) of such event, the anticipated duration of non-performance and the remedies being taken to eliminate the cause. Financial obligations relating to payment for or delivery of electricity or natural gas under this Agreement cannot be cause for claiming force majeure and obligations cannot be excused as a result of a force majeure event.

**10. Liability** - Our liability shall be limited to direct actual damages only, which will not exceed the amount of your single largest monthly invoice during the preceding 12 months. All other remedies at law or in equity are hereby waived. In no event shall we be liable for any punitive, incidental, consequential, exemplary, indirect, third-party claims, lost profits or other damages whether based on contract, warranty, tort, negligence, strict liability or otherwise any cause of action or claim for any liability, arising from a breach of this Agreement.

**11. Dispute Resolution** - In the event of a billing dispute or a disagreement involving RPA's service hereunder, the parties will use their best efforts to resolve the dispute. Customer should contact RPA by telephone or in writing as provided above. If your complaint is not resolved after you have called RPA, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

**12. Assignment** - You may not assign this Agreement, in whole or in part, or any of your rights or obligations without RPA's prior written consent. We may, upon thirty days prior notice and without your consent: (a) transfer, sell, pledge, encumber or assign this Agreement or the accounts, revenues or proceeds in connection with any financial or billing services agreement; or (b) transfer or assign this Agreement any other approved supplier authorized by the PUCO. This Agreement shall be binding on each party's successors and legal assigns.

**13. Governing Law** - This Agreement is governed by the laws of the state of Ohio. This Agreement is subject to present and future legislation, orders, rules, regulations or decisions of a duly constituted governmental authority having jurisdiction over this agreement or the services to be provided hereunder. If at some future date there is a change in any law, rule, regulation or tariff whereby RPA is prevented, prohibited or frustrated from carrying out the terms of the Agreement, RPA may terminate this contract at its sole discretion.

**14. WAIVER OF JURY TRIAL. ALL CLAIMS AND DISPUTES ARISING UNDER OR RELATING TO**

THIS AGREEMENT ARE TO BE SETTLED BY A COURT IN THE STATE OF OHIO OR ANOTHER LOCATION MUTUALLY AGREEABLE TO THE PARTIES BY A TRIAL BEFORE A JUDGE AND THE PARTIES WAIVE THE RIGHT TO A JURY TRIAL. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM ARISING UNDER OR RELATING TO THIS AGREEMENT.

**15. Information Release Authorization** - Customer authorizes RPA to obtain and review the following information from the EDU and LDC: consumption history; billing determinants; and account number. This information may be used by RPA to determine whether it will commence and/or continue to provide energy supply service to Customer. The information referenced in this paragraph will not be disclosed to a third party unless required by law. RPA will not disclose a customer's Social Security number and/or account number without the customer's consent except for RPA'S own collections and credit reporting, participation in programs funded by the universal service fund pursuant to Section 4928.52 of the Ohio Revised Code, or assigning a customer contract to another CRES provider. Customer's execution of this Agreement shall constitute authorization for the release of this information to RPA. The customer's Social Security number, account number(s) or any customer information

will not be released without the customer's express written consent except in accordance with rules 4901:1-28-04 and 4901:1-29-09 of the Administrative Code. This authorization will remain in effect during the Initial Term and any Renewal Term. Customer may rescind this authorization at any time by providing written notice thereof to RPA or by calling RPA. RPA reserves the right to cancel this Agreement in the event Customer rescinds the authorization.

**16. Emergency Services** - In the event of an electricity or natural gas emergency or service interruption, contact your EDU or LDC.

**17. Notices** RPA will provide you with a written notice prior to terminating this Agreement or a change in terms.

**18. Miscellaneous** – If you change your energy supplier, your EDU or LDC may apply a switching fee. If you return to your EDU or LDC after switching to a retail energy service provider, you may or may not be served under the same price, terms and conditions. Information regarding the generation sources and environmental characteristics of the electricity supplied by RPA is available at [www.RPA-energy.com](http://www.RPA-energy.com).

#### **Contact Information**

**Supplier Information: RPA Energy**, 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: **RPA**, PO Box 1508, Huntington NY 11743; **Web** [www.RPA-energy.com](http://www.RPA-energy.com)







duke-energy.com  
1.800.544.6900

## Your Energy Bill

page 1 of 3

Service address

AMELIA OH 45102

Bill date Oct 14, 2020

For service Sep 11 - Oct 12

31 days

Account number

### Billing summary - Disconnect Notice

Previous amount due	\$460.53
Payment received Oct 08	-300.00
Late Payment Charge(s)	2.41
RPA Energy, Inc	
Electric Generation Supply	32.46
Electric Delivery	34.81
<b>Total amount due Nov 05</b>	<b>\$230.21</b>

### Important Disconnect Information

Your service may be disconnected if your past due amount of **\$160.53** is not paid by **10/29/2020**. A reconnection charge will be required. In addition, a service deposit may be required; In this situation, **payment arrangements may be available by calling us at the number above.**

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$155.00 before service is restored.

Additional information on payment assistance can also be found on the enclosed disconnect notice or at [duke-energy.com/home/billing/special-assistance](http://duke-energy.com/home/billing/special-assistance).

The late-payment charge is a 1.5 percent fee added for the overdue amount of the regulated portion of your previous month's bill.



Thank you for your payment.

Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

In Case No. 20-1151-EL-RDR, the PUCO approved an adjustment to Rider BTR (Base Transmission Rider - part of the Delivery Riders). Per the Electric Security Plan approved in Case No. 17-1263-EL-SSO, the PUCO approved adjustments to Rider AER-R (Alternative Energy Recovery), Rider DCI (Distribution Capital Investment), and Rider SCR (Supplier Cost Reconciliation). In Case No. 18-1185-EL-UNC, the PUCO approved an adjustment to Rider ETCJA, Electric Tax Cuts and Jobs Act Rider (part of the Delivery Riders). Overall, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$0.56 or (0.5%) per month effective October 2020.

Standard billing and payment practices have resumed. Customers

**Mail your payment at least 7 days before the due date or pay instantly at [duke-energy.com/billing](http://duke-energy.com/billing). Late payments are subject to a 1.5% late charge.**

### Amount due

**\$230.21**  
by Nov 5

To avoid disconnection, pay  
\$160.53 by Oct 29.

\$

Add here, to help others with  
a contribution to HeatShare.

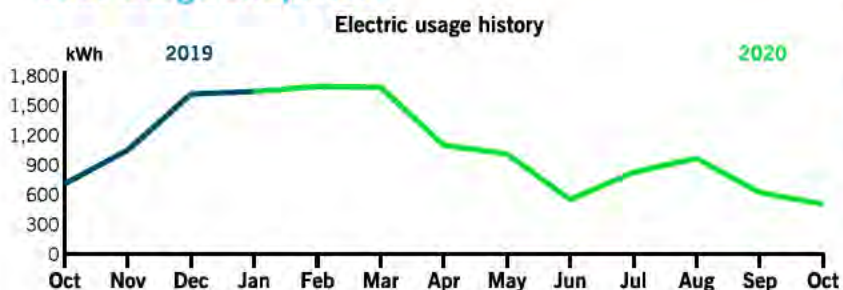
\$

Amount enclosed



duke-energy.com  
1.800.544.6900

### Your usage snapshot



	Current Month	Oct 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	503	708	13,249	1,104
12-month usage based on most recent history				

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail  
PO Box 1090  
Charlotte, NC 28201-1090

Account number

AMELIA OH 45102

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

99093800306386000220000016294000000672700000230217



## We're here for you

### Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

### Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)

Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puco.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
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## Important to know

### Your next meter reading: Nov 10

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eight times from time to time. That's a normal part of the energy measuring process.

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

### Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

### Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contacts provided.

### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

### Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.





duke-energy.com  
1.800.544.6900

page 3 of 3

Account number [REDACTED]

facing economic hardship may qualify for financial help. Visit [211.org](http://211.org) or call 211 to find local agencies that can assist.

## Your usage snapshot - continued

<b>Current electric usage for meter number [REDACTED]</b>	
Actual reading on Oct 12	117168
Previous reading on Sep 11	- 116665
Energy used	503 kWh
kWh Usage	503



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

## Billing details - Electric

<b>Meter - [REDACTED]</b>	
<b>Rate RS - Residential Svc-Winter</b>	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
503 KWH @ \$0.031482	15.84
Delivery Riders	12.74
Generation Riders	0.23
<b>Total Charges</b>	<b>\$34.81</b>

Your current delivery rate with Duke Energy is Residential Service - Winter (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$0.43.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.26 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

## Billing details - Electric

<b>RPA Energy, Inc</b>	
Sep 11 - Oct 12	
ENERGY CHARGE: 0.00 @ 5.000000000	\$5.00
ENERGY CHARGE: 503.00 KH @ 0.054592445	27.46
<b>Total Charges</b>	<b>\$32.46</b>



Your RPA Energy, Inc account number is [REDACTED]. If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

Your Electric Supplier Charges of \$32.46 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.



duke-energy.com  
1.800.544.6900

## Your Energy Bill

page 1 of 3

### Service address

AMELIA OH 45102

Bill date Jan 19, 2021  
For service Dec 14 - Jan 15  
32 days

Account number

### Billing summary

Previous amount due	\$431.11
Payment received Jan 11	-331.34
Late Payment Charge(s)	1.50
RPA Energy, Inc	
Electric Generation Supply	246.26
Electric Delivery	109.39
<b>Total amount due Feb 10</b>	<b>\$456.92</b>

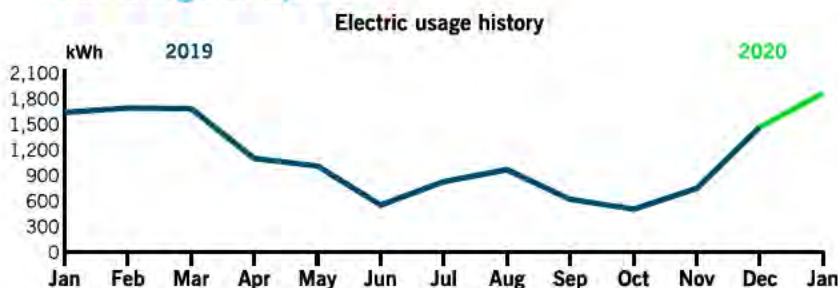


Thank you for your payment.

Cold temperatures mean higher bills because your heating system uses more energy to maintain the same temperature. Keeping your thermostat on the lowest comfortable setting means less work for your system and more savings for you.

Pursuant to state law, the Universal Service Fund rider (Rider USF) has been adjusted. In Case No. 17-1263-EL-SSO, the PUCO approved adjustments to Rider AER-R (Alternative Energy Recovery), Rider DCI (Distribution Capital Investment), and Rider SCR (Supplier Cost Reconciliation). In Case No. 19-2123-EL-ATA, the PUCO approved adjustments to Rider LGR (Legacy Generation Rider). In Case No. 16-576-EL-POR, the PUCO approved adjustments to Rider EE-PDRR (Energy Efficiency Rider). Overall, a typical residential customer using 1,000 kWh per month will see an increase of approximately \$2.72 or 2.4% per month effective January 2021.

### Your usage snapshot



	Current Month	Jan 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,863	1,640	13,023	1,085
12-month usage based on most recent history				

Mail your payment at least 7 days before the due date or pay instantly at [duke-energy.com/billing](http://duke-energy.com/billing). Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail  
PO Box 1090  
Charlotte, NC 28201-1090

Account number

### Amount due

**\$456.92**  
by Feb 10

After Feb 10, the amount due  
will increase to \$463.77.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with  
a contribution to HeatShare. **Amount enclosed**

AMELIA OH 45102-9185

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

99093800306386000220000010127000003556500000456923



## We're here for you

### Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

### Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)

Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puco.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
-------------------------	--------------

## Important to know

### Your next meter reading: Feb 15

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eight times from time to time. That's a normal part of the energy measuring process.

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

### Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

### Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contacts provided.

### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

### Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.





duke-energy.com  
1.800.544.6900

page 3 of 3

Account number [REDACTED]

## Your usage snapshot - continued

Current electric usage for meter number [REDACTED]	
Actual reading on Jan 15	121245
Previous reading on Dec 14	- 119382
Energy used	1,863 kWh
kWh Usage	1,863



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

## Billing details - Electric

Meter - [REDACTED]	
Rate RS - Residential Svc-Winter	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
1,863 KWH @ \$0.031482	58.65
Delivery Riders	43.96
Generation Riders	0.78
<b>Total Charges</b>	<b>\$109.39</b>

Your current delivery rate with Duke Energy is Residential Service - Winter (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$1.61.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 4.39 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

## Billing details - Electric

RPA Energy, Inc	
Dec 14 - Jan 15	
ENERGY CHARGE: 0.00 @ 5.000000000	\$5.00
ENERGY CHARGE: 1863.00 KH @ 0.129500805	241.26
<b>Total Charges</b>	<b>\$246.26</b>



Your RPA Energy, Inc account number is [REDACTED]. If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

Your Electric Supplier Charges of \$246.26 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.



duke-energy.com  
1.800.544.6900

## Your Energy Bill

page 1 of 3

### Service address

[REDACTED]  
AMELIA OH 45102

Bill date Dec 16, 2020  
For service Nov 10 - Dec 14  
34 days

Account number [REDACTED]

## Billing summary - Disconnect Notice

Previous amount due	\$149.10
Late Payment Charge(s)	2.24
RPA Energy, Inc	
Electric Generation Supply	194.85
Electric Delivery	84.92
<b>Total amount due Jan 07</b>	<b>\$431.11</b>

### Important Disconnect Information

Your service may be disconnected if your past due amount of **\$149.10** is not paid by **12/31/2020**. A reconnection charge will be required. In addition, a service deposit may be required; In this situation, **payment arrangements may be available by calling us at the number above.**

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$170.00 before service is restored.

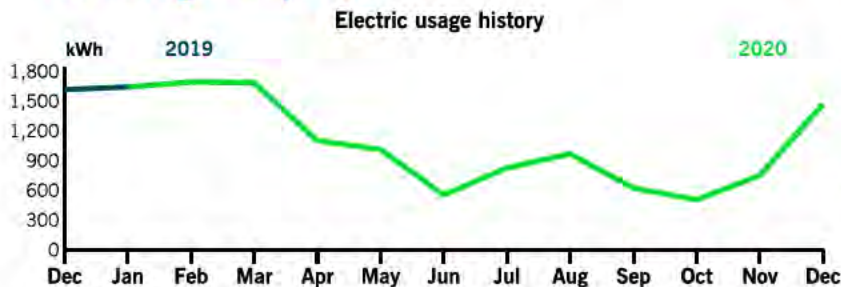
Additional information on payment assistance can also be found on the enclosed disconnect notice or at [duke-energy.com/home/billing/special-assistance](http://duke-energy.com/home/billing/special-assistance).

The late-payment charge is a 1.5 percent fee added for the overdue amount of the regulated portion of your previous month's bill.

Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

Help neighbors struggling to pay their energy bills with a gift to HeatShare. Duke Energy gives \$100,000 each year and matches donations up to \$100,000. Learn more at [duke-energy.com/OhioShare](http://duke-energy.com/OhioShare).

## Your usage snapshot



	Current Month	Dec 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,466	1,614	12,800	1,067
12-month usage based on most recent history				

**Mail your payment at least 7 days before the due date or pay instantly at [duke-energy.com/billing](http://duke-energy.com/billing). Late payments are subject to a 1.5% late charge.**

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail  
PO Box 1090  
Charlotte, NC 28201-1090

Account number

[REDACTED]

### Amount due

**\$431.11**  
by Jan 7

To avoid disconnection, pay  
\$149.10 by Dec 31.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with  
a contribution to HeatShare. **Amount enclosed**

[REDACTED]  
AMELIA OH 45102

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

99093800306386000220000015134000002797700000431116



## We're here for you

### Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

### Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)

Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puco.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
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## Important to know

### Your next meter reading: Jan 15

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

### Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

### Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contacts provided.

### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

### Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.





duke-energy.com  
1.800.544.6900

page 3 of 3

Account number

## Your usage snapshot - continued

Current electric usage for meter number	
Actual reading on Dec 14	119382
Previous reading on Nov 10	- 117916
Energy used	1,466 kWh
kWh Usage	1,466



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

## Billing details - Electric

Meter -	
Rate RS - Residential Svc-Winter	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
1,466 KWH @ \$0.031482	46.15
Delivery Riders	32.16
Generation Riders	0.61
<b>Total Charges</b>	<b>\$84.92</b>

Your current delivery rate with Duke Energy is Residential Service - Winter (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$1.27.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 4.61 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

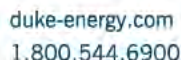
## Billing details - Electric

RPA Energy, Inc	
Nov 10 - Dec 14	
ENERGY CHARGE: 0.00 @ 5.000000000	\$5.00
ENERGY CHARGE: 1466.00 KH @	
0.129502046	189.85
<b>Total Charges</b>	<b>\$194.85</b>



Your RPA Energy, Inc account number is . If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

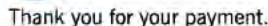
Your Electric Supplier Charges of \$194.85 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.



Bill date Nov 13, 2020  
For service Oct 12 - Nov 10  
29 days

Account number

Previous amount due	\$230.21
<i>Payment received Nov 11</i>	-232.00
Late Payment Charge(s)	1.65
RPA Energy, Inc	
Electric Generation Supply	101.87
Electric Delivery	47.37
<b>Total amount due Dec 07</b>	<b>\$149.10</b>

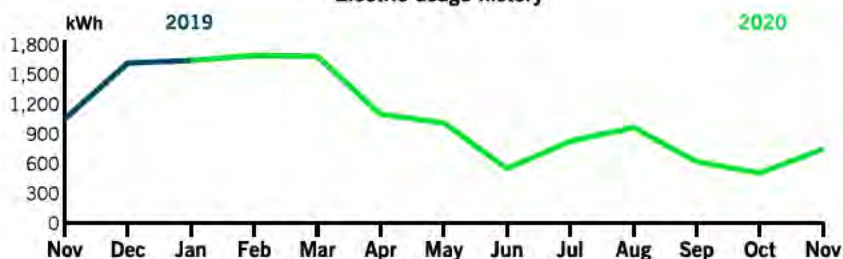


Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

In Case No. 20-344-EL-RDR, the PUCO approved an adjustment to Rider DSR, Distribution Storm Rider (part of the Delivery Riders) effective October 28, 2020. In Case No. 20-960-EL-UEX and 20-959-EL-UEX, the PUCO approved adjustments to Riders UE-ED and UE-GEN (Uncollectible Expense Riders) effective October 28, 2020. A typical residential customer using 1,000 kWh per month will see a decrease of \$0.31 or (0.27%).

Help neighbors struggling to pay their energy bills with a gift to HeatShare. Duke Energy gives \$100,000 each year and matches donations up to \$100,000. Learn more at [duke-energy.com/OhioShare](http://duke-energy.com/OhioShare).

### Electric usage history



	Current Month	Nov 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	748	1,049	12,948	1,079
12-month usage based on most recent history				

**Mail your payment at least 7 days before the due date or pay instantly at [duke-energy.com/billing](http://duke-energy.com/billing). Late payments are subject to a 1.5% late charge.**

Please return this portion with your payment. Thank you for your business.



Account number

**\$149.10**  
by Dec 7

After Dec 7, the amount due will increase to \$151.34.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with a contribution to HeatShare. **Amount enclosed**

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

AMELIA OH 45102-9185

[illegible]



## We're here for you

### Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

### Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

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Call (Monday - Friday, 7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

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Online	puco.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
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## Important to know

### Your next meter reading: Dec 14

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eight times from time to time. That's a normal part of the energy measuring process.

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

### Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

### Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contacts provided.

### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

### Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.





duke-energy.com  
1.800.544.6900

page 3 of 3

Account number [REDACTED]

## Your usage snapshot - continued

Current electric usage for meter number [REDACTED]	
Actual reading on Nov 10	117916
Previous reading on Oct 12	- 117168
Energy used	748 kWh
kWh Usage	748



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

## Billing details - Electric

Meter [REDACTED]	
Rate RS - Residential Svc-Winter	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
748 KWH @ \$0.031482	23.55
Delivery Riders	17.51
Generation Riders	0.31
<b>Total Charges</b>	<b>\$47.37</b>

Your current delivery rate with Duke Energy is Residential Service - Winter (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$0.65.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.26 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

## Billing details - Electric

RPA Energy, Inc	
Oct 12 - Nov 10	
ENERGY CHARGE: 0.00 @ 5.000000000	\$5.00
ENERGY CHARGE: 748.00 KH @ 0.129505348	96.87
<b>Total Charges</b>	<b>\$101.87</b>



Your RPA Energy, Inc account number is [REDACTED]. If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

Your Electric Supplier Charges of \$101.87 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

	Service End	Usage	RPA Rate	RPA Supply Charge	PTC
9/11/2020	10/11/2020	503	\$ 0.05	\$27.46	\$ 0.05
10/12/2020	11/9/2020	748	\$ 0.13	\$96.87	\$ 0.05
11/10/2020	12/13/2020	1466	\$ 0.13	\$189.85	\$ 0.05
12/14/2020	1/14/2021	1863	\$ 0.13	\$241.24	\$ 0.05
				\$0.00	
				\$555.42	

Utility Supply Charge	Supply Difference	Monthly Fee	Total Difference
\$ 27.46	\$ -	\$ 5.00	
\$ 40.83	\$ 56.04	\$ 5.00	
\$ 80.03	\$ 109.82	\$ 5.00	
\$ 93.15	\$ 148.09	\$ 5.00	
Utility Supply Charge Total	Total Diff		
\$ 241.47	\$ 313.95	\$ 20.00	\$ 333.95





duke-energy.com  
1.800.544.6900

## Your Energy Bill

page 1 of 3

Service address

AMELIA OH 45102

Bill date Feb 17, 2021  
For service Jan 15 - Feb 15  
31 days

Account number

### Billing summary - Disconnect Notice

Previous amount due	\$456.92
RPA Energy, Inc	
Electric Generation Supply	133.67
Electric Delivery	105.57
<b>Total amount due Mar 11</b>	<b>\$696.16</b>

### Important Disconnect Information

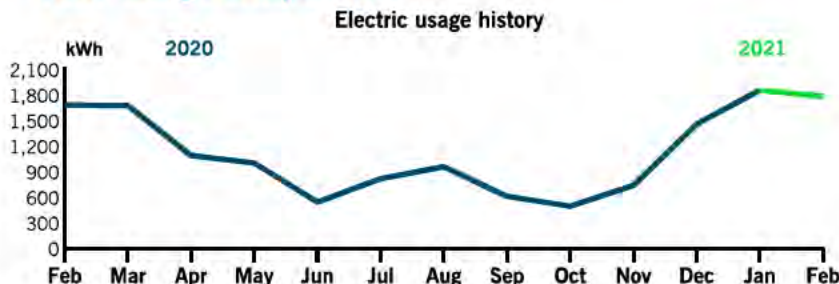
Your service may be disconnected if your past due amount of **\$456.92** is not paid by **03/04/2021**. A reconnection charge will be required. In addition, a service deposit may be required; In this situation, **payment arrangements may be available by calling us at the number above.**

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$200.00 before service is restored.

Additional information on payment assistance can also be found on the enclosed disconnect notice or at [duke-energy.com/home/billing/special-assistance](http://duke-energy.com/home/billing/special-assistance).

The late-payment charge is a 1.5 percent fee added for the overdue amount of the regulated portion of your previous month's bill.

### Your usage snapshot



	Current Month	Feb 2020	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,793	1,690	13,126	1,094
12-month usage based on most recent history				

**Mail your payment at least 7 days before the due date** or pay instantly at [duke-energy.com/billing](http://duke-energy.com/billing). Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail  
PO Box 1090  
Charlotte, NC 28201-1090

Account number

AMELIA OH 45102

### Amount due

**\$696.16**  
by Mar 11

To avoid disconnection, pay  
\$456.92 by Mar 04.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with  
a contribution to HeatShare. **Amount enclosed**

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

99093800306386000220000045692000002392400000696169





## We're here for you

### Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

### Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)

Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puco.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
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## Important to know

### Your next meter reading: Mar 16

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

### Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

### Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contacts provided.

### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

### Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



duke-energy.com  
1.800.544.6900

page 3 of 3

Account number

## Your usage snapshot - continued

<b>Current electric usage for meter number</b>	
Actual reading on Feb 15	123038
Previous reading on Jan 15	- 121245
Energy used	1,793 kWh
kWh Usage	1,793



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

## Billing details - Electric

<b>Meter -</b>	
<b>Rate RS - Residential Svc-Winter</b>	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
1,793 KWH @ \$0.031482	56.45
Delivery Riders	42.37
Generation Riders	0.75
<b>Total Charges</b>	<b>\$105.57</b>

Your current delivery rate with Duke Energy is Residential Service - Winter (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$1.55.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 4.44 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

## Billing details - Electric

<b>RPA Energy, Inc</b>	
Jan 15 - Feb 15	
ENERGY CHARGE: 0.00 @ 5.000000000	\$5.00
ENERGY CHARGE: 1793.00 KH @	
0.071762409	128.67
<b>Total Charges</b>	<b>\$133.67</b>



Your RPA Energy, Inc account number is . If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

Your Electric Supplier Charges of \$133.67 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.



[REDACTED]  
Amelia, OH 45102

Account #: [REDACTED]

Dear [REDACTED]

On behalf of everyone at RPA Energy, we would like to thank you for participating in the Retail Choice Program and welcome you as our newest customer. We look forward to providing you with exceptional value and service.

Being a customer with us has never been better or easier:

- ☐ There is no change in delivery service
- ☐ You will receive only one bill from your Utility Company
- ☐ At least 100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator
- ☐ There is no cost to enroll with RPA Energy
- ☐ Begin using Power Perks immediately after your first billing cycle

Your Utility Company will continue to provide your delivery services including meter readings, billing, and payments. You will continue to receive one bill from your Utility Company; our supply charges will be noted separately on that bill. In the event of an emergency, your Utility Company should still be contacted directly.

For access to RPA Power Perks please visit <https://rpa.urewards.com/login>. Your user ID will be your utility account number.

Again, welcome to RPA Energy. If you have any questions, don't hesitate to contact one of our customer service representatives at 1-800-685-0960. We also invite you check out our website at [www.rpa-energy.com](http://www.rpa-energy.com).

Welcome aboard!

*Tanya Jackson*

Tanya Jackson  
Account Services



**RPA ENERGY, INC.**  
**OHIO ELECTRICITY AND NATURAL GAS SUPPLY**  
**VARIABLE PRICE CONTRACT TERMS AND CONDITIONS**

**Background**

This is an agreement between RPA Energy, Inc. ("RPA"), a competitive retail electricity and natural gas supplier, and the undersigned customer ("Customer" or "You") under which Customer shall obtain electricity generation supply and natural gas service and begin enrollment with RPA (the "Agreement"). RPA is certified by the Public Utilities Commission of Ohio to offer electricity generation and natural gas supply service in Ohio. Our PUCO certificate number for electricity supply is 16-1129E (2) Our PUCO certificate number for natural gas supply is 16-532G(1).

You will continue to receive your bill from your Electric Distribution Utility (EDU) for all electricity supply and delivery charges and one bill from your Natural Gas Company (LDC) for all natural gas supply and delivery charges. Your EDU and LDC will continue to provide all emergency repairs and services. RPA is not affiliated with and does not represent your EDU or LDC.

**1. Agreement to Sell and Purchase Electricity and Natural Gas.** Subject to the terms and conditions of this Agreement, RPA agrees to sell and facilitate delivery of the quantity of electricity necessary to meet Customer's requirements based upon consumption data obtained by RPA from the EDU, and the quantity of natural gas necessary to meet Customer's requirements based upon consumption data obtained by RPA from the LDC. The EDU will continue to deliver the electricity supplied by RPA, and the LDC will continue to deliver the natural gas supplied by RPA.

**2. Customer Acknowledgements** – Customer acknowledges the following: That any sales representative with whom Customer has spoken represents RPA, and is not from the EDU or LDC; and that you are the Customer whose name is on the account, the spouse of the account holder, or over 18 and authorized to make decisions concerning the account.

**3. Right of Rescission - Your EDU will send you a notice to confirm your choice of RPA. You may cancel your electricity Agreement with no penalty within seven calendar days after your EDU sends your enrollment confirmation by contacting your EDU. Your LDC will send you a notice to confirm your choice of RPA. You may cancel your gas Agreement with no penalty within seven business days after your LDC sends your enrollment confirmation by contacting your LDC.**

**4. Term** - This Agreement shall commence as of the date enrollment with RPA is deemed effective by the EDU and/or LDC. This Agreement shall continue on a month to month basis until terminated by either party. If a customer switches back to the electric utility, they may or may not be served under the same rates, terms and conditions that apply to other customers served by the electric utility. Your contract term will start at the next available meter read date after processing of the request by the electric utility and RPA. Customer may terminate this agreement at any time with no fee or penalty. A customer has the right to terminate the electricity contract without penalty if customer moves outside of RPA's service area or into an

area where RPA charges a different price. A customer has a right to terminate the gas contract without penalty in the event the customer relocates outside the service territory of the incumbent natural gas company or within the service territory of an incumbent natural gas company that does not permit portability of the contract. The gas contract automatically terminates if any of the following occurs: 1) the requested service location is not served by the incumbent natural gas company. 2) the customer moves outside the incumbent natural gas company service area or to an area not served by RPA, or 3) RPA returns the customer to the incumbent natural gas company's applicable tariff service.

**5. Price** – This is a variable price agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and RPA's costs, expenses and margins. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and RPA's costs, expenses and margins. In addition to the per kWh rate for electricity and per therm rate for natural gas, the Customer will be charged a monthly administrative service fee of \$5.00 per month. Our price does not include Distribution Utility service and other Utility-related charges. There is no cap on your variable prices for electricity or natural gas, and there is no limit on how much the prices may increase or decrease from one billing cycle to the next. RPA does not offer budget billing for the supply portion of the bill. Customer's electricity and natural gas utility may charge switching fees under its tariff. Customers can call RPA at 1-800-685-0960 or visit our website at [www.RPA-energy.com](http://www.RPA-energy.com) for current variable pricing and the previous 24 months' average billed historical prices (or as many months of data as is available to date, up to 24 months). Customer has the right to request from RPA, twice within a twelve-



month period, up to twenty four months of the customer's payment history without charge. *Please note that historical prices are not indicative of present or future pricing.*

**6. Billing and Payment** - Customer will receive a single bill from the EDU which will include both the EDU's distribution charges and RPA's charges for electricity supply. Your EDU maintains the right to terminate service for any unpaid utility or supplier charges, pursuant to the regulations of PUCO. Customer will receive a single bill from the LDC which will include both the LDC's distribution charges and RPA's charges for natural gas supply. Your LDC maintains the right to terminate service for any unpaid utility or supplier charges, pursuant to the regulations of PUCO and appropriate tariffs. Billing cycle is at a minimum 25 days. Bills not paid in full by the due date will incur a late payment fee on unpaid balances in accordance with Customer's local utility's billing policies. If Customer is exempt from such taxes, Customer is responsible for requesting any exemption from the collection of the taxes by filing appropriate documentation with RPA.

**7. Cancellation**- Customer may terminate this agreement at any time without penalty by contacting the RPA Customer Service Department at 1-800-685-0960 between 9:00 a.m. – 6 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: RPA, PO Box 1508, Huntington NY 11743; or by e-mailing us at [info@RPAenergy.com](mailto:info@RPAenergy.com). RPA may cancel this agreement at any time upon providing 14 days written notice to Customer. Common reasons for RPA to cancel this agreement would include: Non-Payment – If your electricity or natural gas service is terminated by your EDU or LDC, then this agreement is cancelled on the date that your service is terminated. You will owe us for amounts unpaid for our charges for electricity or natural gas supply up to the date of termination. Customer Move – If the customer moves from the address listed above, this agreement is cancelled. If we cancel this agreement for any reason other than for customer non-payment, we will follow applicable rules in providing notice to you.

**8. Entire Agreement** - This Agreement, and any attached enrollment form, makes up the entire Agreement between Customer and RPA. RPA makes no representations other than those expressly set forth in this Agreement. RPA provides and Customer receives no warranties, express or implied, statutory, or otherwise and RPA specifically disclaims any warranty of merchantability or fitness for a particular purpose. If, due to market conditions, RPA wishes to lower prices under your existing contract, RPA may do so without consent, provided there are no other changes to the terms and conditions.

**9. Force Majeure** - In the event that either party is rendered unable, wholly or in part, to perform that party's obligations under this Agreement due to events not reasonably anticipated or within either party's control, such as, but not limited to, acts of God, curtailment by Customer's EDU or LDC, etc., the Parties agree that such nonperformance shall be excused for the duration of the

event which caused it. Should the parties have cause to claim force majeure, the claiming party will notify the other party, in writing, of the cause(s) of such event, the anticipated duration of non-performance and the remedies being taken to eliminate the cause. Financial obligations relating to payment for or delivery of electricity or natural gas under this Agreement cannot be cause for claiming force majeure and obligations cannot be excused as a result of a force majeure event.

**10. Liability** - Our liability shall be limited to direct actual damages only, which will not exceed the amount of your single largest monthly invoice during the preceding 12 months. All other remedies at law or in equity are hereby waived. In no event shall we be liable for any punitive, incidental, consequential, exemplary, indirect, third-party claims, lost profits or other damages whether based on contract, warranty, tort, negligence, strict liability or otherwise any cause of action or claim for any liability, arising from a breach of this Agreement.

**11. Dispute Resolution** - In the event of a billing dispute or a disagreement involving RPA's service hereunder, the parties will use their best efforts to resolve the dispute. Customer should contact RPA by telephone or in writing as provided above. If your complaint is not resolved after you have called RPA, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

**12. Assignment** - You may not assign this Agreement, in whole or in part, or any of your rights or obligations without RPA's prior written consent. We may, upon thirty days prior notice and without your consent: (a) transfer, sell, pledge, encumber or assign this Agreement or the accounts, revenues or proceeds in connection with any financial or billing services agreement; or (b) transfer or assign this Agreement any other approved supplier authorized by the PUCO. This Agreement shall be binding on each party's successors and legal assigns.

**13. Governing Law** - This Agreement is governed by the laws of the state of Ohio. This Agreement is subject to present and future legislation, orders, rules, regulations or decisions of a duly constituted governmental authority having jurisdiction over this agreement or the services to be provided hereunder. If at some future date there is a change in any law, rule, regulation or tariff whereby RPA is prevented, prohibited or frustrated from carrying out the terms of the Agreement, RPA may terminate this contract at its sole discretion.

**14. WAIVER OF JURY TRIAL. ALL CLAIMS AND DISPUTES ARISING UNDER OR RELATING TO**

THIS AGREEMENT ARE TO BE SETTLED BY A COURT IN THE STATE OF OHIO OR ANOTHER LOCATION MUTUALLY AGREEABLE TO THE PARTIES BY A TRIAL BEFORE A JUDGE AND THE PARTIES WAIVE THE RIGHT TO A JURY TRIAL. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM ARISING UNDER OR RELATING TO THIS AGREEMENT.

**15. Information Release Authorization** - Customer authorizes RPA to obtain and review the following information from the EDU and LDC: consumption history; billing determinants; and account number. This information may be used by RPA to determine whether it will commence and/or continue to provide energy supply service to Customer. The information referenced in this paragraph will not be disclosed to a third party unless required by law. RPA will not disclose a customer's Social Security number and/or account number without the customer's consent except for RPA'S own collections and credit reporting, participation in programs funded by the universal service fund pursuant to Section 4928.52 of the Ohio Revised Code, or assigning a customer contract to another CRES provider. Customer's execution of this Agreement shall constitute authorization for the release of this information to RPA. The customer's Social Security number, account number(s) or any customer information

will not be released without the customer's express written consent except in accordance with rules 4901:1-28-04 and 4901:1-29-09 of the Administrative Code. This authorization will remain in effect during the Initial Term and any Renewal Term. Customer may rescind this authorization at any time by providing written notice thereof to RPA or by calling RPA. RPA reserves the right to cancel this Agreement in the event Customer rescinds the authorization.

**16. Emergency Services** - In the event of an electricity or natural gas emergency or service interruption, contact your EDU or LDC.

**17. Notices** RPA will provide you with a written notice prior to terminating this Agreement or a change in terms.

**18. Miscellaneous** – If you change your energy supplier, your EDU or LDC may apply a switching fee. If you return to your EDU or LDC after switching to a retail energy service provider, you may or may not be served under the same price, terms and conditions. Information regarding the generation sources and environmental characteristics of the electricity supplied by RPA is available at [www.RPA-energy.com](http://www.RPA-energy.com).

#### **Contact Information**

**Supplier Information: RPA Energy**, 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: **RPA**, PO Box 1508, Huntington NY 11743; **Web [www.RPA-energy.com](http://www.RPA-energy.com)**







# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

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

## Case Detail

Case Number: 00668806	Owner: LYshanya Davis
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 03-01-2021  
Case Age in Business Days: 4

Date Closed: 03-03-2021

## Contact Information

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

## Service Address Information

Service Account Number:	Service Address County: Stark
Service Address Street: [REDACTED]	Service Address State: Ohio
Northwest	
Service Address City: Canton	Service Address Zip:
Service Address Country: United States	Service Address Phone:

## Industry Information

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

## Additional Information

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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**Description:**

**Resolution:**

see closing comment

## Case Comments

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Created Date	Comment
3/1/2021 1:36:56 PM	<p>The customer states that representatives came to his home on Saturday. He states they told him he had to sign up with them and that Energy Harbor his current supplier was charging him to much.</p> <p>He states he told the reps he was not interested but they would not leave and were very persistent and finally he just gave him this bill. He states now he is worried about giving out personal information and wanting to know if they are going to get access to bank accounts etc.</p> <p>I told him they should not be accessing bank accounts and personal info, he state she did not sign anything before they left but they do have his address and SDI number and that is the info that is required to switch his account. I told him that is true but if he did not sign anything and did not complete the TPV his account should not have been signed up.</p> <p>I told him that he can call AEP to see if they have received the info from the supplier and cancel it, I expalined he can also ask AEP to remove his information from the list they are required to give to the suppliers of all eligible customers.</p> <p>I explained if his account was switched he will receive a letter from his utility company AEP. I explained any time a switch is made to an account the utility company will send notification of the switch giving the customer extra time to cancel.</p> <p>I told him we can contact the company to find out why when he declined to sign up why the representatives did not leave and insisted he sign up and told him that he was paying to much with currently supplier and what happened when he did not sign the contract. I explained the company has 10 business days to respond and once we get the info we will contact him back.</p> <p>He thanked for help.</p>
3/1/2021 3:50:05 PM	Initial submission sent - company response due nlt Mar 4

3/2/2021 9:45:02 PM	<p>6:49 PM   Mar 2  From: Alexa Torres  To: contactthepuco@puco.ohio.gov</p> <p>Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00668806</p> <p>This is in response to case ID:00668806 filed by [REDACTED],</p> <p>RPA Energy contacted [REDACTED] on March 2, 2021. We asked him to explain what happened during the visit. Based on [REDACTED] statement we reviewed the sales agents enrollments, and we have not received any prior complaints about this agent. We have contacted the vendor and asked that they interview the agent, and ensure that he is respectful, truthful and professional during every prospective customer interaction when representing RPA Energy. We've asked them to review the RPA code of conduct with the sales agent which each agent is made to sign before joining the RPA campaign.</p> <p>Furthermore, RPA's investigation revealed the following:</p> <p>On February 27 2021, [REDACTED] was visited by, James Cornell, Agent 029 who works for MBM an independent marketing vendor performing sales on behalf of RPA Energy. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.</p> <p>[REDACTED] account was never enrolled and was place on our internal DO NOT KNOCK and DO NOT CALL list by RPA Energy and will remain with AEP utility.</p> <p>Thank you,</p> <p>Alexsa Torres  Sr. Director, Quality &amp; Customer Experience  Green Choice Energy  P: (347) 748-1066  M: (845) 596-8196  E: atorres@greenchoiceenergy.com  14 Wall Street Floor 2  Huntington, NY 11743</p>
3/3/2021 12:41:06 PM	<p>-Inv LD spoke with [REDACTED] via [REDACTED], who confirmed the outcome of his complaint with RPA Energy</p> <p>- [REDACTED] confirmed that his AEP acct was not enrolled with RPA Energy, and since he contacted the PUCO, RPA Energy has placed him on their internal Do Not Knock; Do Not Call lists</p> <p>- [REDACTED] confirmed his satisfaction with the outcome of the complaint</p> <p>-invited call back, if necessary</p>
3/3/2021 12:41:55 PM	Resolution Comments: see closing comment

## Web Information

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

Web Account in Question:  
Web US Dot #:

## System Information

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Created by: Andrea Leitwein  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Bhasker Kondaveeti  
Next Activity Date:  
Case Grade Created:  
Case Grade Target:

## Case Emails

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**Email Created Date:** 3/1/2021 4:05:00 PM

**Email HTML Version:**



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

**CASE ID:** 00668806

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Canton, Ohio  
44708

**AIQ:** RPA Energy, Inc

**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 Day -**

The following is a brief synopsis of the discussion [REDACTED] had with one of our investigators:

[REDACTED] states that on Saturday, February 27, 2021, he had a door-to-door interaction with a representative from RPA Energy, who refused to leave the premises after he advised them that he was not interested. Instead, [REDACTED] states the agent was very persistent, and telling him that his current supplier is charging him too much.

[REDACTED] states due to the agent's persistent, he showed the agent his AEP bill, although he did not authorize an enrollment, nor did he sign any agreement.

[REDACTED] wants to know why, when he declined to sign up, the representatives did not leave and insisted he sign up and what happened when he did not sign the contract?

Is the company willing to waive the ETF as a courtesy?

Please contact [REDACTED] to address his concerns, report back to me with the resolve.

Please ensure that any enrollment is cancelled without fees. In addition, [REDACTED] would like the company to be added to your internal Do Not Contact/Solicit list.

Please review the account and advise:

1. When and how was the customer solicited or marketed?
2. When and how was the customer enrolled?
3. If the customer's account was enrolled via governmental aggregation process, when was the notice sent to the customer? Please provide a copy of the notice for record.
4. Was a TPV completed for the customer?
5. What was the rate the customer agreed to? Was it fixed or variable? If fixed, what was the term length?
6. Did the customer's rate increase? If yes-when?
7. Has the customer contacted the company concerning this issue? If so, when? What was the company's response?
8. Is an adjustment in process for the customer? If no, why not?
9. If an adjustment is in process will it be a refund or a credit to the bill?
10. What was the date the enrollment was forwarded to the distribution Utility? What was the service effective date provided by the distribution Utility?
11. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution Utility.
12. If the enrollment is not via community governmental aggregation program, please ensure that the customer is added to the company's internal Do Not Contact/Solicit list.
13. Why did the representative mislead Mr. Londhe by stating that his current

supplier is charging him too much?

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

1. Copy of the sales script used to market this customer.
2. Copy of the sales call to the customer.
3. Copy of the Welcome Letter with the terms and conditions.
4. Copy of the TPV at the time of enrollment.
5. Copy of the IP and email address used to enroll if applicable.
6. Copy of the signed enrollment agreement.
7. Copy of the Renewal Letter.
8. Copy of the Contract Expiration Notice.

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

Sincerely,

**LYshanya Davis**

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

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

ref:\_00Dt0GzXt.\_500t0hbNnn:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00668806

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Canton, Ohio 44708

AIQ: RPA Energy, Inc

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 Day -

The following is a brief synopsis of the discussion Nikhil Londhe had with one of our investigators:

[REDACTED] states that on Saturday, February 27, 2021, he had a door-to-door interaction with a representative from RPA Energy, who refused to leave the premises after he advised them that he was not interested. Instead, [REDACTED] states the agent was very persistent, and telling him that his current supplier is charging him too much.

[REDACTED] states due to the agent's persistent, he showed the agent his AEP bill, although he did not authorize an enrollment, nor did he sign any agreement.

[REDACTED] wants to know why, when he declined to sign up, the representatives did not leave and insisted he sign up and what happened when he did not sign the contract?

Is the company willing to waive the ETF as a courtesy?

Please contact [REDACTED] to address his concerns, report back to me with the resolve.

Please ensure that any enrollment is cancelled without fees. In addition, [REDACTED] would like the company to be added to your internal Do Not Contact/Solicit list.

Please review the account and advise:

When and how was the customer solicited or marketed?

When and how was the customer enrolled?

If the customer's account was enrolled via governmental aggregation process, when was the notice sent to the customer? Please provide a copy of the notice for record.

Was a TPV completed for the customer?

What was the rate the customer agreed to? Was it fixed or variable? If fixed, what was the term length?

Did the customer's rate increase? If yes-when?

Has the customer contacted the company concerning this issue? If so, when? What was the company's response?

Is an adjustment in process for the customer? If no, why not?

If an adjustment is in process will it be a refund or a credit to the bill?

What was the date the enrollment was forwarded to the distribution Utility? What was the service effective date provided by the distribution Utility?

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

If the enrollment is not via community governmental aggregation program, please ensure that the customer is added to the company's internal Do Not Contact/Solicit list.

Why did the representative mislead Mr. Londhe by stating that his current supplier is charging him too much?

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

Copy of the sales script used to market this customer.

Copy of the sales call to the customer.

Copy of the Welcome Letter with the terms and conditions.

Copy of the TPV at the time of enrollment.

Copy of the IP and email address used to enroll if applicable.

Copy of the signed enrollment agreement.

Copy of the Renewal Letter.

Copy of the Contract Expiration Notice.

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



Sincerely,

LYshanya Davis

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0hbNnn:ref

**Email Created Date: 3/2/2021 6:49:52 PM**

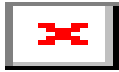
**Email HTML Version:**

This is in response to case ID:00668806 filed by [REDACTED], RPA Energy contacted [REDACTED] on March 2, 2021. We asked him to explain what happened during the visit. Based on [REDACTED] statement we reviewed the sales agents enrollments, and we have not received any prior complaints about this agent. We have contacted the vendor and asked that they interview the agent, and ensure that he is respectful, truthful and professional during every prospective customer interaction when representing RPA Energy. We've asked them to review the RPA code of conduct with the sales agent which each agent is made to sign before joining the RPA campaign. Furthermore, RPA's investigation revealed the following:

On February 27 2021, [REDACTED] was visited by, James Cornell, Agent 029 who works for MBM an independent marketing vendor performing sales on behalf of RPA Energy. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

[REDACTED] account was never enrolled and was place on our internal DO NOT KNOCK and DO NOT CALL list by RPA Energy and will remain with AEP utility.

Thank you,



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

**Alexsa Torres**

Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

---

**P:** (347) 748-1066

**M:** (845) 596-8196

**E:** [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743



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---

**From:** LYshanya Davis <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

**Sent:** Monday, March 1, 2021 4:10 PM

**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00668806 [ref:\_00DtOGzXt.\_500t0hbNnn:ref ]



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

**CASE ID:** 00668806

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Canton, Ohio 44708

**AIQ:** RPA Energy, Inc

**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:**

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The following is a brief synopsis of the discussion [REDACTED] had with one of our investigators:

[REDACTED] states that on Saturday, February 27, 2021, he had a door-to-door interaction with a representative from RPA Energy, who refused to leave the premises after he advised them that he was not interested. Instead, [REDACTED] states the agent was very persistent, and telling him that his current supplier is charging him too much.

[REDACTED] states due to the agent's persistent, he showed the agent his AEP bill, although he did not authorize an enrollment, nor did he sign any agreement.

[REDACTED] wants to know why, when he declined to sign up, the representatives did not leave and insisted he sign up and what happened when he did not sign the contract?

Is the company willing to waive the ETF as a courtesy?

Please contact [REDACTED] to address his concerns, report back to me with the resolve.

Please ensure that any enrollment is cancelled without fees. In addition, [REDACTED] would like the company to be added to your internal Do Not Contact/Solicit list.

Please review the account and advise:

1. When and how was the customer solicited or marketed?
2. When and how was the customer enrolled?
3. If the customer's account was enrolled via governmental aggregation process, when was the notice sent to the customer? Please provide a copy of the notice

for record.

4. Was a TPV completed for the customer?
5. What was the rate the customer agreed to? Was it fixed or variable? If fixed, what was the term length?
6. Did the customer's rate increase? If yes-when?
7. Has the customer contacted the company concerning this issue? If so, when? What was the company's response?
8. Is an adjustment in process for the customer? If no, why not?
9. If an adjustment is in process will it be a refund or a credit to the bill?
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12. If the enrollment is not via community governmental aggregation program, please ensure that the customer is added to the company's internal Do Not Contact/Solicit list.
13. Why did the representative mislead Mr. Londhe by stating that his current supplier is charging him too much?

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

1. Copy of the sales script used to market this customer.
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4. Copy of the TPV at the time of enrollment.
5. Copy of the IP and email address used to enroll if applicable.
6. Copy of the signed enrollment agreement.
7. Copy of the Renewal Letter.
8. Copy of the Contract Expiration Notice.

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

Sincerely,

**LYshanya Davis**

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

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

ref:\_00Dt0GzXt.\_500t0hbNnn:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

This is in response to case ID:00668806 filed by [REDACTED], RPA Energy contacted [REDACTED] on March 2, 2021. We asked him to explain what happened during the visit. Based on [REDACTED] statement we reviewed the sales agents enrollments, and we have not received any prior complaints about this agent. We have contacted the vendor and asked that they interview the agent, and ensure that he is respectful, truthful and professional during every prospective customer interaction when representing RPA Energy. We've asked them to review the RPA code of conduct with the sales agent which each agent is made to sign before joining the RPA campaign.

Furthermore, RPA's investigation revealed the following:

On February 27 2021, [REDACTED] was visited by, James Cornell, Agent 029 who works for MBM an independent marketing vendor performing sales on behalf of RPA Energy. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

[REDACTED] account was never enrolled and was place on our internal DO NOT KNOCK and DO NOT CALL list by RPA Energy and will remain with AEP utility.

Thank you,

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com>

Alexsa Torres

Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<<https://www.facebook.com/GreenChoiceEnergy/>> [linkedin icon]  
<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoiceenergy/>>

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From: LYshanya Davis  
<[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)><<mailto:contactthepuco@puc.state.oh.us>>>  
Sent: Monday, March 1, 2021 4:10 PM  
To: [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)<<mailto:btrombino@greenchoiceenergy.com>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00668806 [  
ref:\_00Dt0GzXt.\_500t0hbNnn:ref ]

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

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

CASE ID: 00668806  
CUSTOMER: [REDACTED]  
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AIQ: RPA Energy, Inc

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Sincerely,

LYshanya Davis  
Public Utilities Commission of Ohio  
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Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)<<https://www.puco.ohio.gov/>>

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[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D47IO&from=ext]

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CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) <mailto:csc@ohio.gov> or click the Phish Alert Button if available.

## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

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

## Case Detail

Case Number: 00671118	Owner: Michael Coady
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 03-09-2021	Date Closed: 04-01-2021
Case Age in Business Days: 19	

## Contact Information

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

## Service Address Information

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

## Industry Information

AIQ Industry: Electric	Territory Account: 001t0000008OFY3AAO
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: Marketing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Enrollment Dispute
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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### Description:

### Resolution:

Mailed case history report.

Mailed FC packet

Received a call from the customer transferred by LG. She said that the company contacted her and agreed to send her a check for \$973. She asked for the ea number for Victoria, which I provided. Invited a call back.

## Case Comments

---

Created Date	Comment
3/9/2021 1:37:04 PM	<p>The customer states she recently contacted the company about her bill and she has a disconnect notice for 1,409.00 and she does not understand how that can be.</p> <p>She states that she called the company back and spoke to a supervisor and found out she is with a supplier, RPA Energy. She states she called RPA and they told her she was signed up via government aggregation. I looked up the electric aggregation map and did not find an aggregation, I found one for Dynegy but not RPA. I explained government aggregation and how it is done, opt out process, etc...</p> <p>She states she did set up a payment plan of \$131.00 plus bill and she states she can't afford that. she is a senior citizen on fixed income.</p> <p>I told her that we will contact RPA to find out how she was signed up as I was not able to find info about the aggregation. She does not think this is right and she is going to contact the City, I told her she can but at this point I am not sure if she is part of aggregation or not.</p> <p>I explained we will contact the company and they have 10 business days to respond and once the info is received the inv. will contact her back. She thanked for help. She asked if the person calling her back will say they are with the PUCO and I told her they should.</p> <p>She thanked for help.</p>
3/10/2021 8:07:05 AM	Reviewed company response

3/10/2021 11:07:50 AM	<p>On February 11th, 2020, [REDACTED] was enrolled in a variable rate electric supply product with RPA Energy via our Kiosk channel. I've attached the photo ID that [REDACTED] provided at the time of sale, as well as the contract authorizing the switch to RPA Energy. Attached you will also find the Welcome letter that was mailed on 02/18/2020.</p> <p>[REDACTED] account with RPA is cancelled and she will be switched back to the utility for full service as of 3/25/2021.</p> <p>There is no early termination fee associated with this product.</p> <p>[REDACTED] has been placed on both RPA Energy's DO NOT CALL and DO NOT KNOCK lists.</p> <p>It looks like a Jack in the Box, across the street is Burlington Coat Factory.</p> <p>[REDACTED], Cincinnati, OH 45213</p>
3/10/2021 11:54:25 AM	<p>Called the customer to close. Advised that the company stated that she enrolled at a facility on Ridge Rd, which could be a Jack-in-the-box. Explained that the company provided a signed agreement. She denied that these ever happened. Explained that the company also provided a copy of her driver's license. She expressed concerns about being able to afford this. Discussed PIPP and she does not appear to qualify income-wise. She said that the company placed her on a 12 month arrangement that she cannot afford. Provided ea number and advised to call Victoria and see if she won't extend her plan for 24-36 months to make it more affordable. Discussed the FC process and what her burdens of proof would be. She would like a case history. Advised that I would send one out to her. Invited a call back if she decides she wants to file an FC.</p>
3/11/2021 10:33:16 AM	<p>E-mailed the customer the acse history report.</p> <p>Called the customer to let her know that I had e-mailed the report. She asked that it be mailed because she has no way to print it out from her tablet. Advised that I would do so.</p>
3/15/2021 4:41:17 PM	<p>cust req to speak with MC regarding report he had sent via email. cust states they spoke on 3/11 and said he emailed report to her but she called and said she couldn't print it so MC was going to mail it. cust states she has a friend who's an atty and they want to review docs. i adv MC had left for the day but I would send msg for him to call her tomorrow. gave name and ICB</p>
3/16/2021 8:28:19 AM	<p>Reviewed customer contact</p>
3/16/2021 10:34:04 AM	<p>Called the customer to close again. Advised that the case history report had been mailed on Saturday. She feels that she should receive it by tomorrow.</p>
3/16/2021 10:34:49 AM	<p>Resolution Comments: Mailed case history report</p>

3/17/2021 1:26:58 PM	<p>The customer is calling back. She states she got all the information that he sent her. She states that the signature on the paperwork is not hers and if he would look at that he would see that. She would like to speak to MC and I explained he currently answering calls on our hotline and I am not able to transfer her to him at this time.</p> <p>I explained I can note the case and that she would like a phone call back. She would for me to do that and if he does not call her back she will call him back. She thanked for help.</p>
3/17/2021 1:29:25 PM	Reviewed customer contact
3/17/2021 2:28:49 PM	<p>Called the customer back. She says that the signature was not her signature. There were other concerns such as the whether her name was printed or typed and whether the company had her e-mail address or not. Explained that those other issues are not legally significant. Explained that she would have the burden of proof to demonstrate the the signature was not hers. Also advised that she would have to explain how the company got a copy of her driver's licence and her Duke account number. She feels that she can do that. Advised that, at this point, she would have to file an FC. She would like one mailed to her. Advised that I would get one mailed to her.</p>
3/18/2021 10:50:28 AM	Mailed FC packet
3/18/2021 10:50:47 AM	<p>Resolution Comments: Mailed case history report.</p> <p>Mailed FC packet</p>
4/1/2021 3:33:58 PM	trans to MC with permission
4/1/2021 3:36:51 PM	Received a call from the customer transferred by LG. She said that the company contacted her and agreed to send her a check for \$973. She asked for the ea number for Victoria, which I provided. Invited a call back.
4/1/2021 3:37:40 PM	<p>Resolution Comments: Mailed case history report.</p> <p>Mailed FC packet</p> <p>Received a call from the customer transferred by LG. She said that the company contacted her and agreed to send her a check for \$973. She asked for the ea number for Victoria, which I provided. Invited a call back.</p>

## Web Information

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

Web Account in Question:  
Web US Dot #:

## System Information

Created by: Andrea Leitwein  
# Tasks Correspondence Review: 3  
# Tasks Correspondence Review:3

Last Modified by: Bhasker Kondaveeti  
Next Activity Date:  
Case Grade Created:  
Case Grade Target:

## Case Emails

---

Email Created Date: 3/9/2021 2:47:50 PM

Email HTML Version:



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

**CASE ID:** 00671118

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED] Cincinnati, Ohio 45236

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio  
45236

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** [REDACTED]

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

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**DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with the company. She stated that she never authorized any enrollment.

1. What was the method of enrollment, i.e., telephonic, door-to-door, online, etc.?
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](http://www.PUCO.ohio.gov)

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ref:\_00Dt0GzXt.\_500t0iSDvq:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00671118

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45236

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45236

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED]

ALTERNATIVE PHONE NUMBER:

NIQ:

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Service Monitoring and Enforcement Department

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ref:\_00Dt0GzXt.\_500t0iSDvq:ref

**Email Created Date: 3/9/2021 4:58:37 PM**

**Email HTML Version:**

This is in response to complaint ID: 00671118 filed by [REDACTED] on March 9th, 2021.

RPA's investigation revealed the following:

On February 11th, 2020, [REDACTED] was enrolled in a variable rate electric supply product with RPA Energy via our Kiosk channel.

RPA Energy records show the marketer as U.S. Direct OH Team Marketing, an independent Marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Lobo Perez Agent 1013. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the photo ID that [REDACTED] provided at the time of sale, as well as the contract authorizing the switch to RPA Energy. Attached you will also find the Welcome letter that was mailed on 02/18/2020.

[REDACTED] account with RPA is cancelled and she will be switched back to the utility for full service as of 3/25/2021.

There is no early termination fee associated with this product.

[REDACTED] has been placed on both RPA Energy's DO NOT CALL and DO NOT KNOCK lists.



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

**Alexsa Torres**

Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

---

**P:** (347) 748-1066

**M:** (845) 596-8196

**E:** [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743



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---

**From:** Michael Coady <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

**Sent:** Tuesday, March 9, 2021 2:50:50 PM

**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com) <[btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)>

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ ref: \_00Dt0GzXt.\_500t0iSDvq:ref ]



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

**CASE ID:** 00671118

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Cincinnati, Ohio 45236

**SERVICE ADDRESS:** [REDACTED] Cincinnati, Ohio 45236

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** [REDACTED]

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

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

**DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with the company. She stated that she never authorized any enrollment.

1. What was the method of enrollment, i.e., telephonic, door-to-door, online, etc.?
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](http://www.PUCO.ohio.gov)

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ref:\_00Dt0GzXt.\_500t0iSDvq:ref

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[Logo, company name Description automatically generated]  
www.greenchoicenergy.com<http://www.greenchoicenergy.com>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: atorres@greenchoicenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<https://www.facebook.com/GreenChoiceEnergy/> [linkedin icon]  
<https://www.linkedin.com/company/green-choice-energy/> [instagram icon]  
<https://www.instagram.com/greenchoicenergy/>

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Sent: Tuesday, March 9, 2021 2:50:50 PM  
To: btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
<btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [  
ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00671118

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45236

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45236

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED]

ALTERNATIVE PHONE NUMBER:

NIQ:

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DESCRIPTION OF ISSUE:

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Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://www.puco.ohio.gov/>>

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D4qVX&from=ext>]

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**Email Created Date: 3/9/2021 5:13:43 PM**

**Email HTML Version:**





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

**CASE ID:** 00671118

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Cincinnati, Ohio 45236

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio  
45236

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** [REDACTED]

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

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

**DESCRIPTION OF ISSUE:**

Please advise the location where this sale took place.

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

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/9/2021 4:57 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]

This is in response to complaint ID: 00671118 filed by [REDACTED] on March 9th, 2021.

RPA's investigation revealed the following:

On February 11th, 2020, [REDACTED] was enrolled in a variable rate electric supply product with RPA Energy via our Kiosk channel.

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[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

**Alexsa Torres**

Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

---

**P:** (347) 748-1066

**M:** (845) 596-8196

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E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

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Huntington, NY 11743



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---

**From:** Michael Coady <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Tuesday, March 9, 2021 2:50:50 PM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com) <[btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]



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

**CASE ID:** 00671118

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED] Cincinnati, Ohio 45236

**SERVICE ADDRESS:** [REDACTED] Cincinnati, Ohio 45236

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** [REDACTED]

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

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**DESCRIPTION OF ISSUE:**

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

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**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00671118

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45236

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45236

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED]

ALTERNATIVE PHONE NUMBER:

NIQ:

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DESCRIPTION OF ISSUE:

Please advise the location where this sale took place.

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Case Number: 00671118

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

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

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

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 3/9/2021 4:57 PM

To: contactthepuco@puco.ohio.gov

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]

This is in response to complaint ID: 00671118 filed by [REDACTED] on March 9th, 2021.

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[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
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Green Choice Energy

P: (347) 748-1066

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From: Michael Coady <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Tuesday, March 9, 2021 2:50:50 PM  
To: [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com) <[btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)>



Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00671118

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45236

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45236

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED]

ALTERNATIVE PHONE NUMBER:

NIQ:

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Service Monitoring and Enforcement Department

Lead Customer Service Investigator

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**Email Created Date: 3/9/2021 5:23:43 PM**

**Email HTML Version:**

Good Afternoon,

GPS Location is 39.1681688866703,-84.42392928791739

It looks like a Jack in the Box, across the street is Burlington Coat Factory.  
5234 Ridge Ave, Cincinnati, OH 45213



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
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**Sent:** Tuesday, March 9, 2021 5:14 PM  
**To:** Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]



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

**CASE ID:** 00671118

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED] Cincinnati, Ohio 45236

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio  
45236

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** [REDACTED]

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

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Service Monitoring and Enforcement Department

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

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**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]



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

**CASE ID:** 00671118

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Cincinnati, Ohio 45236

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45236

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** [REDACTED]

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

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ref:\_00Dt0GzXt.\_500t0iSDvq:ref

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**Email Text Version:**



Good Afternoon,

GPS Location is 39.1681688866703,-84.42392928791739

It looks like a Jack in the Box, across the street is Burlington Coat Factory.  
5234 Ridge Ave, Cincinnati, OH 45213

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<https://www.facebook.com/GreenChoiceEnergy/> [linkedin icon]  
<https://www.linkedin.com/company/green-choice-energy/> [instagram icon]  
<https://www.instagram.com/greenchoiceenergy/>

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From: Michael Coady <contactthepuco@puc.state.oh.us>  
Sent: Tuesday, March 9, 2021 5:14 PM  
To: Alexsa Torres <atorres@greenchoiceenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]

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

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00671118

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45236

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45236

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED]

ALTERNATIVE PHONE NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

Please advise the location where this sale took place.

Sincerely,

Michael Coady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://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: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 3/9/2021 4:57 PM

To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)<<mailto:contactthepuco@puco.ohio.gov>>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [

ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]

This is in response to complaint ID: 00671118 filed by [REDACTED] on March 9th, 2021.

RPA's investigation revealed the following:

On February 11th, 2020, [REDACTED] was enrolled in a variable rate electric supply product with RPA Energy via our Kiosk channel.

RPA Energy records show the marketer as U.S. Direct OH Team Marketing, an independent Marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Lobo Perez Agent 1013. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the photo ID that [REDACTED] provided at the time of sale, as well as the contract authorizing the switch to RPA Energy. Attached you will also find the Welcome letter that was mailed on 02/18/2020.

[REDACTED] account with RPA is cancelled and she will be switched back to the utility for full service as of 3/25/2021.

There is no early termination fee associated with this product.

[REDACTED] has been placed on both RPA Energy's DO NOT CALL and DO NOT KNOCK lists.

[Logo, company name Description automatically generated]

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)<<http://www.greenchoiceenergy.com>>

Alexsa Torres

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[facebook icon]<<https://www.facebook.com/GreenChoiceEnergy/>> [linkedin icon]  
<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoicenergy/>>

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---

From: Michael Coady  
<[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)><<mailto:contactthepuco@puc.state.oh.us>>>  
Sent: Tuesday, March 9, 2021 2:50:50 PM  
To: [btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)<<mailto:btrombino@greenchoicenergy.com>>  
<[btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)><<mailto:btrombino@greenchoicenergy.com>>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [  
ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00671118

Case Number: 00671118

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45236

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45236

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED]

ALTERNATIVE PHONE NUMBER:

NIQ:

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

#### DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company. She stated that she never authorized any enrollment.

1. What was the method of enrollment, i.e., telephonic, door-to-door, online, etc.?
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](https://www.puco.ohio.gov/)<<https://www.puco.ohio.gov/>>

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D4qVX&from=int>]

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D4scp&from=ext>]

**Email Created Date: 3/11/2021 9:25:10 AM**

**Email HTML Version:**



Case Number: 00671118

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Per your request, attached is your case history report. This information includes call notes, as well as case emails and attachments pertaining to your case. I hope this information will be sufficient for your purposes.

Please note that while the case history report contains most of the key information and records about your case, the PUCO likely retains some additional records that are administrative or technical in nature and/or impractical to routinely include as part of the case history report. If you are seeking any information or records maintained by the PUCO related to your case beyond those provided in the case history report, please make a public records request using the information provided at the following link: <https://www.puco.ohio.gov/contact-us/public-records-requests-and-public-records-policy/>. In order to assist you, please also see the following link to the PUCO records retention schedule: <http://apps.das.ohio.gov/rims/SelectMenu/Selection.asp>.

If you require further assistance or have additional questions regarding this matter, please feel free to contact our PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

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

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and thus may be publicly available to anyone who requests it.

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

**From:** Alexsa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/9/2021 5:23 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]

Good Afternoon,

GPS Location is 39.1681688866703,-84.42392928791739

It looks like a Jack in the Box, across the street is Burlington Coat Factory.  
5234 Ridge Ave, Cincinnati, OH 45213





www.greenchoiceenergy.com

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Michael Coady <contactthepuco@puc.state.oh.us>  
**Sent:** Tuesday, March 9, 2021 5:14 PM  
**To:** Alexsa Torres <atorres@greenchoiceenergy.com>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]



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

**CASE ID:** 00671118  
**COMPANY:**  
**CUSTOMER:** [REDACTED]  
**ADDRESS:** [REDACTED] Cincinnati, Ohio 45236  
**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45236  
**AIQ:** RPA Energy, Inc  
**SERVICE ACCOUNT NUMBER:** [REDACTED]  
**ALTERNATIVE PHONE NUMBER:**  
**NIQ:**

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

**DESCRIPTION OF ISSUE:**

Please advise the location where this sale took place.

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

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/9/2021 4:57 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]

This is in response to complaint ID: 00671118 filed by [REDACTED] on March 9th, 2021.

RPA's investigation revealed the following:

On February 11th, 2020, [REDACTED] was enrolled in a variable rate electric supply product with RPA Energy via our Kiosk channel.

RPA Energy records show the marketer as U.S. Direct OH Team Marketing, an independent Marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Lobo Perez Agent 1013. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the photo ID that [REDACTED] provided at the time of sale, as well as the contract authorizing the switch to RPA Energy. Attached you will also find the Welcome letter that was mailed on 02/18/2020.

[REDACTED] account with RPA is cancelled and she will be switched back to the utility for full service as of 3/25/2021.

There is no early termination fee associated with this product.

[REDACTED] has been placed on both RPA Energy's DO NOT CALL and DO NOT KNOCK lists.



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

**Alexsa Torres**

Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

---

**P:** (347) 748-1066

**M:** (845) 596-8196

**E:** [atorres@greenchoiceenergy.co  
m](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Michael Coady <contactthepuco@puc.state.oh.us>  
**Sent:** Tuesday, March 9, 2021 2:50:50 PM  
**To:** btrombino@greenchoiceenergy.com <btrombino@greenchoiceenergy.com>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]



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

**CASE ID:** 00671118  
**COMPANY:**  
**CUSTOMER:** [REDACTED]  
**ADDRESS:** [REDACTED] Cincinnati, Ohio 45236  
**SERVICE ADDRESS:** [REDACTED] Cincinnati, Ohio 45236  
**AIQ:** RPA Energy, Inc  
**SERVICE ACCOUNT NUMBER:** [REDACTED]  
**ALTERNATIVE PHONE NUMBER:**  
**NIQ:**

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

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

**DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with the company. She stated that she never authorized any enrollment.

1. What was the method of enrollment, i.e., telephonic, door-to-door, online, etc.?
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](http://www.PUCO.ohio.gov)

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Case Number: 00671118

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Case Number: 00671118

If you require further assistance or have additional questions regarding this matter, please feel free to contact our PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

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

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 3/9/2021 5:23 PM

To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]

Good Afternoon,

GPS Location is 39.1681688866703,-84.42392928791739

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5234 Ridge Ave, Cincinnati, OH 45213

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Huntington, NY 11743

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From: Michael Coady <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Tuesday, March 9, 2021 5:14 PM  
To: Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]



PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00671118

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45236

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45236

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED]

ALTERNATIVE PHONE NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

Please advise the location where this sale took place.

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

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

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 3/9/2021 4:57 PM

To: contactthepuco@puco.ohio.gov

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]

This is in response to complaint ID: 00671118 filed by [REDACTED] on March 9th, 2021.

RPA's investigation revealed the following:

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[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066

M: (845) 596-8196

E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743

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Sent: Tuesday, March 9, 2021 2:50:50 PM  
To: btrombino@greenchoiceenergy.com <btrombino@greenchoiceenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00671118

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45236

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45236

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED]

ALTERNATIVE PHONE NUMBER:

NIQ:

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**Email Created Date: 3/11/2021 10:28:27 AM**

**Email HTML Version:**



Case Number: 00671118

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

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/9/2021 5:23 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]

Good Afternoon,

GPS Location is 39.1681688866703,-84.42392928791739

It looks like a Jack in the Box, across the street is Burlington Coat Factory.  
5234 Ridge Ave, Cincinnati, OH 45213



www.greenchoiceenergy.com

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Michael Coady <contactthepuco@puc.state.oh.us>  
**Sent:** Tuesday, March 9, 2021 5:14 PM  
**To:** Alexsa Torres <atorres@greenchoiceenergy.com>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]



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

**CASE ID:** 00671118  
**COMPANY:**  
**CUSTOMER:** [REDACTED]  
**ADDRESS:** [REDACTED] Cincinnati, Ohio 45236  
**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45236  
**AIQ:** RPA Energy, Inc  
**SERVICE ACCOUNT NUMBER:** [REDACTED]  
**ALTERNATIVE PHONE NUMBER:**  
**NIQ:**

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



**DESCRIPTION OF ISSUE:**

Please advise the location where this sale took place.

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

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/9/2021 4:57 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]

This is in response to complaint ID: 00671118 filed by [REDACTED] on March 9th, 2021.

RPA's investigation revealed the following:

On February 11th, 2020, [REDACTED] was enrolled in a variable rate electric supply product with RPA Energy via our Kiosk channel.

RPA Energy records show the marketer as U.S. Direct OH Team Marketing, an independent Marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Lobo Perez Agent 1013. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the photo ID that [REDACTED] provided at the time of sale, as well as the contract authorizing the switch to RPA Energy. Attached you will also find the Welcome letter that was mailed on 02/18/2020.

[REDACTED] account with RPA is cancelled and she will be switched back to the utility for full service as of 3/25/2021.

There is no early termination fee associated with this product.

[REDACTED] has been placed on both RPA Energy's DO NOT CALL and DO NOT KNOCK lists.



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

**Alexsa Torres**

Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

---

**P:** (347) 748-1066

**M:** (845) 596-8196

**E:** [atorres@greenchoiceenergy.co  
m](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Michael Coady <contactthepuco@puc.state.oh.us>  
**Sent:** Tuesday, March 9, 2021 2:50:50 PM  
**To:** btrombino@greenchoiceenergy.com <btrombino@greenchoiceenergy.com>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]



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

**CASE ID:** 00671118  
**COMPANY:**  
**CUSTOMER:** [REDACTED]  
**ADDRESS:** [REDACTED], Cincinnati, Ohio 45236  
**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45236  
**AIQ:** RPA Energy, Inc  
**SERVICE ACCOUNT NUMBER:** [REDACTED]  
**ALTERNATIVE PHONE NUMBER:**  
**NIQ:**

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

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

**DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with the company. She stated that she never authorized any enrollment.

1. What was the method of enrollment, i.e., telephonic, door-to-door, online, etc.?
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](http://www.PUCO.ohio.gov)

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ref:\_00Dt0GzXt.\_500t0iSDvq:ref

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**Email Text Version:**

Case Number: 00671118

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Per your request, attached is your case history report. This information includes call notes, as well as case emails and attachments pertaining to your case. I hope this information will be sufficient for your purposes.

Please note that while the case history report contains most of the key information and records about your case, the PUCO likely retains some additional records that are administrative or technical in nature and/or impractical to routinely include as part of the case history report. If you are seeking any information or records maintained by the PUCO related to your case beyond those provided in the case history report, please make a public records request using the information provided at the following link: <https://www.puco.ohio.gov/contact-us/public-records-requests-and-public-records-policy/>. In order to assist you, please also see the

following link to the PUCO records retention schedule:  
<http://apps.das.ohio.gov/rims/SelectMenu/Selection.asp>.

If you require further assistance or have additional questions regarding this matter, please feel free to contact our PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

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

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From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 3/9/2021 5:23 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]

Good Afternoon,

GPS Location is 39.1681688866703,-84.42392928791739

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Sent: Tuesday, March 9, 2021 5:14 PM  
To: Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00671118

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45236

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45236

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED]

ALTERNATIVE PHONE NUMBER:

NIQ:

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

DESCRIPTION OF ISSUE:

Please advise the location where this sale took place.

Sincerely,

Case Number: 00671118



Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

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

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Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]

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To: btrombino@greenchoiceenergy.com <btrombino@greenchoiceenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00671118 [ref:\_00Dt0GzXt.\_500t0iSDvq:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00671118

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45236

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45236

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED]

ALTERNATIVE PHONE NUMBER:

Case Number: 00671118

NIQ:

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DESCRIPTION OF ISSUE:

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








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## Case Images

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Created Date	Images
3/9/2021 4:58:40 PM	
3/9/2021 4:58:40 PM	
3/9/2021 4:58:40 PM	
3/9/2021 4:58:40 PM	
3/9/2021 5:14:19 PM	
3/9/2021 5:14:19 PM	
3/9/2021 5:14:19 PM	

3/9/2021 5:14:19 PM	f
3/9/2021 5:23:45 PM	f
3/9/2021 5:23:45 PM	in
3/9/2021 5:23:45 PM	ig
3/9/2021 5:23:45 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
3/9/2021 5:23:45 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
3/11/2021 10:28:27 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
3/11/2021 10:28:27 AM	f
3/11/2021 10:28:27 AM	in
3/11/2021 10:28:27 AM	ig
3/11/2021 10:28:27 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.



[REDACTED]  
[REDACTED]  
Cincinnati, OH 45236

Account #: [REDACTED]

Dear [REDACTED]

On behalf of everyone at RPA Energy, we would like to thank you for participating in the Retail Choice Program and welcome you as our newest customer. We look forward to providing you with exceptional value and service.

Being a customer with us has never been better or easier:

- There is no change in delivery service

- You will receive only one bill from your Utility Company

- At least 30% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator

- There is no cost to enroll with RPA Energy

Your Utility Company will continue to provide your delivery services, including meter readings, billing, and payments. You will continue to receive one bill from your Utility Company; our supply charges will be noted separately on that bill. In the event of an emergency, your Utility Company should still be contacted directly.

Again, welcome to RPA Energy. If you have any questions, don't hesitate to contact one of our customer service representatives at 1-800-685-0960. We also invite you to check out our website at [www.rpaenergy.com](http://www.rpaenergy.com).

Welcome aboard!

Tanya Jackson

**Tanya Jackson**

Account Services



www.RPA-Energy.com

RPA Energy, Inc.  
PO Box 1508  
Huntington, NY 11743  
1-800-685-0960

**RPA ENERGY, INC.**

**OHIO ELECTRICITY AND NATURAL GAS SUPPLY  
VARIABLE PRICE CONTRACT TERMS AND CONDITIONS**

Customer Name: [REDACTED]	Single Bill:
Address: [REDACTED]	Address cont'd: CINCINNATI, OH, 45236
Contact Name: [REDACTED]	Contact Tel. #: [REDACTED]
Email: [REDACTED]	Date: 02-11-2020
Electric Utility (EDU): Duke Energy	Electric Utility Account Number: [REDACTED]
Natural Gas Utility (LDC): N/A	Natural Gas Utility Account Number: N/A

By signing below, Customer agrees to the Terms and Conditions of Service, and authorizes RPA to complete the Customer's enrollment and initiate supply service.

INITIALS



**CUSTOMER ACKNOWLEDGEMENT:** The Customer understands that the Sales Representative is representing RPA and is not from the Utility. The Applicant understands that by choosing RPA as their supplier, the Utility will continue to deliver the Customer's electric and/or natural gas supply, read the Customer's meter, bill the Customer and respond to any emergencies. The Customer is the account holder or is authorized to make account decisions. I understand that I have the right to rescind this enrollment as explained in the terms and conditions.

**IN WITNESS WHEREOF,** Customer and RPA have caused this Agreement to be executed as of the date set forth below.

Customer Signature

Customer Print Name/Title

02-11-2020

Date

Sales Representative Signature

**Diego Perez**

Sales Representative Print Name

**1013**

Sales Representative ID #

TPV Confirmation #

**Background**

This is an agreement between RPA Energy, Inc. ("RPA"), a competitive retail electricity and natural gas supplier, and the undersigned customer ("Customer" or "You") under which Customer shall obtain electricity generation supply and natural gas service and begin enrollment with RPA (the "Agreement"). RPA is certified by the Public Utilities Commission of Ohio to offer electricity generation and natural gas supply service in Ohio. Our PUCO certificate number for electricity supply is 16-1129E (2)Our PUCO certificate number for natural gas supply is 16-532G(1).

You will continue to receive your bill from your Electric Distribution Utility (EDU) for all electricity supply and delivery charges and one bill from your Natural Gas Company (LDC) for all natural gas supply and delivery charges. Your EDU and LDC will continue to provide all emergency repairs and services. RPA is not affiliated with and does not represent your EDU or LDC.

**1. Agreement to Sell and Purchase**

**Electricity and Natural Gas.** Subject to



the terms and conditions of this Agreement, RPA agrees to sell and facilitate delivery of the quantity of electricity necessary to meet Customer's requirements based upon consumption data obtained by RPA from the EDU, and the quantity of natural gas necessary to meet Customer's requirements based upon consumption data obtained by RPA from the LDC. The EDU will continue to deliver the electricity supplied by RPA, and the LDC will continue to deliver the natural gas supplied by RPA.

**2. Customer Acknowledgements –**

Customer acknowledges the following: That any sales representative with whom Customer has spoken represents RPA, and is not from the EDU or LDC; and that you are the Customer whose name is on the account, the spouse of the account holder, or over 18 and authorized to make decisions concerning the account.

**3. Right of Rescission - Your EDU will send you a notice to confirm your choice of RPA. You may cancel your electricity Agreement with no penalty within seven calendar days after your EDU sends your enrollment confirmation by contacting your EDU. Your LDC will send you a notice to confirm your choice of RPA. You may cancel your gas Agreement with no penalty within seven business days after your LDC sends your enrollment confirmation by contacting your LDC.**

**4. Term -** This Agreement shall commence as of the date enrollment with RPA is deemed effective by the EDU and/or LDC. This Agreement shall continue on a month to month basis until terminated by either party. If a customer switches back to the electric utility, they may or may not be served under the same rates, terms and conditions that apply to other customers served by the electric utility. Your contract term will start at the next available meter read date after processing of the request by the electric utility and RPA. Customer may terminate this agreement at any time with no fee or penalty. A customer has the right to terminate the electricity contract without penalty if customer moves outside of RPA's service area or into an area where RPA charges a different price. A customer has a right to terminate the gas contract without penalty in the event the customer relocates outside the service territory of the incumbent natural gas company or within the service territory of an incumbent natural gas company that does not permit portability of the contract. The gas contract automatically terminates if any of the following occurs: 1) the requested service location is not served by the incumbent natural gas company. 2) the customer moves outside the incumbent natural gas company service area or to an area not served by RPA, or 3) RPA returns the customer to the incumbent natural gas company's applicable tariff service.

**5. Price –** This is a variable price

agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and RPA's costs, expenses and margins. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and RPA's costs, expenses and margins. In addition to the per kWh rate for electricity and per therm rate for natural gas, the Customer will be charged a monthly administrative service fee of \$5.00 per month. Our price does not include Distribution Utility service and other Utility-related charges. There is no cap on your variable prices for electricity or natural gas, and there is no limit on how much the prices may increase or decrease from one billing cycle to the next. RPA does not offer budget billing for the supply portion of the bill. Customer's electricity and natural gas utility may charge switching fees under its tariff. Customers can call RPA at 1-800-685-0960 or visit our website at [www.RPA-energy.com](http://www.RPA-energy.com) for current variable pricing and the previous 24 months' average billed historical prices (or as many months of data as is available to date, up to 24 months). Customer has the right to request from RPA, twice within a twelve-month period, up to twenty four months of the customer's payment history without charge. *Please note that historical prices are not indicative of present or future pricing.*

**6. Billing and Payment -** Customer will receive a single bill from the EDU which will include both the EDU's distribution charges and RPA's charges for electricity supply. Your EDU maintains the right to terminate service for any unpaid utility or supplier charges, pursuant to the regulations of PUCO. Customer will receive a single bill from the LDC which will includes both the LDC's distribution charges and RPA's charges for natural gas supply. Your LDC maintains the right to terminate service for any unpaid utility or supplier charges, pursuant to the regulations of PUCO and appropriate tariffs. Billing cycle is at a minimum 25 days. Bills not paid in full by the due date will incur a late payment fee on unpaid balances in accordance with Customer's local utility's billing policies. If Customer is exempt from such taxes, Customer is responsible for requesting any exemption from the collection of the taxes by filing appropriate documentation with RPA.

**7. Cancellation-** Customer may terminate this agreement at any time without penalty

by contacting the RPA Customer Service Department at 1-800-685-0960 between 9:00 a.m. – 6 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: RPA, PO Box 443, New York NY 10272; or by e-mailing us at [info@RPAenergy.com](mailto:info@RPAenergy.com). RPA may cancel this agreement at any time upon providing 14 days written notice to Customer. Common reasons for RPA to cancel this agreement would include: Non-Payment - If your electricity or natural gas service is terminated by your EDU or LDC, then this agreement is cancelled on the date that your service is terminated. You will owe us for amounts unpaid for our charges for electricity or natural gas supply up to the date of termination. Customer Move - If the customer moves from the address listed above, this agreement is cancelled. If we cancel this agreement for any reason other than for customer non-payment, we will follow applicable rules in providing notice to you.

**8. Entire Agreement** - This Agreement, and any attached enrollment form, makes up the entire Agreement between Customer and RPA. RPA makes no representations other than those expressly set forth in this Agreement. RPA provides and Customer receives no warranties, express or implied, statutory, or otherwise and RPA specifically disclaims any warranty of merchantability or fitness for a particular purpose. If, due to market conditions, RPA wishes to lower prices under your existing contract, RPA may do so without consent, provided there are no other changes to the terms and conditions.

**9. Force Majeure** - In the event that either party is rendered unable, wholly or in part, to perform that party's obligations under this Agreement due to events not reasonably anticipated or within either party's control, such as, but not limited to, acts of God, curtailment by Customer's EDU or LDC, etc., the Parties agree that such nonperformance shall be excused for the duration of the event which caused it. Should the parties have cause to claim force majeure, the claiming party will notify the other party, in writing, of the cause(s) of such event, the anticipated duration of non-performance and the remedies being taken to eliminate the cause. Financial obligations relating to payment for or delivery of electricity or natural gas under this Agreement cannot be cause for claiming force majeure and obligations cannot be excused as a result of a force majeure event.

**10. Liability** - Our liability shall be limited to direct actual damages only, which will not exceed the amount of your single largest monthly invoice during the preceding 12 months. All other remedies at law or in equity are hereby waived. In no event shall we be liable for any punitive, incidental, consequential, exemplary, indirect, third-party claims, lost profits or other damages whether based on contract,

warranty, tort, negligence, strict liability or otherwise any cause of action or claim for any liability, arising from a breach of this Agreement.

**11. Dispute Resolution** - In the event of a billing dispute or a disagreement involving RPA's service hereunder, the parties will use their best efforts to resolve the dispute. Customer should contact RPA by telephone or in writing as provided above. If your complaint is not resolved after you have called RPA, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

**12. Assignment** - You may not assign this Agreement, in whole or in part, or any of your rights or obligations without RPA's prior written consent. We may, upon thirty days prior notice and without your consent: (a) transfer, sell, pledge, encumber or assign this Agreement or the accounts, revenues or proceeds in connection with any financial or billing services agreement; or (b) transfer or assign this Agreement any other approved supplier authorized by the PUCO. This Agreement shall be binding on each party's successors and legal assigns.

**13. Governing Law** - This Agreement is governed by the laws of the state of Ohio. This Agreement is subject to present and future legislation, orders, rules, regulations or decisions of a duly constituted governmental authority having jurisdiction over this agreement or the services to be provided hereunder. If at some future date there is a change in any law, rule, regulation or tariff whereby RPA is prevented, prohibited or frustrated from carrying out the terms of the Agreement, RPA may terminate this contract at its sole discretion.

**14. WAIVER OF JURY TRIAL.** ALL CLAIMS AND DISPUTES ARISING UNDER OR RELATING TO THIS AGREEMENT ARE TO BE SETTLED BY A COURT IN THE STATE OF OHIO OR ANOTHER LOCATION MUTUALLY AGREEABLE TO THE PARTIES BY A TRIAL BEFORE A JUDGE AND THE PARTIES WAIVE THE RIGHT TO A JURY TRIAL. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM ARISING UNDER OR RELATING TO THIS AGREEMENT.

**15. Information Release Authorization** - Customer authorizes RPA to obtain and review the following information from the

EDU and LDC: consumption history; billing determinants; and account number. This information may be used by RPA to determine whether it will commence and/or continue to provide energy supply service to Customer. The information referenced in this paragraph will not be disclosed to a third party unless required by law. RPA will not disclose a customer's Social Security number and/or account number without the customer's consent except for RPA'S own collections and credit reporting, participation in programs funded by the universal service fund pursuant to Section 4928.52 of the Ohio Revised Code, or assigning a customer contract to another CRES provider. Customer's execution of this Agreement shall constitute authorization for the release of this information to RPA. The customer's Social Security number, account number(s) or any customer information will not be released without the customer's express written consent except in accordance with rules 4901:1-28-04 and 4901:1-29-09 of the Administrative Code. This authorization will remain in effect during the Initial Term and any Renewal Term. Customer may rescind this authorization at any time by providing

written notice thereof to RPA or by calling RPA. RPA reserves the right to cancel this Agreement in the event Customer rescinds the authorization.

**16. Emergency Services** - In the event of an electricity or natural gas emergency or service interruption, contact your EDU or LDC.

**17. Notices** RPA will provide you with a written notice prior to terminating this Agreement or a change in terms.

**18. Miscellaneous** – If you change your energy supplier, your EDU or LDC may apply a switching fee. If you return to your EDU or LDC after switching to a retail energy service provider, you may or may not be served under the same price, terms and conditions. Information regarding the generation sources and environmental characteristics of the electricity supplied by RPA is available at [www.RPA-energy.com](http://www.RPA-energy.com).

**Contact Information**

**Supplier Information: RPA Energy**, 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday-Friday (Hours subject to change); by writing to us at: **RPA**, PO Box 443, New York NY 10272;**Web [www.RPA-energy.com](http://www.RPA-energy.com)**

**Notice of Cancellation**

**Date of Transaction 02-11-2020**

**You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.**

**To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, to RPA Energy, Inc., PO Box 1508, Hunt NY 10272, 1-800-685-0960 not later than midnight of \_\_\_\_\_**

**I hereby cancel this transaction.**

**Buyer’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_**

-----  
**Notice of Cancellation**

**Date of Transaction 02-11-2020**

**You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.**

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**I hereby cancel this transaction.**

**Buyer’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_**



**100% GREEN PRODUCT** - CLEAN ENERGY - NO ENROLLMENT  
FEES - CANCEL AT ANY TIME

*\*RPA ENERGY IS AN INDEPENDENT SELLER OF ELECTRIC POWER AND ENERGY CERTIFIED BY THE  
COMMISSION, AND NOT REPRESENTING, ENDORSED BY, OR ACTING ON BEHALF OF THE ELECTRIC  
UTILITY OR ELECTRIC UTILITY PROGRAM, A CONSUMER BODY OR CONSUMER BODY PROGRAM, OR*

*GOVERNMENTAL BODY OR GOVERNMENT BODY PROGRAM.*

# 100% RENEWABLE ENERGY



- **RPA ENERGY** IS TAKING A VERY PROACTIVE APPROACH BY ENSURING THAT 100% OF OUR CUSTOMER'S ENERGY IS PROVIDED BY RENEWAL RESOURCES THE RENEWABLE ENERGY PRODUCT YOU ARE PURCHASING IS SOURCED WITH 100% NATIONAL WIND IN THE FORM OF RENEWABLE ENERGY CERTIFICATES.
- THIS WILL NOT CHANGE THE WAY YOUR ENERGY IS DELIVERED, BUT YOU CAN HAVE PEACE OF MIND KNOWING THAT IT WAS GENERATED FREE OF ANY FOSSIL FUELS. WE

CARE AS MUCH ABOUT THIS PLANET AS YOU DO!

- **RPA ENERGY** OFFERS TOP NOTCH CUSTOMER SERVICE. WE OFFER A VARIETY OF PRICING OPTIONS FOR ELECTRICITY, NATURAL GAS, AND GREEN ENERGY PRODUCTS FOR YOUR HOME.

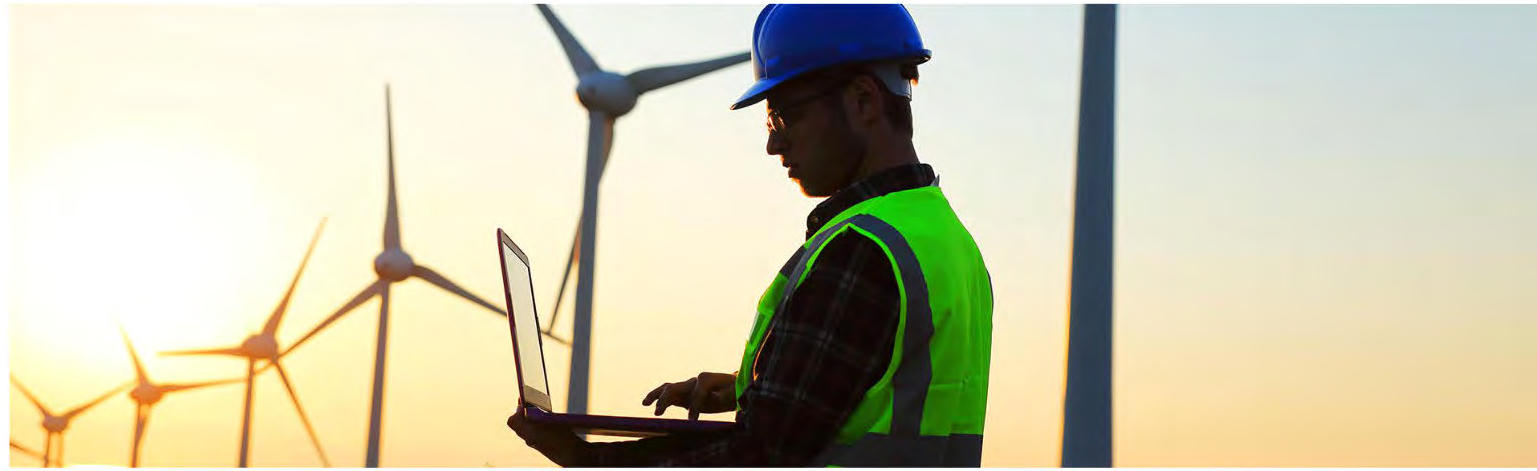


# VARIABLE RATE PLAN

- THIS PLAN OFFERS THE ULTIMATE IN FLEXIBILITY, GIVING YOU THE BENEFIT OF HIGHLY COMPETITIVE PRICING, AND OUR WHOLESALE BUYING CAPABILITIES. WITH THIS PLAN, YOUR VARIABLE RATE WILL FLUCTUATE MONTHLY BASED ON MARKET CONDITIONS WHILE YOU MAINTAIN THE ABILITY TO LOCK INTO A FIXED RATE AT ANY TIME.
- TERMS ARE MONTH TO MONTH - YOU MAY CANCEL AT ANY TIME.
- NO EARLY TERMINATION FEES.
- \$5 MONTHLY CUSTOMER SERVICE CHARGE.
- PLEASE NOTE: YOUR LOCAL UTILITY WILL CONTINUE TO READ YOUR METERS, BILL YOU, DELIVER YOUR ENERGY AND RESPOND TO ANY EMERGENCIES YOU MAY HAVE.



# CUSTOMER INCENTIVES



- \$25 RESTAURANT.COM GIFT CARD AFTER 3 MONTHS OF UNINTERRUPTED SERVICES.
- POWER PERKS PROGRAM- RECEIVE ONE “POINT” FOR EACH KWH OF ENERGY USED, TO BE REDEEMED FOR PRIZES SUCH AS, JEWELRY, ELECTRONICS AND MORE!
- FIXED RATE -THIS PRICING OPTION IS DESIGNED TO PROTECT CUSTOMERS FROM A RISING MARKET, AND FOR CUSTOMERS WHO NEED PRICE CERTAINTY TO MANAGE THEIR ENERGY BUDGET.

- 10% CASHBACK ON THE HIGHEST SUPPLY PORTION OF YOUR 12-MONTH BILL.

# POWER PERKS INCENTIVES

## ELECTRONICS



Hewlett-Packard  
HP X3000 Wireless Mouse



Sony  
Wired Sound Isolating Earbuds White



iLuv  
Qi Certified 5W Wireless Charger Black



iLuv  
iLuv Shower Bluetooth Wireless Speaker



As Seen on TV  
Clear TV X-72 Antenna



Polaroid  
Polaroid ZINK Paper for Snap Cameras & Zip Printers



iLuv  
3ft Lightning Charge & Sync Cable

## KITCHEN & HOME



Classvilla  
Wine glasses set



KitchenAid  
KitchenAid Custom Metallic Series 5 Qt. Tilt-Head Stand Mixer



Solimo  
Cutlery set



Lifelong  
Mixer / Grinder



Phillips  
Steam Iron



Orpat  
Hand blender

## GO EXPLORE



Rewardian Experiences  
Skydiving Dallas - 10,000ft Jump (Closest Dropzone to Dallas!)  
Adult



Rewardian Experiences  
Whitewater Rafting Seattle, Tieton River - Half Day - 1 Adult



Rewardian Experiences  
NASCAR Ride, 3 Laps - Texas Motor Speedway - 1 Adult



Rewardian Experiences  
Hang Gliding New York - 2,500ft Flight - 1 Adult



Rewardian Experiences  
Ziplining Orlando, Thrill Pack - 2 Hours 30 Minutes  
1 Adult

# RELIABLE CUSTOMER SUPPORT

AVAILABLE 9 AM – 5PM EST,

MONDAY – FRIDAYS @ 800.685.0960

**SPANISH SPEAKING REPRESENTATIVES**

VISIT US @ [WWW.RPA-ENERGY.COM](http://WWW.RPA-ENERGY.COM)

**UTILITY AND CUSTOMER SERVICE PHONE NUMBERS BY STATE:**

**IL:** COMED 800.334.7661 NICOR 888.642.6748

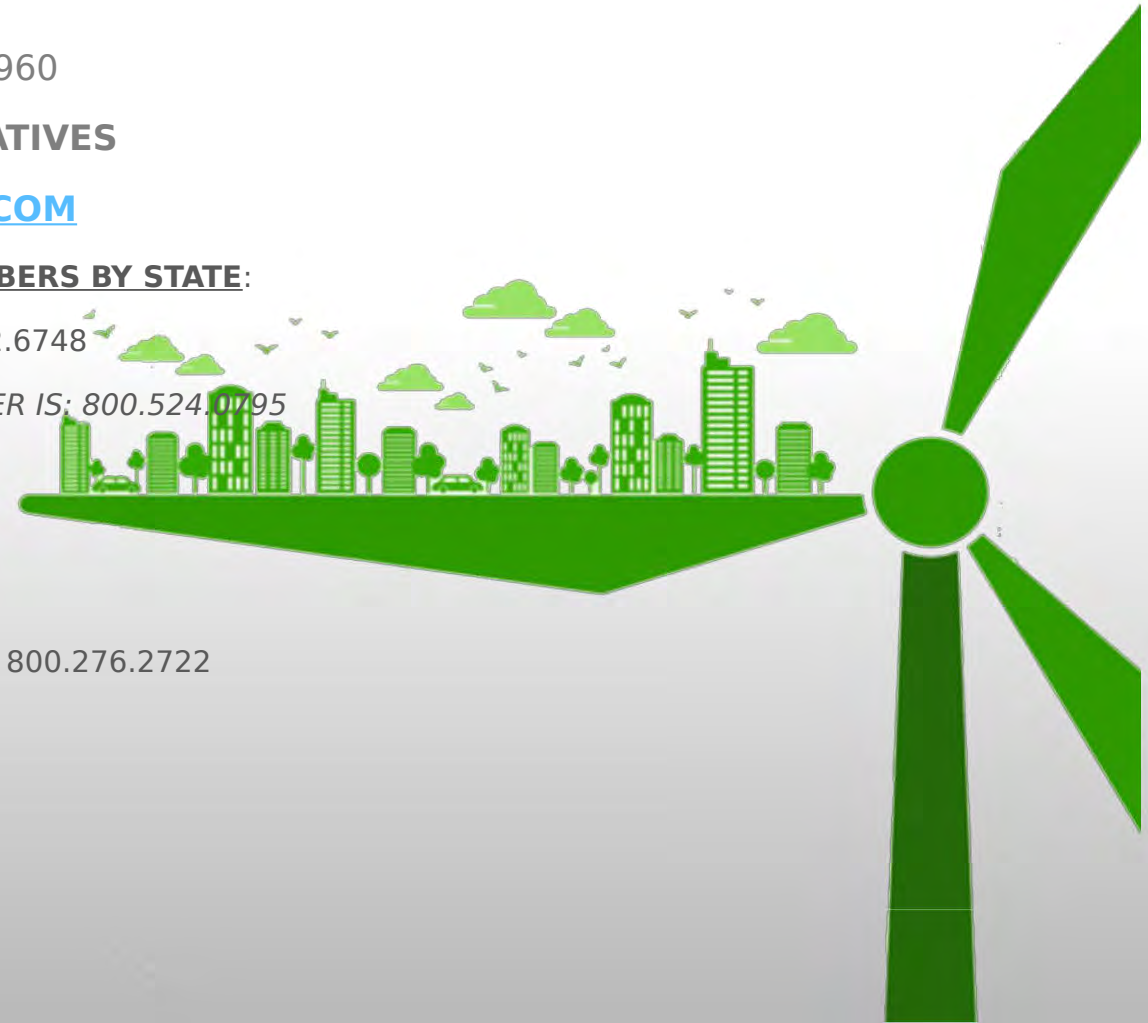
*\*ILLINOIS CUSTOMERS ONLY\* THE ICC'S PHONE NUMBER IS: 800.524.0795*

**MD:** BG&E 800.685.0123

**NJ:** PSE&G 800.436.7734

**OH:** DUKE 800.634.4300

**PA:** PECO 800.494.4000 PP&L 800.358.6623 UGI: 800.276.2722







# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

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

## Case Detail

Case Number: 00672275	Owner: Shawn Thompson
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 03-12-2021  
Case Age in Business Days: 46

Date Closed: 04-14-2021

## Contact Information

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

## Service Address Information

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

## Industry Information

AIQ Industry: Electric	Territory Account: 001t0000008OFY3AAO
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: Marketing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Enrollment Dispute
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

spoke with cust - close case

## Case Comments

---

Created Date	Comment
3/12/2021 11:01:53 AM	Caller states that this is the second time they did this – how did they just add to her bill – did not talk to them or give them information – last year - only wants Duke Energy only - does not know how they keep getting on her bill - only one that lives in the apt - she knows that she did not talk to them - she states that during the call, they kept asking for her acct number - she states that she hung up and does not want them - adv of inv process/timeline.
3/12/2021 2:32:43 PM	* sent initial email *
3/17/2021 7:49:54 AM	* confirm tpu plays *
3/22/2021 2:42:00 PM	* review company response *
3/24/2021 1:47:55 PM	The customer is calling about her case. She was calling to speak to Ms. Shannon. she had case number and I explained the inv. is ST.  I explained ST is currently answering calls in hotline and she would like to ST to call her back. I told her I would let her know.
3/24/2021 2:15:43 PM	I returned the cust's call and spoke with [REDACTED] - adv of co response on her enrollment --- On December 29, 2019 [REDACTED] enrolled in a variable rate natural gas and electricity supply product with RPA Energy - adv that her account was dropped by RPA Energy and will be returned to the utility on February 1, 2021 --- adv that on the recorded call, he states that he is her spouse - cust states that she does not know [REDACTED] and that is not her husband's name - she states that her husband's name was [REDACTED], who is deceased - cust states that she lives alone --- adv that I will send that information to RPA - she wants to know will they give her some money back - adv that I will ask if they will re-rate the acct - adv that I will call her once I have a response back - cust states, ok.
3/24/2021 2:20:53 PM	* sent follow up email *
3/31/2021 12:44:32 PM	cust calling to check on case adv S.T. is still waiting on a response cust wants a call back at [REDACTED] because they are still on her account
4/1/2021 10:25:08 AM	* sent follow up email *

4/1/2021 3:53:50 PM	<p>* review company response *</p> <p>I returned the cust's call and spoke with [REDACTED] - adv of company response - adv that the company provided the worksheet/calculations for the re-rate today - adv that I am going to contact Duke and request bill copies on what her rate would have been if she had Duke - adv that if the info is incorrect on the re-rate, then I will ask the company to provide another check - adv that I can not guarantee any more money, but I will review her bills with Duke on the rate - adv that I will contact her once I have more information.</p> <p>* RPA agrees to the rerate. * The difference is \$628.83. Ms. Johnson will receive a check within 10 business days.</p>
4/1/2021 3:58:28 PM	* sent email to Duke *
4/2/2021 3:54:34 PM	* review bill copies for price to compare - sent follow up email *
4/6/2021 3:16:30 PM	* review company response *
4/7/2021 3:38:54 PM	<p>4/6/21: I had called and left a message for Alexsa Torres with RPA to return my call - to discuss the amount of the second refund check.</p> <p>I called and spoke with Alexsa Torres - adv that in her response - she replied that the second refund check amount would be \$17.24 --- adv that I used those same calculations and the refund amount on my calculations is \$34.37 --- she states that she will forward that to her mgr and respond with a follow up email.</p>
4/13/2021 8:17:29 AM	* sent follow up email *
4/13/2021 3:03:30 PM	* review company response *
4/14/2021 10:48:50 AM	<p>I called the cust and spoke with [REDACTED] - adv of company response - adv to allow 7 to 10 busn days for the mail - invited call back.</p> <p>* A check in the amount of \$17.13 was mailed to you on Mon, 4/12.</p>
4/14/2021 10:51:22 AM	Resolution Comments: spoke with cust - close case

## Web Information

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

Web Account in Question:  
Web US Dot #:

## System Information

Created by: Shawn Thompson  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Bhasker Kondaveeti  
Next Activity Date:  
Case Grade Created:  
Case Grade Target:



## Case Emails

---

**Email Created Date:** 3/12/2021 2:27:03 PM

**Email HTML Version:**



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

**CASE ID:** 00672275

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio  
45229

**AIQ:** RPA Energy, Inc

**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:**

Good afternoon,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

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

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

ref:\_00Dt0GzXt.\_500t0iT4UU:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00672275

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45229

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED] (Duke)

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)\*\*\*

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Please review the account and advise:

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

If the solicitation was completed by a third party vendor, which vendor.

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

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

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

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

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

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The signed agreement for service.

The Terms and Conditions of Service.

The signed Acknowledgement form.

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The contract expiration notices mailed to the customer.

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Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0iT4UU:ref

**Email Created Date: 3/12/2021 3:03:35 PM**

**Email HTML Version:**

Good afternoon, Shawn:

Brian Trombino of RPA Energy (copied here) should be the primary contact for these communications. He is listed as the contact for investigating consumer complaints. Please let me know if there is any action we need to take to update this, or if you are able to make the changes.

**Caleb Gaddes**

(215) 964-6237

[cgaddes@ces-ltd.com](mailto:cgaddes@ces-ltd.com)

---

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

**Sent:** Friday, March 12, 2021 2:32 PM

**To:** Caleb Gaddes <cgaddes@ces-ltd.com>; kbryers@ces-ltd.com

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

**External Email!**



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

**CASE ID:** 00672275

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio  
45229

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** [REDACTED] (Duke)

**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)\*\*\*

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utility.

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Sincerely,

**Shawn Thompson**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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.\_500t0iT4UU:ref

#### Disclaimer

The information contained in this communication from the sender is confidential. It is intended solely for use by the recipient and others authorized to receive it. If you are not the recipient, you are hereby notified that any disclosure, copying, distribution or taking action in relation of the contents of this information is strictly prohibited and may be unlawful.

This email has been scanned for viruses and malware, and may have been automatically archived by Mimecast Ltd, an innovator in Software as a Service (SaaS) for business. Providing a safer and more useful place for your human generated data. Specializing in: Security, archiving and compliance. To find out more [Click Here](#).

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

Good afternoon, Shawn:

Brian Trombino of RPA Energy (copied here) should be the primary contact for these communications. He is listed as the contact for investigating consumer complaints. Please let me know if there is any action we need to take to update this, or if you are able to make the changes.

Caleb Gaddes  
(215) 964-6237  
[cgaddes@ces-ltd.com](mailto:cgaddes@ces-ltd.com)<<mailto:cgaddes@ces-ltd.com>>

From: Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Friday, March 12, 2021 2:32 PM  
To: Caleb Gaddes <[cgaddes@ces-ltd.com](mailto:cgaddes@ces-ltd.com)>; [kbryers@ces-ltd.com](mailto:kbryers@ces-ltd.com)  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

External Email!

---

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

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

CASE ID: 00672275

CUSTOMER: [REDACTED]



SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45229

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED] (Duke)

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,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

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

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E6AWM&from=ext>]

ref:\_00Dt0GzXt.\_500t0iT4UU:ref

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**Email Created Date: 3/12/2021 3:26:05 PM**

**Email HTML Version:**

This is in response to case number 00672275 filed by [REDACTED] on March 12 2021.

RPA's investigation revealed the following:

On December 29, 2019 [REDACTED] enrolled in a variable rate natural gas and electricity supply product with RPA Energy via Door to Door channel.

RPA Energy records show the marketer as TBS, an independent marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Robert Udeagha, Agent 7010. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the TPV and contract in which [REDACTED], who stated he was the account holder's spouse, authorized the enrollment with RPA Energy. A copy of the terms and conditions, the sales presentation along with the contract were sent via text to the customers phone number at the time of the enrollment transaction. The terms were also mailed along with the Welcome Packet on December 31, 2019.

The enrollment request was sent to Duke via EDI on 1/06/2020. The enrollment accept was received on 01/07/2020 with a service start date of 1/30/2020.

[REDACTED] account was dropped by RPA Energy and will be returned to the utility on February 1, 2021.

There is no early termination fee associated with this product.

The account has been added to RPA Energy's internal Do Not Enroll and Do Not Call Lists



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

**Sent:** Friday, March 12, 2021 2:32 PM

**To:** Caleb Gaddes <[cgaddes@ces-ltd.com](mailto:cgaddes@ces-ltd.com)>; [kbryers@ces-ltd.com](mailto:kbryers@ces-ltd.com)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

External Email!



Public Utilities  
Commission

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

**CASE ID:** 00672275

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio  
45229

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** [REDACTED] (Duke)

**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,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not know how they keep getting on her bill. Caller states that she is the only

one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
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Please also provide copies of all enrollment materials to include (as applicable):

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Sincerely,

**Shawn Thompson**

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

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ref:\_00Dt0GzXt.\_500t0iT4UU:ref

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**Email Text Version:**

This is in response to case number 00672275 filed by [REDACTED] on March 12 2021.

RPA's investigation revealed the following:

On December 29, 2019 [REDACTED] enrolled in a variable rate natural gas and electricity supply product with RPA Energy via Door to Door channel.

RPA Energy records show the marketer as TBS, an independent marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Robert Udeagha, Agent 7010. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the TPV and contract in which [REDACTED], who stated he was the account holder's spouse, authorized the enrollment with RPA Energy. A copy of the terms and conditions, the sales presentation along with the contract were sent via text to the customers phone number at the time of the enrollment transaction. The terms were also mailed along with the Welcome Packet on December 31, 2019.

The enrollment request was sent to Duke via EDI on 1/06/2020. The enrollment accept was received on 01/07/2020 with a service start date of 1/30/2020.

[REDACTED] account was dropped by RPA Energy and will be returned to the utility on February 1, 2021.

There is no early termination fee associated with this product.

The account has been added to RPA Energy's internal Do Not Enroll and Do Not Call Lists

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<https://www.facebook.com/GreenChoiceEnergy/> [linkedin icon]  
<https://www.linkedin.com/company/green-choice-energy/> [instagram icon]  
<https://www.instagram.com/greenchoiceenergy/>

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<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
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To: Caleb Gaddes <cgaddes@ces-ltd.com<mailto:cgaddes@ces-ltd.com>>; kbryers@ces-ltd.com<mailto:kbryers@ces-ltd.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

External Email!

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



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

CASE ID: 00672275

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45229

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED] (Duke)

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,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
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3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
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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](https://www.puco.ohio.gov)<<https://www.puco.ohio.gov>>

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ref:\_00Dt0GzXt.\_500t0iT4UU:ref

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**Email Created Date: 3/24/2021 2:20:34 PM**

**Email HTML Version:**

Good afternoon.

Customer states that she does not know [REDACTED] and that is not her husband's name. She states that her husband's name was [REDACTED], who is deceased and she lives alone. Customer wants to know if RPA will they give her some money back.

\*\*\* Are you willing to re-rate the customer?

\*\*\* If yes, please provide the detailed calculation on how you determine the refund amount.

Thank you,

Shawn

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

**From:** Alexsa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/12/2021 3:25 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

This is in response to case number 00672275 filed by [REDACTED] [REDACTED] on March 12 2021.

RPA's investigation revealed the following:

On December 29, 2019 Mr. [REDACTED] enrolled in a variable rate natural gas and electricity supply product with RPA Energy via Door to Door channel.

RPA Energy records show the marketer as TBS, an independent marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Robert Udeagha, Agent 7010. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the TPV and contract in which [REDACTED], who stated he was the account holder's spouse, authorized the enrollment with RPA Energy. A copy of the terms and conditions, the sales presentation along with the contract were sent via text to the customers phone number at the time of the enrollment transaction. The terms were also mailed along with the Welcome Packet on December 31, 2019.

The enrollment request was sent to Duke via EDI on 1/06/2020. The enrollment accept was received on 01/07/2020 with a service start date of 1/30/2020.

[REDACTED] account was dropped by RPA Energy and will be returned to the utility on February 1, 2021.

There is no early termination fee associated with this product.

The account has been added to RPA Energy's internal Do Not Enroll and Do Not Call Lists



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Friday, March 12, 2021 2:32 PM  
**To:** Caleb Gaddes <[cgaddes@ces-ltd.com](mailto:cgaddes@ces-ltd.com)>; [kbryers@ces-ltd.com](mailto:kbryers@ces-ltd.com)  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

**External Email!**

---

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

**CASE ID:** 00672275

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio  
45229

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** [REDACTED] (Duke)

**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)\*\*\*

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This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

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Sincerely,

**Shawn Thompson**

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

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ref:\_00Dt0GzXt.\_500t0iT4UU:ref

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Customer states that she does not know [REDACTED] and that is not her husband's name. She states that her husband's name was [REDACTED], who is deceased and she lives alone. Customer wants to know if RPA will they give her some money back.

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\*\*\* If yes, please provide the detailed calculation on how you determine the refund amount.

Thank you,

Shawn

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

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 3/12/2021 3:25 PM

To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

This is in response to case number 00672275 filed by [REDACTED] on March 12 2021.

RPA's investigation revealed the following:

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[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)



Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066

M: (845) 596-8196  
E: atorres@greenchoiceenergy.com

14 Wall Street Floor 2

Huntington, NY 11743

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From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Friday, March 12, 2021 2:32 PM  
To: Caleb Gaddes <cgaddes@ces-ltd.com>; kbryers@ces-ltd.com  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

External Email!

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00672275

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45229

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED] (Duke)

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,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

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

If the solicitation was completed by a third party vendor, which vendor.

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

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

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

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

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

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

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

The signed agreement for service.

The Terms and Conditions of Service.

The signed Acknowledgement form.

The Welcome Letter mailed to the customer.

The Third Party Verification recording for this enrollment.

The contract expiration notices mailed to the customer.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0iT4UU:ref

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**Email Created Date: 4/1/2021 10:24:29 AM**

**Email HTML Version:**

Good morning,

Please provide an update.

Thank you,

Shawn Thompson

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

**From:** Shawn Thompson [[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)]

**Sent:** 3/24/2021 2:20 PM

**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)

**Cc:** [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [

ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon.

Customer states that she does not know [REDACTED] and that is not her husband's name. She states that her husband's name was [REDACTED], who is deceased and she lives alone. Customer wants to know if RPA will they give her some money back.

\*\*\* Are you willing to re-rate the customer?

\*\*\* If yes, please provide the detailed calculation on how you determine the refund amount.

Thank you,

Shawn

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/12/2021 3:25 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

This is in response to case number 00672275 filed by [REDACTED] on March 12 2021.

RPA's investigation revealed the following:

On December 29, 2019 [REDACTED] enrolled in a variable rate natural gas and electricity supply product with RPA Energy via Door to Door channel.

RPA Energy records show the marketer as TBS, an independent marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Robert Udeagha, Agent 7010. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the TPV and contract in which [REDACTED], who stated he was the account holder's spouse, authorized the enrollment with RPA Energy. A copy of the terms and conditions, the sales presentation along with the contract were sent via text to the customers phone number at the time of the enrollment transaction. The terms were also mailed along with the Welcome Packet on December 31, 2019.

The enrollment request was sent to Duke via EDI on 1/06/2020. The enrollment accept was received on 01/07/2020 with a service start date of 1/30/2020.

[REDACTED] account was dropped by RPA Energy and will be returned to the utility on February 1, 2021.

There is no early termination fee associated with this product.

The account has been added to RPA Energy's internal Do Not Enroll and Do Not Call Lists



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

**Sent:** Friday, March 12, 2021 2:32 PM

**To:** Caleb Gaddes <[cgaddes@ces-ltd.com](mailto:cgaddes@ces-ltd.com)>; [kbryers@ces-ltd.com](mailto:kbryers@ces-ltd.com)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

**External Email!**



**Public Utilities  
Commission**

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

**CASE ID:** 00672275

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio  
45229

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** [REDACTED] (Duke)

**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,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

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

utility.

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

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**Email Text Version:**

Good morning,

Please provide an update.

Thank you,

Shawn Thompson

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

From: Shawn Thompson [contactthepuco@puc.state.oh.us]

Sent: 3/24/2021 2:20 PM

To: btrombino@greenchoiceenergy.com

Cc: atorres@greenchoiceenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [

ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon.

Customer states that she does not know [REDACTED] and that is not her husband's name. She states that her husband's name was [REDACTED], who is deceased and she lives alone. Customer wants to know if RPA will they give her some money back.

\*\*\* Are you willing to re-rate the customer?

\*\*\* If yes, please provide the detailed calculation on how you determine the refund amount.

Thank you,

Shawn

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

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 3/12/2021 3:25 PM

To: contactthepuco@puco.ohio.gov

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

This is in response to case number 00672275 filed by [REDACTED] on March 12 2021.

RPA's investigation revealed the following:

On December 29, 2019 [REDACTED] enrolled in a variable rate natural gas and electricity supply product with RPA Energy via Door to Door channel.

RPA Energy records show the marketer as TBS, an independent marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Robert Udeagha, Agent 7010. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the TPV and contract in which [REDACTED], who stated he was the account holder's spouse, authorized the enrollment with RPA Energy. A copy of the terms and conditions, the sales presentation along with the contract were sent via text to the customers phone number at the time of the enrollment transaction. The terms were also mailed along with the Welcome Packet on December 31, 2019.

The enrollment request was sent to Duke via EDI on 1/06/2020. The enrollment accept was received on 01/07/2020 with a service start date of 1/30/2020.

[REDACTED] account was dropped by RPA Energy and will be returned to the utility on February 1, 2021.

There is no early termination fee associated with this product.

The account has been added to RPA Energy's internal Do Not Enroll and Do Not Call Lists

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066

M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743

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From: Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Friday, March 12, 2021 2:32 PM  
To: Caleb Gaddes <[cgaddes@ces-ltd.com](mailto:cgaddes@ces-ltd.com)>; [kbryers@ces-ltd.com](mailto:kbryers@ces-ltd.com)  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ [ref:\\_00Dt0GzXt.\\_500t0iT4UU:ref](#) ]

External Email!

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00672275

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45229

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED] (Duke)

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,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

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

If the solicitation was completed by a third party vendor, which vendor.

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

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

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

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

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Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

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**Email Created Date: 4/1/2021 12:15:02 PM**

**Email HTML Version:**

Good Afternoon,

RPA agrees to the rerate.

The difference is \$628.83. [REDACTED] will receive a check within 10 business days.

I've attached the breakdown.

Please let me know if you have any questions.

Thanks,  
Alexsa



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Thursday, April 1, 2021 10:25 AM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Cc:** Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good morning,

Please provide an update.

Thank you,

Shawn Thompson

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

**From:** Shawn Thompson [[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)]  
**Sent:** 3/24/2021 2:20 PM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Cc:** [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon.

Customer states that she does not know [REDACTED] and that is not her husband's name. She states that her husband's name was [REDACTED], who is deceased and she lives alone. Customer wants to know if RPA will they give her some money back.

\*\*\* Are you willing to re-rate the customer?

\*\*\* If yes, please provide the detailed calculation on how you determine the refund amount.

Thank you,

Shawn

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

**From:** Alexsa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/12/2021 3:25 PM

**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref: \_00Dt0GzXt.\_500t0iT4UU:ref ]

This is in response to case number 00672275 filed by [REDACTED] on March 12 2021.

RPA's investigation revealed the following:

On December 29, 2019 [REDACTED] enrolled in a variable rate natural gas and electricity supply product with RPA Energy via Door to Door channel.

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[REDACTED] account was dropped by RPA Energy and will be returned to the utility on February 1, 2021.

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[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
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P: (347) 748-1066  
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**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

**External Email!**



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

**CASE ID:** 00672275

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45229

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** [REDACTED] (Duke)

**NIQ:** [REDACTED]

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Sincerely,

**Shawn Thompson**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department

Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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RPA agrees to the rerate.

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Please let me know if you have any questions.

Thanks,  
Alexsa

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com/>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
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14 Wall Street Floor 2  
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<https://www.linkedin.com/company/green-choice-energy/> [instagram icon]  
<https://www.instagram.com/greenchoiceenergy/>

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From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Thursday, April 1, 2021 10:25 AM  
To: btrombino@greenchoiceenergy.com  
Cc: Alexsa Torres <atorres@greenchoiceenergy.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

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Please provide an update.

Thank you,

Shawn Thompson

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Sent: 3/24/2021 2:20 PM  
To: btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
Cc: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon.

Customer states that she does not know [REDACTED] and that is not her husband's name. She states that her husband's name was [REDACTED], who is deceased and she lives alone. Customer wants to know if RPA will they give her some money back.

\*\*\* Are you willing to re-rate the customer?

\*\*\* If yes, please provide the detailed calculation on how you determine the refund amount.

Thank you,

Shawn

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

From: Alexa Torres [atorres@greenchoiceenergy.com]  
Sent: 3/12/2021 3:25 PM  
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

This is in response to case number 00672275 filed by [REDACTED] on March 12 2021.

RPA's investigation revealed the following:

On December 29, 2019 [REDACTED] enrolled in a variable rate natural gas and electricity supply product with RPA Energy via Door to Door channel.

RPA Energy records show the marketer as TBS, an independent marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Robert Udeagha, Agent 7010. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the TPV and contract in which [REDACTED], who stated he was the account holder's spouse, authorized the enrollment with RPA Energy. A copy of the terms and conditions, the sales presentation along with the contract were sent via text to the customers phone number at the time of the enrollment transaction. The terms were also mailed along with the Welcome Packet on December 31, 2019.

The enrollment request was sent to Duke via EDI on 1/06/2020. The enrollment accept was received on 01/07/2020 with a service start date of 1/30/2020.

[REDACTED] account was dropped by RPA Energy and will be returned to the utility on February 1, 2021.

There is no early termination fee associated with this product.

The account has been added to RPA Energy's internal Do Not Enroll and Do Not Call Lists

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<https://www.facebook.com/GreenChoiceEnergy/> [linkedin icon]  
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From: Shawn Thompson  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Friday, March 12, 2021 2:32 PM  
To: Caleb Gaddes <cgaddes@ces-ltd.com<mailto:cgaddes@ces-ltd.com>>; kbryers@ces-ltd.com<mailto:kbryers@ces-ltd.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

External Email!

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

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

CASE ID: 00672275

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45229

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED] (Duke)

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,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which vendor.
3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
4. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
5. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.



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

7. 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](https://www.puco.ohio.gov)<<https://www.puco.ohio.gov>>

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E6AWM&from=int>]

ref:\_00Dt0GzXt.\_500t0iT4UU:ref

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E7kJz&from=ext>]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E8OyF&from=ext>]

**Email Created Date: 4/1/2021 3:54:10 PM**

**Email HTML Version:**



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

**CASE ID:** 00672275

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio  
45229

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** [REDACTED]

**NIQ:** [REDACTED]

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

**DESCRIPTION OF ISSUE:**

Good afternoon,

I am working on a supplier re-rate case for this customer.

Please provide the price to compare or bill copies for the service period where she was billed by RPA.

Please confirm the end of service date that RPA will be on her Duke bill.

Sincerely,

**Shawn Thompson**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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.\_500t0iT4UU:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00672275

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45229

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon,

I am working on a supplier re-rate case for this customer.

Please provide the price to compare or bill copies for the service period where she was billed by RPA.

Please confirm the end of service date that RPA will be on her Duke bill.

Sincerely,

Shawn Thompson

Case Number: 00672275

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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

ref: \_00Dt0GzXt.\_500t0iT4UU:ref

**Email Created Date: 4/1/2021 4:25:40 PM**

**Email HTML Version:**

Shawn,

RE:

[REDACTED]  
Cincinnati, OH, 45229

I reviewed the above address for [REDACTED]. She has had electric service at this location since 10/12/2017. RPA Energy was the supplier from 1/30/2020 – 2/1/2021. Per your request, I have attached all available bill copies.

Please let me know if you have any questions.

**Thanks,  
Kristi Stanifer  
Consumer Affairs Specialist  
317-838-1009**



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**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Thursday, April 1, 2021 3:58 PM  
**To:** Commission-AGT@duke-energy.com  
**Subject:** [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

**\*\*\* CAUTION! EXTERNAL SENDER \*\*\* STOP. ASSESS. VERIFY!!** Were you expecting this email? Are grammar and spelling correct? Does the content make sense? Can you verify the sender? If suspicious report it, then do not click links, open attachments or enter your ID or password.



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

**CASE ID:** 00672275

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio  
45229

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** [REDACTED]

**NIQ:** [REDACTED]

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

**DESCRIPTION OF ISSUE:**

Good afternoon,

I am working on a supplier re-rate case for this customer.

Please provide the price to compare or bill copies for the service period where she was billed by RPA.

Please confirm the end of service date that RPA will be on her Duke bill.

Sincerely,

**Shawn Thompson**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0iT4UU:ref

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**Email Text Version:**

Shawn,

RE:

[REDACTED]  
Cincinnati, OH, 45229

I reviewed the above address for [REDACTED]. She has had electric service at this location since 10/12/2017. RPA Energy was the supplier from 1/30/2020 – 2/1/2021. Per your request, I have attached all available bill copies.

Please let me know if you have any questions.

Thanks,  
Kristi Stanifer  
Consumer Affairs Specialist  
317-838-1009

[cid:image001.png@01D72712.17408D40]

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From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Thursday, April 1, 2021 3:58 PM  
To: Commission-AGT@duke-energy.com  
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

\*\*\* CAUTION! EXTERNAL SENDER \*\*\* STOP. ASSESS. VERIFY!! Were you expecting this email? Are grammar and spelling correct? Does the content make sense? Can you verify the sender? If suspicious report it, then do not click links, open attachments or enter your ID or password.

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E6AWM&from=int]

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



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

CASE ID: 00672275

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45229

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

Good afternoon,

I am working on a supplier re-rate case for this customer.

Please provide the price to compare or bill copies for the service period where she was billed by RPA.

Please confirm the end of service date that RPA will be on her Duke bill.

Sincerely,

Shawn Thompson  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://www.puco.ohio.gov/>>

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E8OyF&from=int>]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E8SNS&from=ext]

ref:\_00Dt0GzXt.\_500t0iT4UU:ref

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**Email Created Date: 4/2/2021 3:54:01 PM**

**Email HTML Version:**

Good afternoon,

I have provided below the price to compare off the customer's Duke bills. Please recalculate the refund amount for the re-rate for this customer with the price to compare that I provided below. Please provide the second refund check amount and when the customer should expect it in the mail.

Thank you,

Shawn Thompson

1/30/2020	5.72 2/27/2020
2/28/2020	5.72 3/29/2020
3/30/2020	5.89 4/28/2020
4/29/2020	5.89 5/28/2020
5/29/2020	5.46 6/28/2020
6/29/2020	5.46 7/28/2020
7/29/2020	5.46 8/26/2020
8/27/2020	5.46 9/27/2020

9/28/2020	5.26 10/26/2020
10/27/2020	5.26 11/29/2020
11/30/2020	5.23 12/30/2020
12/31/2020	5.12 1/31/2021

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 4/1/2021 12:12 PM

**To:** contactthepuco@puco.ohio.gov

**Cc:** btrombino@greenchoiceenergy.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good Afternoon,

RPA agrees to the rerate.

The difference is \$628.83. [REDACTED] will receive a check within 10 business days.

I've attached the breakdown.

Please let me know if you have any questions.

Thanks,

Alexsa



www.greenchoiceenergy.com

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Thursday, April 1, 2021 10:25 AM  
**To:** btrombino@greenchoiceenergy.com  
**Cc:** Alexa Torres <atorres@greenchoiceenergy.com>  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good morning,

Please provide an update.

Thank you,

Shawn Thompson

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

**From:** Shawn Thompson [contactthepuco@puc.state.oh.us]  
**Sent:** 3/24/2021 2:20 PM  
**To:** btrombino@greenchoiceenergy.com  
**Cc:** atorres@greenchoiceenergy.com  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon.

Customer states that she does not know [REDACTED] and that is not her husband's name. She states that her husband's name was [REDACTED], who is deceased and she lives alone. Customer wants to know if RPA will they give her some money back.

\*\*\* Are you willing to re-rate the customer?

\*\*\* If yes, please provide the detailed calculation on how you determine the refund amount.

Thank you,

Shawn

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

**From:** Alexsa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/12/2021 3:25 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

This is in response to case number 00672275 filed by [REDACTED] on March 12 2021.

RPA's investigation revealed the following:

On December 29, 2019 [REDACTED] enrolled in a variable rate natural gas and electricity supply product with RPA Energy via Door to Door channel.

RPA Energy records show the marketer as TBS, an independent marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Robert Udeagha, Agent 7010. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the TPV and contract in which [REDACTED], who stated he was the account holder's spouse, authorized the enrollment with RPA Energy. A copy of the terms and conditions, the sales presentation along with the contract were sent via text to the customers phone number at the time of the enrollment transaction. The terms were also mailed along with the Welcome Packet on December 31, 2019.

The enrollment request was sent to Duke via EDI on 1/06/2020. The enrollment accept was received on 01/07/2020 with a service start date of 1/30/2020.

[REDACTED] account was dropped by RPA Energy and will be returned to the utility on February 1, 2021.

There is no early termination fee associated with this product.

The account has been added to RPA Energy's internal Do Not Enroll and Do Not Call Lists



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Friday, March 12, 2021 2:32 PM  
**To:** Caleb Gaddes <cgaddes@ces-ltd.com>; kbryers@ces-ltd.com  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

**External Email!**



**Public Utilities  
Commission**

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

**CASE ID:** 00672275

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio  
45229

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** [REDACTED] (Duke)

**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,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

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

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ref:\_00Dt0GzXt.\_500t0iT4UU:ref

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**Email Text Version:**

Good afternoon,

I have provided below the price to compare off the customer's Duke bills. Please recalculate the refund amount for the re-rate for this customer with the price to compare that I provided below. Please provide the second refund check amount and when the customer should expect it in the mail.

Thank you,

Shawn Thompson

1/30/2020 5.72 2/27/2020  
2/28/2020 5.72  
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5/29/2020 5.46  
6/28/2020  
6/29/2020 5.46  
7/28/2020  
7/29/2020 5.46  
8/26/2020  
8/27/2020 5.46  
9/27/2020  
9/28/2020 5.26  
10/26/2020  
10/27/2020 5.26  
11/29/2020  
11/30/2020 5.23 12/30/2020  
12/31/2020 5.12 1/31/2021

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

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 4/1/2021 12:12 PM

To: contactthepuco@puco.ohio.gov

Cc: btrombino@greenchoiceenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good Afternoon,

RPA agrees to the rerate.

The difference is \$628.83. [REDACTED] will receive a check within 10 business days.

I've attached the breakdown.

Please let me know if you have any questions.

Thanks,

Alexsa

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com

14 Wall Street Floor 2

Case Number: 00672275

Huntington, NY 11743

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From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Thursday, April 1, 2021 10:25 AM  
To: btrombino@greenchoiceenergy.com  
Cc: Alexa Torres <atorres@greenchoiceenergy.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good morning,

Please provide an update.

Thank you,

Shawn Thompson

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

From: Shawn Thompson [contactthepuco@puc.state.oh.us]  
Sent: 3/24/2021 2:20 PM  
To: btrombino@greenchoiceenergy.com  
Cc: atorres@greenchoiceenergy.com  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon.

Customer states that she does not know [REDACTED] and that is not her husband's name. She states that her husband's name was [REDACTED], who is deceased and she lives alone. Customer wants to know if RPA will they give her some money back.

\*\*\* Are you willing to re-rate the customer?

\*\*\* If yes, please provide the detailed calculation on how you determine the refund amount.

Thank you,

Shawn

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

From: Alexsa Torres [atorres@greenchoicenergy.com]

Sent: 3/12/2021 3:25 PM

To: contactthepuco@puco.ohio.gov

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

This is in response to case number 00672275 filed by [REDACTED] on March 12 2021.

RPA's investigation revealed the following:

On December 29, 2019 [REDACTED] enrolled in a variable rate natural gas and electricity supply product with RPA Energy via Door to Door channel.

RPA Energy records show the marketer as TBS, an independent marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Robert Udeagha, Agent 7010. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the TPV and contract in which [REDACTED], who stated he was the account holder's spouse, authorized the enrollment with RPA Energy. A copy of the terms and conditions, the sales presentation along with the contract were sent via text to the customers phone number at the time of the enrollment transaction. The terms were also mailed along with the Welcome Packet on December 31, 2019.

The enrollment request was sent to Duke via EDI on 1/06/2020. The enrollment accept was received on 01/07/2020 with a service start date of 1/30/2020.

██████████ account was dropped by RPA Energy and will be returned to the utility on February 1, 2021.

There is no early termination fee associated with this product.

The account has been added to RPA Energy's internal Do Not Enroll and Do Not Call Lists

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066

M: (845) 596-8196

E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743

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recipient, or you have received this email in error, any distribution or copying is prohibited.  
Please notify the sender and delete this email immediately.

From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Friday, March 12, 2021 2:32 PM  
To: Caleb Gaddes <cgaddes@ces-ltd.com>; kbryers@ces-ltd.com  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [  
ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

External Email!

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00672275

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45229

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED] (Duke)

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,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

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

If the solicitation was completed by a third party vendor, which vendor.

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

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

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

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

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

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

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

The signed agreement for service.

The Terms and Conditions of Service.

The signed Acknowledgement form.

The Welcome Letter mailed to the customer.

The Third Party Verification recording for this enrollment.

The contract expiration notices mailed to the customer.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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.\_500t0iT4UU:ref

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**Email Created Date: 4/5/2021 4:34:33 PM**

**Email HTML Version:**

Ms. Thompson –

I hope you had a nice weekend.

The new total is \$646.07. The difference for \$17.24 will be sent via check within 10 business days. Please see attached PTC refund sheet.

Thanks,  
Alexsa Torres



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Friday, April 2, 2021 3:54 PM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Cc:** Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon,

I have provided below the price to compare off the customer's Duke bills. Please recalculate the refund amount for the re-rate for this customer with the price to compare that I provided below. Please provide the second refund check amount and when the customer should expect it in the mail.

Thank you,

Shawn Thompson

1/30/2020	5.72 2/27/2020
2/28/2020	5.72 3/29/2020
3/30/2020	5.89 4/28/2020
4/29/2020	5.89 5/28/2020
5/29/2020	5.46 6/28/2020
6/29/2020	5.46 7/28/2020
7/29/2020	5.46 8/26/2020
8/27/2020	5.46 9/27/2020
9/28/2020	5.26 10/26/2020
10/27/2020	5.26 11/29/2020
11/30/2020	5.23 12/30/2020
12/31/2020	5.12 1/31/2021

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

**From:** Alexsa Torres [atorres@greenchoiceenergy.com]

**Sent:** 4/1/2021 12:12 PM

**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

**Cc:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good Afternoon,

RPA agrees to the rerate.

The difference is \$628.83. [REDACTED] will receive a check within 10 business days.

I've attached the breakdown.

Please let me know if you have any questions.

Thanks,  
Alexsa



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)  
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---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Thursday, April 1, 2021 10:25 AM  
**To:** [btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)  
**Cc:** Alexsa Torres <[atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)>  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good morning,

Please provide an update.

Thank you,

Shawn Thompson

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

**From:** Shawn Thompson [[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)]  
**Sent:** 3/24/2021 2:20 PM  
**To:** [btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)  
**Cc:** [atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [

ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon.

Customer states that she does not know [REDACTED] and that is not her husband's name. She states that her husband's name was [REDACTED], who is deceased and she lives alone. Customer wants to know if RPA will they give her some money back.

\*\*\* Are you willing to re-rate the customer?

\*\*\* If yes, please provide the detailed calculation on how you determine the refund amount.

Thank you,

Shawn

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

**From:** Alexsa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/12/2021 3:25 PM

**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

This is in response to case number 00672275 filed by [REDACTED] on March 12 2021.

RPA's investigation revealed the following:

On December 29, 2019 [REDACTED] enrolled in a variable rate natural gas and electricity supply product with RPA Energy via Door to Door channel.

RPA Energy records show the marketer as TBS, an independent marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Robert Udeagha, Agent 7010. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the TPV and contract in which [REDACTED], who stated he was the account holder's spouse, authorized the enrollment with RPA Energy. A copy of the terms and conditions, the sales presentation along with the contract were sent via text to the customers phone number at the time of the enrollment transaction. The terms were also mailed along with the Welcome Packet on December 31, 2019.

The enrollment request was sent to Duke via EDI on 1/06/2020. The enrollment accept was received on 01/07/2020 with a service start date of 1/30/2020.

[REDACTED] account was dropped by RPA Energy and will be returned to the utility on February 1, 2021.

There is no early termination fee associated with this product.

The account has been added to RPA Energy's internal Do Not Enroll and Do Not Call Lists



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
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**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Friday, March 12, 2021 2:32 PM  
**To:** Caleb Gaddes <[cgaddes@ces-ltd.com](mailto:cgaddes@ces-ltd.com)>; [kbryers@ces-ltd.com](mailto:kbryers@ces-ltd.com)  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

**External Email!**



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

**CASE ID:** 00672275

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45229

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** [REDACTED] (Duke)

**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,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

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

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ref:\_00Dt0GzXt.\_500t0iT4UU:ref

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**Email Text Version:**

Ms. Thompson –

I hope you had a nice weekend.

The new total is \$646.07. The difference for \$17.24 will be sent via check within 10 business days. Please see attached PTC refund sheet.

Thanks,  
Alexsa Torres

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com/>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

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[facebook icon]<https://www.facebook.com/GreenChoiceEnergy/> [linkedin icon]  
<https://www.linkedin.com/company/green-choice-energy/> [instagram icon]  
<https://www.instagram.com/greenchoiceenergy/>

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From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Friday, April 2, 2021 3:54 PM  
To: btrombino@greenchoiceenergy.com  
Cc: Alexsa Torres <atorres@greenchoiceenergy.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon,

I have provided below the price to compare off the customer's Duke bills. Please recalculate the refund amount for the re-rate for this customer with the price to compare that I provided below. Please provide the second refund check amount and when the customer should expect it in the mail.

Thank you,

Shawn Thompson

1/30/2020  
5.72 2/27/2020  
2/28/2020  
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5.46  
6/28/2020  
6/29/2020  
5.46  
7/28/2020  
7/29/2020  
5.46  
8/26/2020  
8/27/2020

5.46  
9/27/2020  
9/28/2020  
5.26  
10/26/2020  
10/27/2020  
5.26  
11/29/2020  
11/30/2020  
5.23 12/30/2020  
12/31/2020  
5.12 1/31/2021

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

From: Alexsa Torres [atorres@greenchoiceenergy.com]  
Sent: 4/1/2021 12:12 PM  
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>  
Cc: btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good Afternoon,

RPA agrees to the rerate.

The difference is \$628.83. [REDACTED] will receive a check within 10 business days.

I've attached the breakdown.

Please let me know if you have any questions.

Thanks,  
Alexsa

[Logo, company name Description automatically generated]  
[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com/)<<http://www.greenchoiceenergy.com/>>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)<<mailto:atorres@greenchoiceenergy.com>>  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<<https://www.facebook.com/GreenChoiceEnergy/>> [linkedin icon]  
<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoiceenergy/>>

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Cc: Alexsa Torres  
<[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)<<mailto:atorres@greenchoiceenergy.com>>>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [   
ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good morning,

Please provide an update.

Thank you,

Shawn Thompson

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

From: Shawn Thompson [[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)]  
Sent: 3/24/2021 2:20 PM

To: btrombino@greenchoicenergy.com<mailto:btrombino@greenchoicenergy.com>  
Cc: atorres@greenchoicenergy.com<mailto:atorres@greenchoicenergy.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon.

Customer states that she does not know [REDACTED] and that is not her husband's name. She states that her husband's name was [REDACTED], who is deceased and she lives alone. Customer wants to know if RPA will they give her some money back.

\*\*\* Are you willing to re-rate the customer?

\*\*\* If yes, please provide the detailed calculation on how you determine the refund amount.

Thank you,

Shawn

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Sent: 3/12/2021 3:25 PM  
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

This is in response to case number 00672275 filed by [REDACTED] on March 12 2021.

RPA's investigation revealed the following:

On December 29, 2019 [REDACTED] enrolled in a variable rate natural gas and electricity supply product with RPA Energy via Door to Door channel.

RPA Energy records show the marketer as TBS, an independent marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Robert Udeagha, Agent 7010. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the TPV and contract in which [REDACTED], who stated he was the account holder's spouse, authorized the enrollment with RPA Energy. A copy of the terms and conditions, the sales presentation along with the contract were sent via text to the customers phone number at the time of the enrollment transaction. The terms were also mailed along with the Welcome Packet on December 31, 2019.

The enrollment request was sent to Duke via EDI on 1/06/2020. The enrollment accept was received on 01/07/2020 with a service start date of 1/30/2020.

[REDACTED] account was dropped by RPA Energy and will be returned to the utility on February 1, 2021.

There is no early termination fee associated with this product.

The account has been added to RPA Energy's internal Do Not Enroll and Do Not Call Lists

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>  
14 Wall Street Floor 2

Huntington, NY 11743

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<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoicenergy/>>

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From: Shawn Thompson

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

Sent: Friday, March 12, 2021 2:32 PM

To: Caleb Gaddes <[cgaddes@ces-ltd.com](mailto:cgaddes@ces-ltd.com)<<mailto:cgaddes@ces-ltd.com>>>; kbryers@ces-ltd.com<<mailto:kbryers@ces-ltd.com>>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

External Email!

---

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

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

CASE ID: 00672275

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45229

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED] (Duke)

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,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

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

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E6AWM&from=int>]

ref:\_00Dt0GzXt.\_500t0iT4UU:ref

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E7kJz&from=int>]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E8OyF&from=int>]



[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E8XtT&from=ext]

**Email Created Date: 4/13/2021 8:17:14 AM**

**Email HTML Version:**

Good morning Alexa,

Please provide an update to the follow up conversation that you and I had on April 7, 2021.

Thank you,

Shawn

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 4/5/2021 4:34 PM

**To:** contactthepuco@puco.ohio.gov; btrombino@greenchoiceenergy.com

**Cc:** dexter@greenchoiceenergy.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0i4UU:ref ]

Ms. Thompson –

I hope you had a nice weekend.

The new total is \$646.07. The difference for \$17.24 will be sent via check within 10 business days. Please see attached PTC refund sheet.

Thanks,  
Alexa Torres



Alexa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743



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are not the intended recipient, or you have received this email in error, any distribution or copying is prohibited. Please notify the sender and delete this email immediately.

---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Friday, April 2, 2021 3:54 PM  
**To:** btrombino@greenchoiceenergy.com  
**Cc:** Alexsa Torres <atorres@greenchoiceenergy.com>  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref: \_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon,

I have provided below the price to compare off the customer's Duke bills. Please recalculate the refund amount for the re-rate for this customer with the price to compare that I provided below. Please provide the second refund check amount and when the customer should expect it in the mail.

Thank you,

Shawn Thompson

1/30/2020	5.72 2/27/2020
2/28/2020	5.72 3/29/2020
3/30/2020	5.89 4/28/2020
4/29/2020	5.89 5/28/2020
5/29/2020	5.46 6/28/2020
6/29/2020	5.46 7/28/2020
7/29/2020	5.46 8/26/2020
8/27/2020	5.46 9/27/2020
9/28/2020	5.26 10/26/2020
10/27/2020	5.26 11/29/2020

11/30/2020	5.23 12/30/2020
12/31/2020	5.12 1/31/2021

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 4/1/2021 12:12 PM

**To:** contactthepuco@puco.ohio.gov

**Cc:** btrombino@greenchoiceenergy.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good Afternoon,

RPA agrees to the rerate.

The difference is \$628.83. [REDACTED] will receive a check within 10 business days.

I've attached the breakdown.

Please let me know if you have any questions.

Thanks,  
Alexsa



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com  
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Huntington, NY 11743



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are not the intended recipient, or you have received this email in error, any distribution or copying is prohibited. Please notify the sender and delete this email immediately.

---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Thursday, April 1, 2021 10:25 AM  
**To:** btrombino@greenchoiceenergy.com  
**Cc:** Alexsa Torres <atorres@greenchoiceenergy.com>  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref: \_00Dt0GzXt.\_500t0iT4UU:ref ]

Good morning,

Please provide an update.

Thank you,

Shawn Thompson

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

**From:** Shawn Thompson [contactthepuco@puc.state.oh.us]  
**Sent:** 3/24/2021 2:20 PM  
**To:** btrombino@greenchoiceenergy.com  
**Cc:** atorres@greenchoiceenergy.com  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref: \_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon.

Customer states that she does not know [REDACTED] and that is not her husband's name. She states that her husband's name was [REDACTED], who is deceased and she lives alone. Customer wants to know if RPA will they give her some money back.

\*\*\* Are you willing to re-rate the customer?

\*\*\* If yes, please provide the detailed calculation on how you determine the refund amount.

Thank you,

Shawn

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

**From:** Alexa Torres [atorres@greenchoicenergy.com]  
**Sent:** 3/12/2021 3:25 PM  
**To:** contactthepuco@puco.ohio.gov  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

This is in response to case number 00672275 filed by [REDACTED] on March 12 2021.

RPA's investigation revealed the following:

On December 29, 2019 [REDACTED] enrolled in a variable rate natural gas and electricity supply product with RPA Energy via Door to Door channel.

RPA Energy records show the marketer as TBS, an independent marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Robert Udeagha, Agent 7010. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the TPV and contract in which [REDACTED], who stated he was the account holder's spouse, authorized the enrollment with RPA Energy. A copy of the terms and conditions, the sales presentation along with the contract were sent via text to the customers phone number at the time of the enrollment transaction. The terms were also mailed along with the Welcome Packet on December 31, 2019.

The enrollment request was sent to Duke via EDI on 1/06/2020. The enrollment accept was received on 01/07/2020 with a service start date of 1/30/2020.

[REDACTED] account was dropped by RPA Energy and will be returned to the utility on February 1, 2021.

There is no early termination fee associated with this product.

The account has been added to RPA Energy's internal Do Not Enroll and Do Not Call Lists



[www.greenchoicenergy.com](http://www.greenchoicenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)  
14 Wall Street Floor 2  
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**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Friday, March 12, 2021 2:32 PM  
**To:** Caleb Gaddes <cgaddes@ces-ltd.com>; kbryers@ces-ltd.com  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

**External Email!**



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

**CASE ID:** 00672275  
**CUSTOMER:** [REDACTED]  
**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio  
45229  
**AIQ:** RPA Energy, Inc  
**SERVICE ACCOUNT NUMBER:** [REDACTED] (Duke)  
**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,

This customer has contacted the PUCO regarding their enrollment with

your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

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

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

ref:\_00Dt0GzXt.\_500t0iT4UU:ref

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**Email Text Version:**

Good morning Alexsa,

Please provide an update to the follow up conversation that you and I had on April 7, 2021.

Thank you,

Shawn

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

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 4/5/2021 4:34 PM

To: contactthepuco@puco.ohio.gov; btrombino@greenchoiceenergy.com

Cc: dexter@greenchoiceenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Ms. Thompson –

I hope you had a nice weekend.

The new total is \$646.07. The difference for \$17.24 will be sent via check within 10 business days. Please see attached PTC refund sheet.

Thanks,

Alexsa Torres

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com

14 Wall Street Floor 2

Huntington, NY 11743

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From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Friday, April 2, 2021 3:54 PM  
To: btrombino@greenchoiceenergy.com  
Cc: Alexsa Torres <atorres@greenchoiceenergy.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon,

I have provided below the price to compare off the customer's Duke bills. Please recalculate the refund amount for the re-rate for this customer with the price to compare that I provided below. Please provide the second refund check amount and when the customer should expect it in the mail.

Thank you,

Shawn Thompson

1/30/2020

5.72 2/27/2020

2/28/2020

5.72

3/29/2020

3/30/2020

5.89

4/28/2020

4/29/2020

5.89 5/28/2020

5/29/2020

5.46

6/28/2020

6/29/2020

5.46

7/28/2020

7/29/2020

5.46

8/26/2020

8/27/2020

5.46

9/27/2020

9/28/2020

5.26  
10/26/2020

10/27/2020

5.26  
11/29/2020

11/30/2020

5.23 12/30/2020

12/31/2020

5.12 1/31/2021

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

From: Alexsa Torres [atorres@greenchoicenergy.com]

Sent: 4/1/2021 12:12 PM

To: contactthepuco@puco.ohio.gov

Cc: btrombino@greenchoicenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good Afternoon,

RPA agrees to the rerate.

The difference is \$628.83. [REDACTED] will receive a check within 10 business days.

I've attached the breakdown.

Please let me know if you have any questions.

Thanks,

Alexsa

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

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From: Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Thursday, April 1, 2021 10:25 AM  
To: [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
Cc: Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good morning,

Please provide an update.

Thank you,

Shawn Thompson

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

From: Shawn Thompson [contactthepuco@puc.state.oh.us]

Sent: 3/24/2021 2:20 PM

To: btrombino@greenchoiceenergy.com

Cc: atorres@greenchoiceenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon.

Customer states that she does not know [REDACTED] and that is not her husband's name. She states that her husband's name was [REDACTED], who is deceased and she lives alone. Customer wants to know if RPA will they give her some money back.

\*\*\* Are you willing to re-rate the customer?

\*\*\* If yes, please provide the detailed calculation on how you determine the refund amount.

Thank you,

Shawn

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

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 3/12/2021 3:25 PM

To: contactthepuco@puco.ohio.gov

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

This is in response to case number 00672275 filed by [REDACTED] on March 12 2021.

RPA's investigation revealed the following:

On December 29, 2019 [REDACTED] enrolled in a variable rate natural gas and electricity supply product with RPA Energy via Door to Door channel.

RPA Energy records show the marketer as TBS, an independent marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Robert Udeagha, Agent 7010. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the TPV and contract in which [REDACTED], who stated he was the account holder's spouse, authorized the enrollment with RPA Energy. A copy of the terms and conditions, the sales presentation along with the contract were sent via text to the customers phone number at the time of the enrollment transaction. The terms were also mailed along with the Welcome Packet on December 31, 2019.

The enrollment request was sent to Duke via EDI on 1/06/2020. The enrollment accept was received on 01/07/2020 with a service start date of 1/30/2020.

[REDACTED] account was dropped by RPA Energy and will be returned to the utility on February 1, 2021.

There is no early termination fee associated with this product.

The account has been added to RPA Energy's internal Do Not Enroll and Do Not Call Lists

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066

M: (845) 596-8196  
E: atorres@greenchoiceenergy.com

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From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Friday, March 12, 2021 2:32 PM  
To: Caleb Gaddes <cgaddes@ces-ltd.com>; kbryers@ces-ltd.com  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

External Email!

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days



CASE ID: 00672275

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45229

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED] (Duke)

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,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

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

If the solicitation was completed by a third party vendor, which vendor.

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

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

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

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

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

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

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

The signed agreement for service.

The Terms and Conditions of Service.

The signed Acknowledgement form.

The Welcome Letter mailed to the customer.

The Third Party Verification recording for this enrollment.

The contract expiration notices mailed to the customer.

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0iT4UU:ref

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**Email Created Date: 4/13/2021 9:23:04 AM**

**Email HTML Version:**

Good Morning Ms. Thompson,

I've confirmed that a check in the amount of \$17.13 was mailed to the customer yesterday.

Please let me know if you have any additional questions.

Have a great day.

Thank you,  
Alexsa



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Tuesday, April 13, 2021 8:17 AM  
**To:** Alexa Torres <atorres@greenchoiceenergy.com>  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0i4UU:ref ]

Good morning Alexa,

Please provide an update to the follow up conversation that you and I had on April 7, 2021.

Thank you,

Shawn

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]  
**Sent:** 4/5/2021 4:34 PM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov); [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Cc:** [dexter@greenchoiceenergy.com](mailto:dexter@greenchoiceenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0i4UU:ref ]

Ms. Thompson –

I hope you had a nice weekend.

The new total is \$646.07. The difference for \$17.24 will be sent via check within 10 business days. Please see attached PTC refund sheet.

Thanks,  
Alexa Torres



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---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Friday, April 2, 2021 3:54 PM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Cc:** Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon,

I have provided below the price to compare off the customer's Duke bills. Please recalculate the refund amount for the re-rate for this customer with the price to compare that I provided below. Please provide the second refund check amount and when the customer should expect it in the mail.

Thank you,

Shawn Thompson

1/30/2020	5.72 2/27/2020
2/28/2020	5.72 3/29/2020
3/30/2020	5.89 4/28/2020
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5/29/2020	5.46 6/28/2020
6/29/2020	5.46 7/28/2020
7/29/2020	5.46 8/26/2020
8/27/2020	5.46 9/27/2020

9/28/2020	5.26 10/26/2020
10/27/2020	5.26 11/29/2020
11/30/2020	5.23 12/30/2020
12/31/2020	5.12 1/31/2021

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 4/1/2021 12:12 PM

**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

**Cc:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good Afternoon,

RPA agrees to the rerate.

The difference is \$628.83. [REDACTED] will receive a check within 10 business days.

I've attached the breakdown.

Please let me know if you have any questions.

Thanks,  
Alexsa



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**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Thursday, April 1, 2021 10:25 AM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Cc:** Alexa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good morning,

Please provide an update.

Thank you,

Shawn Thompson

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

**From:** Shawn Thompson [[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)]  
**Sent:** 3/24/2021 2:20 PM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Cc:** [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon.

Customer states that she does not know [REDACTED] and that is not her husband's name. She states that her husband's name was [REDACTED], who is deceased and she lives alone. Customer wants to know if RPA will they give her some money back.

\*\*\* Are you willing to re-rate the customer?

\*\*\* If yes, please provide the detailed calculation on how you determine the refund amount.

Thank you,

Shawn

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

**From:** Alexa Torres [[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)]  
**Sent:** 3/12/2021 3:25 PM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

]

This is in response to case number 00672275 filed by [REDACTED] on March 12 2021.

RPA's investigation revealed the following:

On December 29, 2019 [REDACTED] enrolled in a variable rate natural gas and electricity supply product with RPA Energy via Door to Door channel.

RPA Energy records show the marketer as TBS, an independent marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Robert Udeagha, Agent 7010. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the TPV and contract in which [REDACTED], who stated he was the account holder's spouse, authorized the enrollment with RPA Energy. A copy of the terms and conditions, the sales presentation along with the contract were sent via text to the customers phone number at the time of the enrollment transaction. The terms were also mailed along with the Welcome Packet on December 31, 2019.

The enrollment request was sent to Duke via EDI on 1/06/2020. The enrollment accept was received on 01/07/2020 with a service start date of 1/30/2020.

[REDACTED] account was dropped by RPA Energy and will be returned to the utility on February 1, 2021.

There is no early termination fee associated with this product.

The account has been added to RPA Energy's internal Do Not Enroll and Do Not Call Lists



Alexsa Torres  
Sr. Director, Quality & Customer  
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**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

**Sent:** Friday, March 12, 2021 2:32 PM



**To:** Caleb Gaddes <[cgaddes@ces-ltd.com](mailto:cgaddes@ces-ltd.com)>; [kbryers@ces-ltd.com](mailto:kbryers@ces-ltd.com)  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00DtOGzXt.\_500t0iT4UU:ref ]

External Email!



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

**CASE ID:** 00672275

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45229

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** [REDACTED] (Duke)

**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,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

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

2. If the solicitation was completed by a third party vendor, which vendor.
3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
4. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
5. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
6. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
7. 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**

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Service Monitoring and Enforcement Department  
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## **Email Text Version:**

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Have a great day.

Thank you,  
Alexsa

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Sent: Tuesday, April 13, 2021 8:17 AM  
To: Alexa Torres <atorres@greenchoiceenergy.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good morning Alexa,

Please provide an update to the follow up conversation that you and I had on April 7, 2021.

Thank you,

Shawn

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To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>;  
btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
Cc: dexter@greenchoiceenergy.com<mailto:dexter@greenchoiceenergy.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Ms. Thompson –

I hope you had a nice weekend.

The new total is \$646.07. The difference for \$17.24 will be sent via check within 10 business days. Please see attached PTC refund sheet.

Thanks,  
Alexsa Torres

[Logo, company name Description automatically generated]  
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8/27/2020	
5.46	
9/27/2020	
9/28/2020	
5.26	
10/26/2020	
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5.23 12/30/2020  
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5.12 1/31/2021

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Good Afternoon,

RPA agrees to the rerate.

The difference is \$628.83. [REDACTED] will receive a check within 10 business days.

I've attached the breakdown.

Please let me know if you have any questions.

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Cc: Alexa Torres  
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Please provide an update.

Thank you,

Shawn Thompson

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Sent: 3/24/2021 2:20 PM  
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Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

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Customer states that she does not know [REDACTED] and that is not her husband's name. She states that her husband's name was [REDACTED], who is deceased and she lives alone. Customer wants to know if RPA will they give her some money back.

\*\*\* Are you willing to re-rate the customer?

\*\*\* If yes, please provide the detailed calculation on how you determine the refund amount.

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Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [

ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

This is in response to case number 00672275 filed by [REDACTED] on March 12 2021.

RPA's investigation revealed the following:

On December 29, 2019 [REDACTED] enrolled in a variable rate natural gas and electricity supply product with RPA Energy via Door to Door channel.

RPA Energy records show the marketer as TBS, an independent marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Robert Udeagha, Agent 7010. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the TPV and contract in which [REDACTED], who stated he was the account holder's spouse, authorized the enrollment with RPA Energy. A copy of the terms and conditions, the sales presentation along with the contract were sent via text to the customers

phone number at the time of the enrollment transaction. The terms were also mailed along with the Welcome Packet on December 31, 2019.

The enrollment request was sent to Duke via EDI on 1/06/2020. The enrollment accept was received on 01/07/2020 with a service start date of 1/30/2020.

[REDACTED] account was dropped by RPA Energy and will be returned to the utility on February 1, 2021.

There is no early termination fee associated with this product.

The account has been added to RPA Energy's internal Do Not Enroll and Do Not Call Lists

[Logo, company name Description automatically generated]  
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Sent: Friday, March 12, 2021 2:32 PM

To: Caleb Gaddes <cgaddes@ces-ltd.com<mailto:cgaddes@ces-ltd.com>>; kbryers@ces-ltd.com<mailto:kbryers@ces-ltd.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

External Email!

---

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

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

CASE ID: 00672275

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45229

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED] (Duke)

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,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not

know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

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

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E6AWM&from=int]

ref:\_00Dt0GzXt.\_500t0i4UU:ref

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[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E7kZ&from=int]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E8OyF&from=int]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E8XtT&from=int]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E9Jck&from=ext]

**Email Created Date: 4/13/2021 10:33:31 AM**

**Email HTML Version:**

Good morning Alexa,

Notes from our conversation on April 6, 2021.

I called and spoke with Alexa Torres - adv that in her response - she replied that the second refund check amount would be \$17.24 --- adv that I used those same calculations and the refund amount on my calculations is \$34.37 --- she states that she will forward that to her mgr and respond with a follow up email.

Thanks,

Shawn

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 4/13/2021 9:22 AM

**To:** contactthepuco@puco.ohio.gov

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good Morning Ms. Thompson,

I've confirmed that a check in the amount of \$17.13 was mailed to the customer yesterday.

Please let me know if you have any additional questions.

Have a great day.

Thank you,  
Alexsa



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743



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are not the intended recipient, or you have received this email in error, any distribution or copying is prohibited. Please notify the sender and delete this email immediately.

---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Tuesday, April 13, 2021 8:17 AM  
**To:** Alexa Torres <atorres@greenchoiceenergy.com>  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good morning Alexa,

Please provide an update to the follow up conversation that you and I had on April 7, 2021.

Thank you,

Shawn

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]  
**Sent:** 4/5/2021 4:34 PM  
**To:** contactthepuco@puco.ohio.gov; btrombino@greenchoiceenergy.com  
**Cc:** dexter@greenchoiceenergy.com  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Ms. Thompson –

I hope you had a nice weekend.

The new total is \$646.07. The difference for \$17.24 will be sent via check within 10 business days. Please see attached PTC refund sheet.

Thanks,  
Alexa Torres



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

---

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---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Friday, April 2, 2021 3:54 PM  
**To:** btrombino@greenchoiceenergy.com  
**Cc:** Alexsa Torres <atorres@greenchoiceenergy.com>  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon,

I have provided below the price to compare off the customer's Duke bills. Please recalculate the refund amount for the re-rate for this customer with the price to compare that I provided below. Please provide the second refund check amount and when the customer should expect it in the mail.

Thank you,

Shawn Thompson

1/30/2020	5.72 2/27/2020
2/28/2020	5.72 3/29/2020
3/30/2020	5.89 4/28/2020
4/29/2020	5.89 5/28/2020
5/29/2020	5.46 6/28/2020
6/29/2020	5.46 7/28/2020
7/29/2020	5.46 8/26/2020
8/27/2020	5.46



	9/27/2020
	5.26
9/28/2020	10/26/2020
	5.26
10/27/2020	11/29/2020
	5.23
11/30/2020	12/30/2020
	5.12
12/31/2020	1/31/2021

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 4/1/2021 12:12 PM

**To:** contactthepuco@puco.ohio.gov

**Cc:** btrombino@greenchoiceenergy.com

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good Afternoon,

RPA agrees to the rerate.

The difference is \$628.83. [REDACTED] will receive a check within 10 business days.

I've attached the breakdown.

Please let me know if you have any questions.

Thanks,  
Alexsa



www.greenchoiceenergy.com

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---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Thursday, April 1, 2021 10:25 AM  
**To:** btrombino@greenchoiceenergy.com  
**Cc:** Alexsa Torres <atorres@greenchoiceenergy.com>  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good morning,

Please provide an update.

Thank you,

Shawn Thompson

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

**From:** Shawn Thompson [contactthepuco@puc.state.oh.us]  
**Sent:** 3/24/2021 2:20 PM  
**To:** btrombino@greenchoiceenergy.com  
**Cc:** atorres@greenchoiceenergy.com  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon.

Customer states that she does not know [REDACTED] and that is not her husband's name. She states that her husband's name was [REDACTED], who is deceased and she lives alone. Customer wants to know if RPA will they give her some money back.

\*\*\* Are you willing to re-rate the customer?

\*\*\* If yes, please provide the detailed calculation on how you determine the refund amount.

Thank you,

Shawn

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/12/2021 3:25 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

This is in response to case number 00672275 filed by [REDACTED] on March 12 2021.

RPA's investigation revealed the following:

On December 29, 2019 [REDACTED] enrolled in a variable rate natural gas and electricity supply product with RPA Energy via Door to Door channel.

RPA Energy records show the marketer as TBS, an independent marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Robert Udeagha, Agent 7010. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the TPV and contract in which [REDACTED], who stated he was the account holder's spouse, authorized the enrollment with RPA Energy. A copy of the terms and conditions, the sales presentation along with the contract were sent via text to the customers phone number at the time of the enrollment transaction. The terms were also mailed along with the Welcome Packet on December 31, 2019.

The enrollment request was sent to Duke via EDI on 1/06/2020. The enrollment accept was received on 01/07/2020 with a service start date of 1/30/2020.

[REDACTED] account was dropped by RPA Energy and will be returned to the utility on February 1, 2021.

There is no early termination fee associated with this product.

The account has been added to RPA Energy's internal Do Not Enroll and Do Not Call Lists



Alexa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196

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**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Friday, March 12, 2021 2:32 PM  
**To:** Caleb Gaddes <cgaddes@ces-ltd.com>; kbryers@ces-ltd.com  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0i4UU:ref ]

External Email!



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

**CASE ID:** 00672275

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio  
45229

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** [REDACTED] (Duke)

**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,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

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2. If the solicitation was completed by a third party vendor, which vendor.
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7. 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.
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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](http://www.PUCO.ohio.gov)

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ref:\_00Dt0GzXt.\_500t0iT4UU:ref

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**Email Text Version:**

Good morning Alexa,

Notes from our conversation on April 6, 2021.

I called and spoke with Alexa Torres - adv that in her response - she replied that the second refund check amount would be \$17.24 --- adv that I used those same calculations and the refund amount on my calculations is \$34.37 --- she states that she will forward that to her mgr and respond with a follow up email.

Thanks,

Shawn

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

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Sent: 4/13/2021 9:22 AM

To: contactthepuco@puco.ohio.gov

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good Morning Ms. Thompson,

I've confirmed that a check in the amount of \$17.13 was mailed to the customer yesterday.

Please let me know if you have any additional questions.

Have a great day.

Thank you,

Alexsa

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743

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From: Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Tuesday, April 13, 2021 8:17 AM  
To: Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ [ref:\\_00Dt0GzXt.\\_500t0iT4UU:ref](#) ]



Good morning Alexa,

Please provide an update to the follow up conversation that you and I had on April 7, 2021.

Thank you,

Shawn

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

From: Alexa Torres [atorres@greenchoiceenergy.com]

Sent: 4/5/2021 4:34 PM

To: contactthepuco@puco.ohio.gov; btrombino@greenchoiceenergy.com

Cc: dexter@greenchoiceenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Ms. Thompson –

I hope you had a nice weekend.

The new total is \$646.07. The difference for \$17.24 will be sent via check within 10 business days. Please see attached PTC refund sheet.

Thanks,

Alexsa Torres

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres

Sr. Director, Quality & Customer Experience

Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com

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To: btrombino@greenchoiceenergy.com  
Cc: Alexsa Torres <atorres@greenchoiceenergy.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon,

I have provided below the price to compare off the customer's Duke bills. Please recalculate the refund amount for the re-rate for this customer with the price to compare that I provided below. Please provide the second refund check amount and when the customer should expect it in the mail.

Thank you,

Shawn Thompson

1/30/2020

5.72 2/27/2020

2/28/2020

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3/29/2020

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5.89

4/28/2020

4/29/2020

5.89 5/28/2020

5/29/2020

5.46

6/28/2020

6/29/2020

5.46

7/28/2020

7/29/2020

5.46

8/26/2020

8/27/2020

5.46

9/27/2020

9/28/2020

5.26

10/26/2020

10/27/2020

5.26

11/29/2020

11/30/2020

5.23 12/30/2020

12/31/2020

5.12 1/31/2021

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From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 4/1/2021 12:12 PM

To: contactthepuco@puco.ohio.gov

Cc: btrombino@greenchoiceenergy.com

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good Afternoon,

RPA agrees to the rerate.

The difference is \$628.83. [REDACTED] will receive a check within 10 business days.

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Alexsa

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Alexsa Torres  
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Cc: Alexsa Torres <[atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good morning,

Please provide an update.

Thank you,

Shawn Thompson

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Sent: 3/24/2021 2:20 PM  
To: btrombino@greenchoiceenergy.com  
Cc: atorres@greenchoiceenergy.com  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

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Customer states that she does not know [REDACTED] and that is not her husband's name. She states that her husband's name was [REDACTED], who is deceased and she lives alone. Customer wants to know if RPA will they give her some money back.

\*\*\* Are you willing to re-rate the customer?

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Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

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RPA Energy records show the marketer as TBS, an independent marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Robert Udeagha, Agent 7010. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the TPV and contract in which [REDACTED], who stated he was the account holder's spouse, authorized the enrollment with RPA Energy. A copy of the terms and conditions, the sales presentation along with the contract were sent via text to the customers phone number at the time of the enrollment transaction. The terms were also mailed along with the Welcome Packet on December 31, 2019.

The enrollment request was sent to Duke via EDI on 1/06/2020. The enrollment accept was received on 01/07/2020 with a service start date of 1/30/2020.

[REDACTED] account was dropped by RPA Energy and will be returned to the utility on February 1, 2021.

There is no early termination fee associated with this product.

The account has been added to RPA Energy's internal Do Not Enroll and Do Not Call Lists

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

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From: Shawn Thompson <contactthepuco@puc.state.oh.us>  
Sent: Friday, March 12, 2021 2:32 PM  
To: Caleb Gaddes <cgaddes@ces-ltd.com>; kbryers@ces-ltd.com  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

External Email!

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00672275

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45229

AIQ: RPA Energy, Inc



SERVICE ACCOUNT NUMBER: [REDACTED] (Duke)

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,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

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

If the solicitation was completed by a third party vendor, which vendor.

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

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

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

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

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

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

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

Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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.\_500t0iT4UU:ref

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**Email Created Date: 4/13/2021 12:19:36 PM**

**Email HTML Version:**

Good Afternoon Ms. Thompson,

Yes, the \$17.13 was the difference.

When I spoke with the Customer Experience Manager he confirmed that the \$17.24 was already added to the initial refund.

$\$17.13 + \$17.24 = \$34.37$ .

The total refund for both checks together equals \$663.34.

I hope this helps clarify everything.

Thank you,  
Alexsa



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>  
**Sent:** Tuesday, April 13, 2021 10:34 AM  
**To:** Alexa Torres <atorres@greenchoiceenergy.com>  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good morning Alexa,

Notes from our conversation on April 6, 2021.

I called and spoke with Alexa Torres - adv that in her response - she replied that the second refund check amount would be \$17.24 --- adv that I used those same calculations and the refund amount on my calculations is \$34.37 --- she states that she will forward that to her mgr and respond with a follow up email.

Thanks,

Shawn

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

**From:** Alexa Torres [atorres@greenchoiceenergy.com]  
**Sent:** 4/13/2021 9:22 AM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good Morning Ms. Thompson,

I've confirmed that a check in the amount of \$17.13 was mailed to the customer yesterday.

Please let me know if you have any additional questions.

Have a great day.

Thank you,  
Alexsa



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
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---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Tuesday, April 13, 2021 8:17 AM  
**To:** Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good morning Alexsa,

Please provide an update to the follow up conversation that you and I had on April 7, 2021.

Thank you,

Shawn

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

**From:** Alexsa Torres [[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)]  
**Sent:** 4/5/2021 4:34 PM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov); [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Cc:** [dexter@greenchoiceenergy.com](mailto:dexter@greenchoiceenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Ms. Thompson –

I hope you had a nice weekend.

The new total is \$646.07. The difference for \$17.24 will be sent via check within 10 business days. Please see attached PTC refund sheet.

Thanks,  
Alexsa Torres



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
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---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Friday, April 2, 2021 3:54 PM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Cc:** Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00DtOGzXt.\_500t0iT4UU:ref ]

Good afternoon,

I have provided below the price to compare off the customer's Duke bills. Please recalculate the refund amount for the re-rate for this customer with the price to compare that I provided below. Please provide the second refund check amount and when the customer should expect it in the mail.

Thank you,

Shawn Thompson

1/30/2020	5.72 2/27/2020
2/28/2020	5.72 3/29/2020
3/30/2020	5.89 4/28/2020
4/29/2020	5.89 5/28/2020
5/29/2020	5.46 6/28/2020

6/29/2020	5.46 7/28/2020
7/29/2020	5.46 8/26/2020
8/27/2020	5.46 9/27/2020
9/28/2020	5.26 10/26/2020
10/27/2020	5.26 11/29/2020
11/30/2020	5.23 12/30/2020
12/31/2020	5.12 1/31/2021

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

**From:** Alexsa Torres [atorres@greenchoiceenergy.com]

**Sent:** 4/1/2021 12:12 PM

**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

**Cc:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)

**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good Afternoon,

RPA agrees to the rerate.

The difference is \$628.83. [REDACTED] will receive a check within 10 business days.

I've attached the breakdown.

Please let me know if you have any questions.

Thanks,  
Alexsa



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

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---

**From:** Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Thursday, April 1, 2021 10:25 AM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Cc:** Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good morning,

Please provide an update.

Thank you,

Shawn Thompson

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

**From:** Shawn Thompson [[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)]  
**Sent:** 3/24/2021 2:20 PM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Cc:** [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon.

Customer states that she does not know [REDACTED] and that is not her husband's name. She states that her husband's name was [REDACTED], who is deceased and she lives alone. Customer wants to know if RPA will they give her some money back.

\*\*\* Are you willing to re-rate the customer?

\*\*\* If yes, please provide the detailed calculation on how you determine the refund amount.

Thank you,



Shawn

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

**From:** Alexsa Torres [atorres@greenchoiceenergy.com]

**Sent:** 3/12/2021 3:25 PM

**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref: \_00Dt0GzXt.\_500t0iT4UU:ref ]

This is in response to case number 00672275 filed by [REDACTED] on March 12 2021.

RPA's investigation revealed the following:

On December 29, 2019 [REDACTED] enrolled in a variable rate natural gas and electricity supply product with RPA Energy via Door to Door channel.

RPA Energy records show the marketer as TBS, an independent marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Robert Udeagha, Agent 7010. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the TPV and contract in which [REDACTED], who stated he was the account holder's spouse, authorized the enrollment with RPA Energy. A copy of the terms and conditions, the sales presentation along with the contract were sent via text to the customers phone number at the time of the enrollment transaction. The terms were also mailed along with the Welcome Packet on December 31, 2019.

The enrollment request was sent to Duke via EDI on 1/06/2020. The enrollment accept was received on 01/07/2020 with a service start date of 1/30/2020.

[REDACTED] account was dropped by RPA Energy and will be returned to the utility on February 1, 2021.

There is no early termination fee associated with this product.

The account has been added to RPA Energy's internal Do Not Enroll and Do Not Call Lists



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
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**Sent:** Friday, March 12, 2021 2:32 PM

**To:** Caleb Gaddes <[cgaddes@ces-ltd.com](mailto:cgaddes@ces-ltd.com)>; [kbryers@ces-ltd.com](mailto:kbryers@ces-ltd.com)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

**External Email!**



**Public Utilities  
Commission**

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

**CASE ID:** 00672275

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Cincinnati, Ohio 45229

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:** [REDACTED] (Duke)

**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,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give

them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

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

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ref:\_00Dt0GzXt.\_500t0iT4UU:ref

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#### **Email Text Version:**

Good Afternoon Ms. Thompson,

Yes, the \$17.13 was the difference.

When I spoke with the Customer Experience Manager he confirmed that the \$17.24 was already added to the initial refund.

$\$17.13 + \$17.24 = \$34.37$ .

The total refund for both checks together equals \$663.34.

I hope this helps clarify everything.

Thank you,  
Alexsa

[Logo, company name Description automatically generated]  
[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)<<http://www.greenchoiceenergy.com/>>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743

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From: Shawn Thompson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Tuesday, April 13, 2021 10:34 AM  
To: Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good morning Alexsa,

Notes from our conversation on April 6, 2021.

I called and spoke with Alexa Torres - adv that in her response - she replied that the second refund check amount would be \$17.24 --- adv that I used those same calculations and the refund amount on my calculations is \$34.37 --- she states that she will forward that to her mgr and respond with a follow up email.

Thanks,

Shawn

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

From: Alexa Torres [atorres@greenchoiceenergy.com]

Sent: 4/13/2021 9:22 AM

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

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good Morning Ms. Thompson,

I've confirmed that a check in the amount of \$17.13 was mailed to the customer yesterday.

Please let me know if you have any additional questions.

Have a great day.

Thank you,  
Alexsa

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com/>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>  
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<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
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From: Shawn Thompson  
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To: Alexsa Torres  
<[atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)<<mailto:atorres@greenchoicenergy.com>>>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good morning Alexsa,

Please provide an update to the follow up conversation that you and I had on April 7, 2021.

Thank you,

Shawn

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

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Sent: 4/5/2021 4:34 PM  
To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)<<mailto:contactthepuco@puco.ohio.gov>>;  
[btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)<<mailto:btrombino@greenchoicenergy.com>>  
Cc: [dexter@greenchoicenergy.com](mailto:dexter@greenchoicenergy.com)<<mailto:dexter@greenchoicenergy.com>>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Ms. Thompson –

I hope you had a nice weekend.

The new total is \$646.07. The difference for \$17.24 will be sent via check within 10 business days. Please see attached PTC refund sheet.

Thanks,  
Alexsa Torres

[Logo, company name Description automatically generated]  
[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)<<http://www.greenchoiceenergy.com/>>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

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Cc: Alexsa Torres  
<[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)<<mailto:atorres@greenchoiceenergy.com>>>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]



Good afternoon,

I have provided below the price to compare off the customer's Duke bills. Please recalculate the refund amount for the re-rate for this customer with the price to compare that I provided below. Please provide the second refund check amount and when the customer should expect it in the mail.

Thank you,

Shawn Thompson

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4/28/2020  
4/29/2020  
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11/29/2020  
11/30/2020  
5.23 12/30/2020

12/31/2020  
5.12 1/31/2021

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

From: Alexa Torres [atorres@greenchoiceenergy.com]  
Sent: 4/1/2021 12:12 PM  
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>  
Cc: btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good Afternoon,

RPA agrees to the rerate.

The difference is \$628.83. [REDACTED] will receive a check within 10 business days.

I've attached the breakdown.

Please let me know if you have any questions.

Thanks,  
Alexsa

[Logo, company name Description automatically generated]  
[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com/)<<http://www.greenchoiceenergy.com/>>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<<https://www.facebook.com/GreenChoiceEnergy/>> [linkedin icon]  
<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoicenergy/>>

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From: Shawn Thompson  
<[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)><<mailto:contactthepuco@puc.state.oh.us>>>  
Sent: Thursday, April 1, 2021 10:25 AM  
To: [btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)<<mailto:btrombino@greenchoicenergy.com>>  
Cc: Alexa Torres  
<[atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)><<mailto:atorres@greenchoicenergy.com>>>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good morning,

Please provide an update.

Thank you,

Shawn Thompson

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

From: Shawn Thompson [[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)]  
Sent: 3/24/2021 2:20 PM  
To: [btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)<<mailto:btrombino@greenchoicenergy.com>>  
Cc: [atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)<<mailto:atorres@greenchoicenergy.com>>  
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

Good afternoon.

Customer states that she does not know [REDACTED] and that is not her husband's name. She states that her husband's name was [REDACTED], who is deceased and she lives alone. Customer wants to know if RPA will they give her some money back.

\*\*\* Are you willing to re-rate the customer?

\*\*\* If yes, please provide the detailed calculation on how you determine the refund amount.

Thank you,

Shawn

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

From: Alexa Torres [atorres@greenchoiceenergy.com]

Sent: 3/12/2021 3:25 PM

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

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [

ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

This is in response to case number 00672275 filed by [REDACTED] Johnson on March 12 2021.

RPA's investigation revealed the following:

On December 29, 2019 [REDACTED] enrolled in a variable rate natural gas and electricity supply product with RPA Energy via Door to Door channel.

RPA Energy records show the marketer as TBS, an independent marketing vendor performing sales on behalf of RPA Energy, and the salesperson as Robert Udeagha, Agent 7010. It is RPA Energy's understanding that this vendor is only performing sales for RPA Energy.

I've attached the TPV and contract in which [REDACTED], who stated he was the account holder's spouse, authorized the enrollment with RPA Energy. A copy of the terms and conditions, the sales presentation along with the contract were sent via text to the customers

phone number at the time of the enrollment transaction. The terms were also mailed along with the Welcome Packet on December 31, 2019.

The enrollment request was sent to Duke via EDI on 1/06/2020. The enrollment accept was received on 01/07/2020 with a service start date of 1/30/2020.

██████████ account was dropped by RPA Energy and will be returned to the utility on February 1, 2021.

There is no early termination fee associated with this product.

The account has been added to RPA Energy's internal Do Not Enroll and Do Not Call Lists

[Logo, company name Description automatically generated]  
[www.greenchoicenergy.com](http://www.greenchoicenergy.com)<<http://www.greenchoicenergy.com>>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
M: (845) 596-8196  
E: [atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)<<mailto:atorres@greenchoicenergy.com>>  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<<https://www.facebook.com/GreenChoiceEnergy/>> [linkedin icon]  
<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoicenergy/>>

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From: Shawn Thompson

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

Sent: Friday, March 12, 2021 2:32 PM

To: Caleb Gaddes <cgaddes@ces-ltd.com<mailto:cgaddes@ces-ltd.com>>; kbryers@ces-ltd.com<mailto:kbryers@ces-ltd.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00672275 [ref:\_00Dt0GzXt.\_500t0iT4UU:ref ]

External Email!

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

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

CASE ID: 00672275

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45229

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER: [REDACTED] (Duke)

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,

This customer has contacted the PUCO regarding their enrollment with your company. Caller states that this is the second time RPA Energy did this to her, just add themselves to her bill. Caller states that she did not talk to them or give them information. She states that this happened the first time (last year). She states that she only wants Duke Energy and does not

know how they keep getting on her bill. Caller states that she is the only one that lives in the apartment and she knows that she did not talk to them. She states that during the call, they kept asking for her account number and she states that she hung up and does not want them

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which vendor.
3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
4. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
5. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
6. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
7. 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](http://www.PUCO.ohio.gov)<<https://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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[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E9M5y&from=ext]



## Case Images

Created Date	Images
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3/12/2021 3:26:07 PM	
3/12/2021 3:26:07 PM	
3/24/2021 2:20:34 PM	
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**RPA ENERGY, INC.**  
**OHIO ELECTRICITY AND NATURAL GAS SUPPLY**  
**VARIABLE PRICE CONTRACT TERMS AND CONDITIONS**

Customer Name: [REDACTED]	Single Bill: <input checked="" type="checkbox"/>
Address: [REDACTED]	Address cont'd: CINCINNATI, OH, 45229
Contact Name: [REDACTED]	Contact Tel. #: [REDACTED]
Email:	Date: 12-29-2019
Electric Utility (EDU): Duke Energy	Electric Utility Account Number: [REDACTED]
Natural Gas Utility (LDC): Duke Energy	Natural Gas Utility Account Number: [REDACTED]

 Customer Signature	 Customer Print Name/Title	<u>12-29-2019</u> Date
 Sales Representative Signature	<u>Robert Udeagha</u> Sales Representative Print Name	<u>7010</u> Sales Representative ID #

TPV Confirmation #
[REDACTED]

**Background**

This is an agreement between RPA Energy, Inc. (“RPA”), a competitive retail electricity and natural gas supplier, and the undersigned customer (“Customer” or “You”) under which Customer shall obtain electricity generation supply and natural gas service and begin enrollment with RPA (the “Agreement”). RPA is certified by the Public Utilities Commission of Ohio to offer electricity generation and natural gas supply service in Ohio. Our PUCO certificate number for electricity supply is 16-1129E (2)Our PUCO certificate number for natural gas supply is 16-532G(1).

You will continue to receive your bill from your Electric Distribution Utility (EDU) for all electricity supply and delivery charges and one bill from your Natural Gas Company (LDC) for all natural gas supply and delivery charges. Your EDU and LDC will continue to provide all emergency repairs and services. RPA is not affiliated with and does not represent your EDU or LDC.

**1. Agreement to Sell and Purchase Electricity and Natural Gas.** Subject to the terms and conditions of this Agreement, RPA agrees to sell and facilitate delivery of the quantity of electricity necessary to meet Customer’s requirements based upon consumption data obtained by RPA from the EDU, and the quantity of natural gas necessary to meet Customer’s requirements based upon consumption data obtained by RPA from the LDC. The EDU will continue to deliver the electricity supplied by RPA, and the LDC will continue to deliver the natural gas supplied by RPA.

**2. Customer Acknowledgements** – Customer acknowledges the following: That any sales representative with whom Customer has spoken represents RPA, and is not from the EDU or LDC; and that you are the Customer whose name is on the account, the spouse of the account holder, or over 18 and authorized to make decisions concerning the account.

**3. Right of Rescission - Your EDU will send you a notice to confirm your choice of RPA. You may cancel your electricity Agreement with no penalty within seven calendar days after your EDU sends your enrollment confirmation by contacting your EDU. Your LDC will send you a notice to confirm your choice of RPA. You may cancel your gas Agreement with no penalty within seven business days after your LDC sends your enrollment confirmation by contacting your LDC.**

**4. Term** - This Agreement shall commence as of the date enrollment with RPA is deemed effective by the EDU and/or LDC. This Agreement shall continue on a month to month basis until terminated by either party. If a customer switches back to the electric utility, they may or may not be served under the same rates, terms and conditions that apply to other customers served by the electric utility. Your contract term will start at the next available meter read date after processing of the request by the electric utility and RPA. Customer may terminate this agreement at any time with no fee or penalty. A customer has the right to terminate the electricity contract without penalty if customer moves outside of RPA’s service area or into an area where RPA charges a different price. A customer has a right to terminate the gas contract without penalty in the event the customer relocates outside the service territory of the incumbent natural gas company or within the service territory of an incumbent natural gas company that does not permit portability of the contract. The gas contract automatically terminates if any of the following occurs: 1) the requested service location is not served by the incumbent natural gas company. 2) the customer moves outside the incumbent natural gas company service area or to an area not served by RPA, or 3) RPA returns the customer to the incumbent natural gas company’s applicable tariff service.

**5. Price** – This is a variable price agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and RPA's costs, expenses and margins. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and RPA’s costs, expenses and margins. Our price does not include Distribution Utility service and other Utility-related charges. There is no cap on your variable prices for electricity or natural gas, and there is no limit on how much the prices may increase or decrease from one billing cycle to the next. RPA does not offer budget billing for the supply portion of the bill. Customer’s electricity and natural gas utility may charge switching fees under its tariff. Customers can call RPA at 1-800-685-0960 or visit our website at [www.RPA-energy.com](http://www.RPA-energy.com) for current variable pricing and the previous 24 months’ average billed historical prices (or as many months of data as is available to date, up to 24 months). Customer has the right to request from RPA, twice within a twelve-month period, up to twenty four months of the customer’s payment history without

charge. *Please note that historical prices are not indicative of present or future pricing.*

**6. Billing and Payment** - Customer will receive a single bill from the EDU which will include both the EDU's distribution charges and RPA's charges for electricity supply. Your EDU maintains the right to terminate service for any unpaid utility or supplier charges, pursuant to the regulations of PUCO. Customer will receive a single bill from the LDC which will include both the LDC's distribution charges and RPA's charges for natural gas supply. Your LDC maintains the right to terminate service for any unpaid utility or supplier charges, pursuant to the regulations of PUCO and appropriate tariffs. Billing cycle is at a minimum 25 days. Bills not paid in full by the due date will incur a late payment fee on unpaid balances in accordance with Customer's local utility's billing policies. If Customer is exempt from such taxes, Customer is responsible for requesting any exemption from the collection of the taxes by filing appropriate documentation with RPA.

**7. Cancellation-** Customer may terminate this agreement at any time without penalty by contacting the RPA Customer Service Department at 1-800-685-0960 between 8:30 a.m. – 6 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: WeWork c/o RPA Energy Inc. 368 9th Ave., New York, NY 10001; or by e-mailing us at [info@RPAenergy.com](mailto:info@RPAenergy.com). RPA may cancel this agreement at any time upon providing 14 days written notice to Customer. Common reasons for RPA to cancel this agreement would include: Non-Payment – If your electricity or natural gas service is terminated by your EDU or LDC, then this agreement is cancelled on the date that your service is terminated. You will owe us for amounts unpaid for our charges for electricity or natural gas supply up to the date of termination. Customer Move – If the customer moves from the address listed above, this agreement is cancelled. If we cancel this agreement for any reason other than for customer non-payment, we will follow applicable rules in providing notice to you.

**8. Entire Agreement** - This Agreement, and any attached enrollment form, makes up the entire Agreement between Customer and RPA. RPA makes no representations other than those expressly set forth in this Agreement. RPA provides and Customer receives no warranties, express or implied, statutory, or otherwise and RPA specifically disclaims any warranty of merchantability or fitness for a particular purpose. If, due to market conditions, RPA wishes to lower prices under your existing contract, RPA may do so without consent, provided there are no other changes to the terms and conditions.

**9. Force Majeure** - In the event that either party is rendered unable, wholly or in part, to perform that party's obligations under this Agreement due to events not reasonably anticipated or within either party's control, such as, but not limited to, acts of God, curtailment by Customer's EDU or LDC, etc., the Parties agree that such nonperformance shall be excused for the duration of the event which caused it. Should the parties have cause to claim force majeure, the claiming party will notify the other party, in writing, of the cause(s) of such event, the anticipated duration of non-performance and the remedies being taken to eliminate the cause. Financial obligations relating to payment for or delivery of electricity or natural gas under this Agreement cannot be cause for claiming force majeure and obligations cannot be excused as a result of a force majeure event.

**10. Liability** - Our liability shall be limited to direct actual damages only, which will not exceed the amount of your single largest monthly invoice during the preceding 12 months. All other remedies at law or in equity are hereby waived. In no event shall we be liable for any punitive, incidental, consequential, exemplary, indirect, third-party claims, lost profits or other damages whether based on contract, warranty, tort, negligence, strict liability or otherwise any cause of action or claim for any liability, arising from a breach of this Agreement.

**11. Dispute Resolution** - In the event of a billing dispute or a disagreement involving RPA's service hereunder, the parties will use their best efforts to resolve the dispute. Customer should contact RPA by telephone or in writing as provided above. If your complaint is not resolved after you have called RPA, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

**12. Assignment** - You may not assign this Agreement, in whole or in part, or any of your rights or obligations without RPA's prior written consent. We may, upon thirty days prior notice and without your consent: (a) transfer, sell, pledge, encumber or assign this Agreement or the accounts, revenues or proceeds in connection with any financial or billing services agreement; or (b) transfer or assign this Agreement any other approved supplier authorized by the PUCO. This Agreement shall be binding on each party's successors and legal assigns.

**13. Governing Law** - This Agreement is governed by the laws of the state of Ohio. This Agreement is subject to present and future legislation, orders, rules, regulations or decisions of a duly constituted governmental authority having jurisdiction over this agreement or the services to be provided hereunder. If at some future date there is a change in any law, rule, regulation or tariff whereby RPA is prevented, prohibited or frustrated from carrying out the terms of the Agreement, RPA may terminate this contract at its sole discretion.

**14. WAIVER OF JURY TRIAL.** ALL CLAIMS AND DISPUTES ARISING UNDER OR RELATING TO THIS AGREEMENT ARE TO BE SETTLED BY A COURT IN THE STATE OF OHIO OR ANOTHER LOCATION MUTUALLY AGREEABLE TO THE PARTIES BY A TRIAL BEFORE A JUDGE AND THE PARTIES WAIVE THE RIGHT TO A JURY TRIAL. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM ARISING UNDER OR RELATING TO THIS AGREEMENT.

**15. Information Release Authorization** - Customer authorizes RPA to obtain and review the following information from the EDU and LDC: consumption history; billing determinants; and account number. This information may be used by RPA to determine whether it will commence and/or continue to provide energy supply service to Customer. The information referenced in this paragraph will not be disclosed to a third party unless required by law. RPA will not disclose a customer's Social Security number and/or account number without the customer's consent except for RPA'S own collections and credit reporting, participation in programs funded by the universal service fund pursuant to Section 4928.52 of the Ohio Revised Code, or assigning a customer contract to another CRES provider. Customer's execution of this Agreement shall constitute authorization for the release of this information to RPA. The customer's Social Security number, account number(s) or any customer information will not be released without the customer's express written consent except in accordance with rules 4901:1-28-04 and 4901:1-29-09 of the Administrative Code. This authorization will remain in effect during the Initial Term and any Renewal Term. Customer may rescind this authorization at any time by providing written notice thereof to RPA or by calling RPA. RPA reserves the right to cancel this Agreement in the event Customer rescinds the authorization.

**16. Emergency Services** - In the event of an electricity or natural gas emergency or service interruption, contact your EDU or LDC.

**17. Notices** RPA will provide you with a written notice prior to terminating this Agreement or a change in terms.

**18. Miscellaneous** – If you change your energy supplier, your EDU or LDC may apply a switching fee. If you return to your EDU or LDC after switching to a retail energy service provider, you may or may not be served under the same price, terms and conditions. Information regarding the generation sources and environmental characteristics of the electricity supplied by RPA is available at [www.RPA-energy.com](http://www.RPA-energy.com).

## Contact Information

**Supplier Information: RPA Energy**, 1-800-685-0960 between 8:30 a.m. – 6 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: WeWork c/o RPA Energy Inc. 368 9th Ave., New York, NY 10001; **Web** [www.RPA-energy.com](http://www.RPA-energy.com)





**100% GREEN PRODUCT** - CLEAN ENERGY - NO  
ENROLLMENT FEES - CANCEL AT ANY TIME

\*RPA ENERGY IS AN INDEPENDENT SELLER OF ELECTRIC POWER AND ENERGY CERTIFIED BY THE COMMISSION,  
AND NOT REPRESENTING, ENDORSED BY, OR ACTING ON BEHALF OF THE ELECTRIC UTILITY OR ELECTRIC UTILITY  
PROGRAM, A CONSUMER BODY OR CONSUMER BODY PROGRAM, OR GOVERNMENTAL BODY OR GOVERNMENT  
BODY PROGRAM.



# 100% RENEWABLE ENERGY FROM SOLAR, WIND & HYDRO

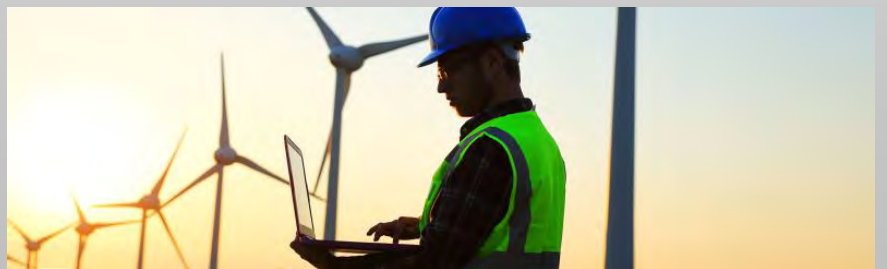
- **RPA ENERGY** IS TAKING A VERY PROACTIVE APPROACH BY ENSURING THAT 100% OF OUR CUSTOMER'S ENERGY IS PROVIDED BY RENEWAL RESOURCES \*THE RENEWABLE ENERGY PRODUCT YOU ARE PURCHASING IS SOURCED WITH 100% NATIONAL WIND IN THE FORM OF RENEWABLE ENERGY CERTIFICATES.
- THIS WILL NOT CHANGE THE WAY YOUR ENERGY IS DELIVERED, BUT YOU CAN HAVE PEACE OF MIND KNOWING THAT IT WAS GENERATED FREE OF ANY FOSSIL FUELS. WE CARE AS MUCH ABOUT THIS PLANET AS YOU DO!
- **RPA ENERGY** OFFERS TOP NOTCH CUSTOMER SERVICE. WE OFFER A VARIETY OF PRICING OPTIONS FOR ELECTRICITY, NATURAL GAS, AND GREEN ENERGY PRODUCTS FOR YOUR HOME.

## VARIABLE RATE PLAN

- THIS PLAN OFFERS THE ULTIMATE IN FLEXIBILITY, GIVING YOU THE BENEFIT OF HIGHLY COMPETITIVE PRICING, AND OUR WHOLESALE BUYING CAPABILITIES. WITH THIS PLAN, YOUR VARIABLE RATE WILL FLUCTUATE MONTHLY BASED ON MARKET CONDITIONS WHILE YOU MAINTAIN THE ABILITY TO LOCK INTO A FIXED RATE AT ANY TIME.
- TERMS ARE MONTH TO MONTH – YOU MAY CANCEL AT ANY TIME.
- NO EARLY TERMINATION FEES.
- \$5 MONTHLY CUSTOMER SERVICE CHARGE.
- PLEASE NOTE: YOUR LOCAL UTILITY WILL CONTINUE TO READ YOUR METERS, BILL YOU, DELIVER YOUR ENERGY AND RESPOND TO ANY EMERGENCIES YOU MAY HAVE.



## CUSTOMER INCENTIVES



- \$25 RESTAURANT.COM GIFT CARD AFTER 3 MONTHS OF UNINTERRUPTED SERVICES.
- POWER PERKS PROGRAM- RECEIVE ONE “POINT” FOR EACH KWH OF ENERGY USED, TO BE REDEEMED FOR PRIZES SUCH AS, JEWELRY, ELECTRONICS AND MORE!
- FIXED RATE -THIS PRICING OPTION IS DESIGNED TO PROTECT CUSTOMERS FROM A RISING MARKET, AND FOR CUSTOMERS WHO NEED PRICE CERTAINTY TO MANAGE THEIR ENERGY BUDGET.
- 10% CASHBACK ON THE HIGHEST SUPPLY PORTION OF YOUR 12-MONTH BILL.

POWER PERKS INCENTIVES

ELECTRONICS



Hewlett-Packard  
HP X2000 Wireless Mouse



Sony  
Wired Sound Isolating Earbuds White



iLuv  
Qi Certified 5W Wireless Charger Black



iLuv  
iLuv Shower Bluetooth Wireless Speaker



As Seen on TV  
Clear TV X-72 Antenna



Polaroid  
Polaroid ZINK Paper for Snap Cameras & Zip Printers



iLuv  
3ft Lightning Charge & Sync Cable

KITCHEN & HOME



Cassville  
Wine glasses set



KitchenAid  
KitchenAid Custom Metallic Series 5 Qt. Tilt-Head Stand Mixer



Solima  
Cutlery set



Lifelong  
Mixer / Grinder



Philips  
Steam iron



Orpat  
Hand blender

GO EXPLORE



Rewardian Experiences  
Skydiving Dallas - 10,000ft Jump (Closest Dropzone to Dallas)  
Adult



Rewardian Experiences  
Whitewater Rafting Seattle, Tilton River - Half Day - 1 Adult



Rewardian Experiences  
NASCAR Ride, 3 Laps - Texas Motor Speedway - 1 Adult



Rewardian Experiences  
Hang Gliding New York - 2,500ft Flight - 1 Adult



Rewardian Experiences  
Ziplining Orlando, Thrill Pack - 2 Hours 30 Minutes  
1 Adult



# RELIABLE CUSTOMER SUPPORT

AVAILABLE 9 AM – 5PM EST,  
MONDAY – FRIDAYS @ 800.685.0960

**SPANISH SPEAKING REPRESENTATIVES**

VISIT US @ [WWW.RPA-ENERGY.COM](http://WWW.RPA-ENERGY.COM)

## **UTILITY AND CUSTOMER SERVICE PHONE NUMBERS BY STATE:**

**IL:** COMED 800.334.7661 NICOR 888.642.6748

*\*ILLINOIS CUSTOMERS ONLY\* THE ICC'S PHONE NUMBER IS: 800.524.0795*

**MD:** BG&E 800.685.0123

**NJ:** PSE&G 800.436.7734

**OH:** DUKE 800.634.4300

**PA:** PECO 800.494.4000 PP&L 800.358.6623 UGI: 800.276.2722





[REDACTED]  
[REDACTED]  
Cincinnati, OH 45229

Account #: [REDACTED]

Dear [REDACTED]:

On behalf of everyone at RPA Energy, we would like to thank you for participating in the Retail Choice Program and welcome you as our newest customer. We look forward to providing you with exceptional value and service.

Being a customer with us has never been better or easier:

- There is no change in delivery service

- You will receive only one bill from your Utility Company

- At least 30% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator

- There is no cost to enroll with RPA Energy

Your Utility Company will continue to provide your delivery services, including meter readings, billing, and payments. You will continue to receive one bill from your Utility Company; our supply charges will be noted separately on that bill. In the event of an emergency, your Utility Company should still be contacted directly.

Again, welcome to RPA Energy. If you have any questions, don't hesitate to contact one of our customer service representatives at 1-800-685-0960. We also invite you to check out our website at [www.rpaenergy.com](http://www.rpaenergy.com).

Welcome aboard!

Tanya Jackson

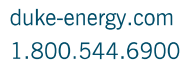
**Tanya Jackson**

Account Services

	Service End	Usage	RPA Rate	RPA Supply Charge	PTC
1/30/2020	2/27/2020	982	\$ 0.06	\$56.13	\$ 0.06
2/28/2020	3/29/2020	647	\$ 0.12	\$80.77	\$ 0.06
3/30/2020	4/28/2020	434	\$ 0.13	\$56.20	\$ 0.06
4/29/2020	5/28/2020	361	\$ 0.13	\$46.75	\$ 0.06
5/29/2020	6/28/2020	715	\$ 0.13	\$92.59	\$ 0.06
6/29/2020	7/28/2020	840	\$ 0.13	\$108.78	\$ 0.06
7/29/2020	8/26/2020	635	\$ 0.13	\$82.45	\$ 0.06
8/27/2020	9/27/2020	651	\$ 0.13	\$84.53	\$ 0.06
9/28/2020	10/26/2020	318	\$ 0.13	\$41.29	\$ 0.06
10/27/2020	11/29/2020	642	\$ 0.13	\$83.37	\$ 0.06
11/30/2020	12/30/2020	1017	\$ 0.13	\$163.61	\$ 0.06
12/31/2020	1/31/2021	1124	\$ 0.13	\$145.95	\$ 0.05
				\$0.00	
				\$1,042.42	

Utility Supply Charge	Supply Difference	Monthly Fee	Total Difference
\$ 56.13	\$ -	\$ 5.00	
\$ 36.94	\$ 43.83	\$ 5.00	
\$ 24.78	\$ 31.42	\$ 5.00	
\$ 20.61	\$ 26.14	\$ 5.00	
\$ 40.83	\$ 51.76	\$ 5.00	
\$ 47.96	\$ 60.82	\$ 5.00	
\$ 36.26	\$ 46.19	\$ 5.00	
\$ 37.17	\$ 47.36	\$ 5.00	
\$ 18.16	\$ 23.14	\$ 5.00	
\$ 36.66	\$ 46.71	\$ 5.00	
\$ 58.07	\$ 105.54	\$ 5.00	
\$ 60.02	\$ 85.93	\$ 5.00	
<b>Utility Supply Charge Total</b>	<b>Total Diff</b>		
\$ 473.60	\$ 568.83	\$ 60.00	\$ 628.83



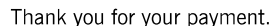


## page 1 of 3

31 days

Account number

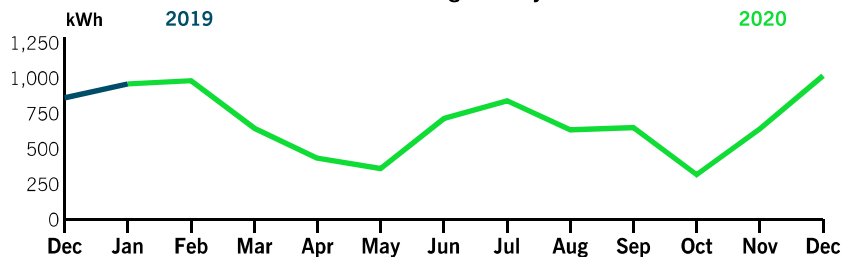
Previous amount due	\$124.93
<i>Payment received Dec 21</i>	-126.00
RPA Energy, Inc	
Electric Generation Supply	136.70
Electric Delivery	61.43
<b>Total amount due Jan 27</b>	<b>\$197.06</b>



Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

Help neighbors struggling to pay their energy bills with a gift to HeatShare. Duke Energy gives \$100,000 each year and matches donations up to \$100,000. Learn more at [duke-energy.com/OhioShare](http://duke-energy.com/OhioShare).

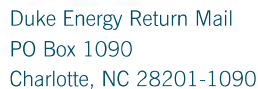
## Electric usage history



	Current Month	Dec 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,017	861	8,202	684
12-month usage based on most recent history				

**Mail your payment at least 7 days before the due date** or pay instantly at [duke-energy.com/billing](http://duke-energy.com/billing). Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.



Account number

## Amount due

**\$197.06**  
*by Jan 27*

After Jan 27, the amount due will increase to \$200.02.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with **Amount enclosed**  
a contribution to HeatShare.

CINCINNATI OH 45229-2367

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

99040500414440000220000000000000000001981300000197060



## We're here for you

### Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

### Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)

Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puco.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
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## Important to know

### Your next meter reading: Feb 1

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

### Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

### Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contacts provided.

### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

### Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



## Your usage snapshot - continued

Current electric usage for meter number [REDACTED]	
Actual reading on Dec 31	85579
Previous reading on Nov 30	- 84562
Energy used	1,017 kWh
kWh Usage	1,017



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

## Billing details - Electric

Meter [REDACTED]	
Rate RS - Residential Svc-Winter	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
1,017 KWH @ \$0.031482	32.02
Delivery Riders	22.98
Generation Riders	0.43
<b>Total Charges</b>	<b>\$61.43</b>

Your current delivery rate with Duke Energy is Residential Service - Winter (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$0.88.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.23 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

## Billing details - Electric

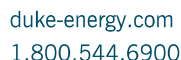
RPA Energy, Inc	
Nov 30 - Dec 31	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 1017.00 KH @ 0.129498525	131.70
<b>Total Charges</b>	<b>\$136.70</b>



Your RPA Energy, Inc account number is [REDACTED]. If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

Your Electric Supplier Charges of \$136.70 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.





## page 1 of 3

Bill date      Dec 2, 2020  
For service   Oct 27 - Nov 30  
                         34 days

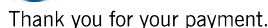
Account number [REDACTED]

Previous amount due	\$69.99
<i>Payment received Nov 13</i>	-75.00
RPA Energy, Inc	
Electric Generation Supply	88.14
Electric Delivery	41.80
<b>Total amount due Dec 28</b>	<b>\$124.93</b>

The chart displays monthly electricity usage in kWh. The y-axis ranges from 0 to 1,000 kWh. The x-axis shows months from November 2019 to November 2020. The 2019 data is in dark blue, and the 2020 data is in green.

Month	Year	kWh
Nov	2019	800
Dec	2019	850
Jan	2020	950
Feb	2020	980
Mar	2020	650
Apr	2020	450
May	2020	380
Jun	2020	720
Jul	2020	850
Aug	2020	650
Sep	2020	650
Oct	2020	320
Nov	2020	650

	Current Month	Nov 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	642	797	8,046	671
12-month usage based on most recent history				



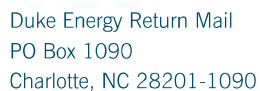
Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

In Case No. 20-344-EL-RDR, the PUCO approved an adjustment to Rider DSR, Distribution Storm Rider (part of the Delivery Riders) effective October 28, 2020. In Case No. 20-960-EL-UEx and 20-959-EL-UEx, the PUCO approved adjustments to Riders UE-ED and UE-GEN (Uncollectible Expense Riders) effective October 28, 2020. A typical residential customer using 1,000 kWh per month will see a decrease of \$0.31 or (0.27%).

Help neighbors struggling to pay their energy bills with a gift to HeatShare. Duke Energy gives \$100,000 each year and matches donations up to \$100,000. Learn more at [duke-energy.com/OhioShare](http://duke-energy.com/OhioShare).

**Mail your payment at least 7 days before the due date or** pay instantly at [duke-energy.com/billing](https://duke-energy.com/billing). Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.



**\$124.93**  
*by Dec 28*

After Dec 28, the amount due will increase to \$126.80.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with **Amount enclosed**  
a contribution to HeatShare.

CINCINNATI OH 45229-2367

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

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## We're here for you

### Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

### Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)

Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puco.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
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## Important to know

### Your next meter reading: Dec 31

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eight times from time to time. That's a normal part of the energy measuring process.

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

### Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

### Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contacts provided.

### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

### Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



## Your usage snapshot - continued

<b>Current electric usage for meter number [REDACTED]</b>	
Actual reading on Nov 30	84562
Previous reading on Oct 27	- 83920
Energy used	642 kWh
kWh Usage	642



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

## Billing details - Electric

<b>Meter - [REDACTED]</b>	
<b>Rate RS - Residential Svc-Winter</b>	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
642 KWH @ \$0.031482	20.21
Delivery Riders	15.32
Generation Riders	0.27
<b>Total Charges</b>	<b>\$41.80</b>

Your current delivery rate with Duke Energy is Residential Service - Winter (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$0.55.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.26 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

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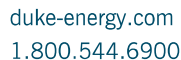
## Billing details - Electric

<b>RPA Energy, Inc</b>	
Oct 27 - Nov 30	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 642.00 KH @	
0.129501558	83.14
<b>Total Charges</b>	<b>\$88.14</b>



Your RPA Energy, Inc account number is [REDACTED]. If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

Your Electric Supplier Charges of \$88.14 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

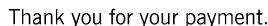


## page 1 of 3

Bill date      Oct 29, 2020  
For service    Sep 28 - Oct 27  
                    29 days

Account number

Previous amount due	\$128.68
<i>Payment received Oct 20</i>	-130.00
RPA Energy, Inc	
Electric Generation Supply	46.18
Electric Delivery	25.13
<b>Total amount due Nov 20</b>	<b>\$69.99</b>



Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

In Case No. 20-344-EL-RDR, the PUCO approved an adjustment to Rider DSR, Distribution Storm Rider (part of the Delivery Riders) effective October 28, 2020. In Case No. 20-960-EL-UEx and 20-959-EL-UEx, the PUCO approved adjustments to Riders UE-ED and UE-GEN (Uncollectible Expense Riders) effective October 28, 2020. A typical residential customer using 1,000 kWh per month will see a decrease of \$0.31 or (0.27%).

Help neighbors struggling to pay their bills with a gift to WinterCare. Contributions are matched by Duke Energy up to \$25,000. Learn more at [duke-energy.com/KentuckyCare](http://duke-energy.com/KentuckyCare).

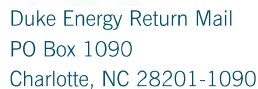
The chart displays monthly electricity usage in kWh. The 2019 data (dark blue) shows a steady increase from approximately 680 kWh in October to 950 kWh in January. The 2020 data (green) starts at 950 kWh in February, peaks at 980 kWh in February, then drops to a low of 350 kWh in May. Usage then rises to a peak of 850 kWh in July before declining to 300 kWh in October 2020.

Month	2019 (kWh)	2020 (kWh)
Oct	680	-
Nov	800	-
Dec	850	-
Jan	950	950
Feb	-	980
Mar	-	650
Apr	-	450
May	-	350
Jun	-	720
Jul	-	850
Aug	-	650
Sep	-	650
Oct	-	300

	Current Month	Oct 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	318	692	8,201	683
12-month usage based on most recent history				

**Mail your payment at least 7 days before the due date or** pay instantly at [duke-energy.com/billing](https://duke-energy.com/billing). Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.



**\$69.99**

by Nov 20

After Nov 20, the amount due will increase to \$71.04.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with **Amount enclosed**  
a contribution to HeatShare.

CINCINNATI OH 45229-2367

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

990405004144400002200000000000000000007131000000069994



## We're here for you

### Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

### Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)

Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puco.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
-------------------------	--------------

## Important to know

### Your next meter reading: Nov 30

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eight times from time to time. That's a normal part of the energy measuring process.

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

### Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

### Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contacts provided.

### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

### Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



## Your usage snapshot - continued

Current electric usage for meter number [REDACTED]	
Actual reading on Oct 27	83920
Previous reading on Sep 28	- 83602
Energy used	318 kWh
kWh Usage	318



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

## Billing details - Electric

Meter - [REDACTED]	
Rate RS - Residential Svc-Winter	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
318 KWH @ \$0.031482	10.01
Delivery Riders	8.97
Generation Riders	0.15
<b>Total Charges</b>	<b>\$25.13</b>

Your current delivery rate with Duke Energy is Residential Service - Winter (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$0.27.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.26 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

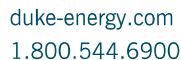
## Billing details - Electric

RPA Energy, Inc	
Sep 28 - Oct 27	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 318.00 KH @	
0.129496855	41.18
<b>Total Charges</b>	<b>\$46.18</b>



Your RPA Energy, Inc account number is [REDACTED]. If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

Your Electric Supplier Charges of \$46.18 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

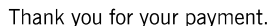


## page 1 of 3

Bill date Sep 30, 2020  
For service Aug 27 - Sep 28  
32 days

Account number

Previous amount due	\$127.75
<i>Payment received Sep 14</i>	-130.00
RPA Energy, Inc	
Electric Generation Supply	89.30
Electric Delivery	41.63
<b>Total amount due Oct 22</b>	<b>\$128.68</b>



Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

Higher temperatures mean higher bills because your AC uses more energy to maintain the same temperature. Keeping your thermostat on the highest comfortable setting means less work for your AC and more savings for you.

Standard billing and payment practices are resuming. Extended payment arrangements are available for customers who need more time to pay. Visit [duke-energy.com/ExtraTime](https://duke-energy.com/ExtraTime) to set up a payment plan.

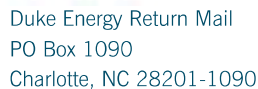
The chart displays the monthly electric usage in kWh. The y-axis ranges from 0 to 1,250 kWh in increments of 250. The x-axis shows months from Sep 2019 to Sep 2020. The 2019 data is shown in blue and the 2020 data in green.

Month	2019 (kWh)	2020 (kWh)
Sep	1050	-
Oct	680	-
Nov	800	-
Dec	850	-
Jan	950	950
Feb	-	980
Mar	-	650
Apr	-	450
May	-	380
Jun	-	720
Jul	-	850
Aug	-	620
Sep	-	650

	Current Month	Sep 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	651	1,029	8,575	715
12-month usage based on most recent history				

**Mail your payment at least 7 days before the due date or** pay instantly at [duke-energy.com/billing](https://duke-energy.com/billing). Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.



Account number

**\$128.68**  
by Oct 22

After Oct 22, the amount due will increase to \$130.61.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with **Amount enclosed**  
a contribution to HeatShare.

CINCINNATI OH 45229-2367

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

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## We're here for you

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	Gas	800.634.4300

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Online	occ.ohio.gov

### Request the condensed or detailed bill format

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## Important to know

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## Your usage snapshot - continued

Current electric usage for meter number [REDACTED]	
Actual reading on Sep 28	83602
Previous reading on Aug 27	- 82951
Energy used	651 kWh
kWh Usage	651



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

## Billing details - Electric

Meter [REDACTED]	
Rate RS - Residential Svc-Summer	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
651 KWH @ \$0.031482	20.49
Delivery Riders	14.84
Generation Riders	0.30
<b>Total Charges</b>	<b>\$41.63</b>

Your current delivery rate with Duke Energy is Residential Service - Summer (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00. Peak Demand Reduction = \$0.00. and Renewable Energy = \$0.56.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.46 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

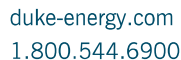
## Billing details - Electric

RPA Energy, Inc	
Aug 27 - Sep 28	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 651.00 KH @	
0.129493088	84.30
<b>Total Charges</b>	<b>\$89.30</b>



Your RPA Energy, Inc account number is [REDACTED]. If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

Your Electric Supplier Charges of \$89.30 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.



## page 1 of 3

Bill date Aug 31, 2020  
For service Jul 29 - Aug 27  
29 days

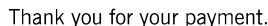
Account number [REDACTED]

Previous amount due	\$159.67
<i>Payment received Aug 13</i>	-160.00
RPA Energy, Inc	
Electric Generation Supply	87.23
Electric Delivery	40.85
<b>Total amount due Sep 22</b>	<b>\$127.75</b>

The chart displays monthly electric usage in kWh. The y-axis ranges from 0 to 1,250 kWh in increments of 250. The x-axis shows months from August 2019 to August 2020. The 2019 data is shown in dark blue, and the 2020 data is shown in green.

Month	Year	kWh
Aug	2019	1000
Sep	2019	1020
Oct	2019	680
Nov	2019	800
Dec	2019	850
Jan	2020	950
Feb	2020	980
Mar	2020	620
Apr	2020	420
May	2020	350
Jun	2020	700
Jul	2020	850
Aug	2020	620

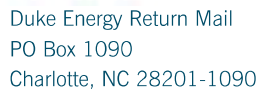
	Current Month	Aug 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	635	1,012	8,953	746
12-month usage based on most recent history				



Duke Energy does not maintain customers' natural gas piping after or downstream of the meter. You should maintain such piping by periodically inspecting for leaks. If the piping is metal, you should also check for signs of corrosion. You should repair such piping if leaks or corrosion are discovered. For assistance locating, inspecting or repairing buried piping, please contact a licensed heating/plumbing contractor. You should always call 811 prior to digging. Once your lines are marked, always dig by hand if digging near natural gas piping.

Standard billing and payment practices are resuming. Extended payment arrangements are available for customers who need more time to pay. Visit [duke-energy.com/ExtraTime](https://duke-energy.com/ExtraTime) to set up a payment plan.

Please return this portion with your payment. Thank you for your business.



Account number

**\$127.75**  
*by Sep 22*

After Sep 22, the amount due will increase to \$129.67.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with **Amount enclosed**  
a contribution to HeatShare.

CINCINNATI OH 45229-2367

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

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## We're here for you

### Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

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By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
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### Request the condensed or detailed bill format

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## Important to know

### Your next meter reading: Sep 28

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eight times from time to time. That's a normal part of the energy measuring process.

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## Your usage snapshot - continued

<b>Current electric usage for meter number</b> [REDACTED]	
Actual reading on Aug 27	82951
Previous reading on Jul 29	- 82316
Energy used	635 kWh
kWh Usage	635



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

## Billing details - Electric

<b>Meter -</b> [REDACTED]	
<b>Rate RS - Residential Svc-Summer</b>	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
635 KWH @ \$0.031482	19.99
Delivery Riders	14.56
Generation Riders	0.30
<b>Total Charges</b>	<b>\$40.85</b>

Your current delivery rate with Duke Energy is Residential Service - Summer (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00. Peak Demand Reduction = \$0.00. and Renewable Energy = \$0.55.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.46 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

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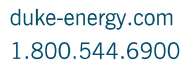
## Billing details - Electric

<b>RPA Energy, Inc</b>	
Jul 29 - Aug 27	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 635.00 KH @	
0.129496063	82.23
<b>Total Charges</b>	<b>\$87.23</b>



Your RPA Energy, Inc account number is [REDACTED]. If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

Your Electric Supplier Charges of \$87.23 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

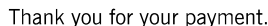


CINCINNATI OH 45229

Bill date Jul 31, 2020  
For service Jun 29 - Jul 29  
30 days

Account number

Previous amount due	\$139.64
<i>Payment received Jul 14</i>	-145.00
RPA Energy, Inc	
Electric Generation Supply	113.78
Electric Delivery	51.25
<b>Total amount due Aug 24</b>	<b>\$159.67</b>



Extended payment arrangements are available for those experiencing financial hardship during COVID-19 at [duke-energy.com/extension](https://duke-energy.com/extension). Stay up to date on other actions we're taking to help at [dukeenergyupdates.com](https://dukeenergyupdates.com).

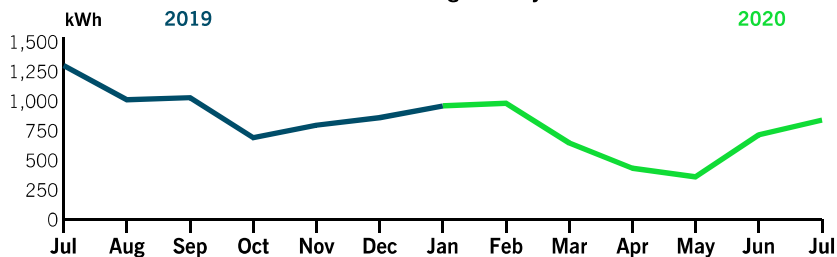
Higher temperatures mean higher bills because your AC uses more energy to maintain the same temperature. Keeping your thermostat on the highest comfortable setting means less work for your AC and more savings for you.

In Case No. 20-318-GA-UEx, the PUCO approved an adjustment to Rider UE-G, Uncollectible Expense Rider of \$0.007778 to \$0.005064 effective July 30, 2020. Also, in Case No. 20-418-GA-PIP, the PUCO approved an adjustment to Rider PIPP, Percentage of Income Payment Plan of \$0.007190 to \$0.005126 effective July 30, 2020. A typical customer using 70 CCF a month will see a decrease of \$0.35 or (0.6%).

Our standard billing and credit policies are scheduled to resume with your next billing period. If you need additional time to pay, visit [duke-energy.com/ExtraTime](http://duke-energy.com/ExtraTime) or call 800-521-2232 to set up a payment plan.

Our simplified energy bill is just one of many steps we are taking to improve your experience. Check out our online tutorial page at [duke-energy.com/TourTheBill](http://duke-energy.com/TourTheBill) to explore the enhancements and find answers to all your questions.

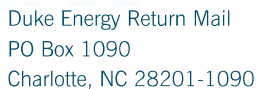
## Electric usage history



	Current Month	Jul 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	840	1,301	9,330	778
12-month usage based on most recent history				

**Mail your payment at least 7 days before the due date or pay instantly at [duke-energy.com/billing](http://duke-energy.com/billing).**

Please return this portion with your payment. Thank you for your business.



Account number

Amount due

**\$159.67**  
by Aug 24

*Late fees are currently suspended due to COVID-19.*

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with **Amount enclosed**  
a contribution to HeatShare.

Duke Energy Payment Processing  
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Charlotte, NC 28201-1326

CINCINNATI OH 45229-2367

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Mobile website	duke-energy.com/my-account

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For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
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## Important to know

### Your next meter reading: Aug 27

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

### Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

### Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contacts provided.

### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

### Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



## Your usage snapshot - continued

<b>Current electric usage for meter number</b>	
Actual reading on Jul 29	82316
Previous reading on Jun 29	- 81476
Energy used	840 kWh
kWh Usage	840



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

## Billing details - Electric

<b>Meter -</b>	
<b>Rate RS - Residential Svc-Summer</b>	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
840 KWH @ \$0.031482	26.44
Delivery Riders	18.42
Generation Riders	0.39
<b>Total Charges</b>	<b>\$51.25</b>

Your current delivery rate with Duke Energy is Residential Service - Summer (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00. Peak Demand Reduction = \$0.00. and Renewable Energy = \$0.73.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.46 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

## Billing details - Electric

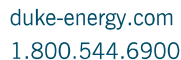
<b>RPA Energy, Inc</b>	
Jun 29 - Jul 29	
ENERGY CHARGE: 0.00 @ 5.000000000	\$5.00
ENERGY CHARGE: 840.00 KH @	
0.129500000	108.78
<b>Total Charges</b>	<b>\$113.78</b>



Your RPA Energy, Inc account number is . If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

Your Electric Supplier Charges of \$113.78 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.





## page 1 of 3

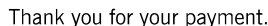
Bill date Jul 1, 2020

For service May 29 - Jun 29

31 days

Account number

Previous amount due	\$72.75
<i>Payment received Jun 17</i>	-75.00
RPA Energy, Inc	
Electric Generation Supply	97.59
Electric Delivery	44.30
<b>Total amount due Jul 23</b>	<b>\$139.64</b>



Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

Per the Electric Security Plan approved in Case No. 17-1263-EL-SSO, the PUCO approved adjustments to Rider AER-R (Alternative Energy Recovery), Rider DCI (Distribution Capital Investment), and Rider SCR (Supplier Cost Reconciliation). In Case No. 20-1093-EL-RDR, the PUCO approved an adjustment to Rider LGR, Legacy Generation Rider (part of the Delivery Riders). Overall, a typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.66 or 0.6% per month effective July 2020.

Our simplified energy bill is just one of many steps we are taking to improve your experience. Check out our online tutorial page at [duke-energy.com/TourTheBill](http://duke-energy.com/TourTheBill) to explore the enhancements and find answers to all your questions.

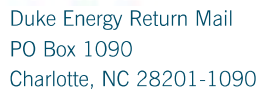
The chart displays monthly electricity usage in kWh. The y-axis ranges from 0 to 1,500 kWh in increments of 250. The x-axis shows months from June 2019 to June 2020. The 2019 data is in dark blue, and the 2020 data is in green. Usage peaked in July 2019 at approximately 1,300 kWh, dropped to around 700 kWh in October, and then saw a sharp decline to its lowest point of about 350 kWh in May 2020, before rising to 700 kWh in June 2020.

Month	Usage (kWh)
Jun 2019	500
Jul 2019	1300
Aug 2019	1000
Sep 2019	1020
Oct 2019	700
Nov 2019	800
Dec 2019	850
Jan 2020	950
Feb 2020	980
Mar 2020	650
Apr 2020	450
May 2020	350
Jun 2020	700

	Current Month	Jun 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	715	486	9,791	816
12-month usage based on most recent history				

**Mail your payment at least 7 days before the due date or pay instantly at [duke-energy.com/billing](http://duke-energy.com/billing).**

Please return this portion with your payment. Thank you for your business.



Account number

Amount due

**\$139.64**  
*by Jul 23*

*Late fees are currently suspended due to COVID-19.*

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with **Amount enclosed**  
a contribution to HeatShare.

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

CINCINNATI OH 45229-2367

99040500414440000220000000000000000001418900000139642





## We're here for you

### Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)

Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puco.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
-------------------------	--------------

## Important to know

### Your next meter reading: Jul 29

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

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If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contacts provided.

### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

### Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



## Your usage snapshot - continued

<b>Current electric usage for meter number</b> [REDACTED]	
Actual reading on Jun 29	81476
Previous reading on May 29	- 80761
Energy used	715 kWh
kWh Usage	715



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

## Billing details - Electric

<b>Meter</b> [REDACTED]	
<b>Rate RS - Residential Svc-Summer</b>	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
715 KWH @ \$0.031482	22.51
Delivery Riders	15.46
Generation Riders	0.33
<b>Total Charges</b>	<b>\$44.30</b>

Your current delivery rate with Duke Energy is Residential Service - Summer (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00. Peak Demand Reduction = \$0.00. and Renewable Energy = \$0.62.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.46 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

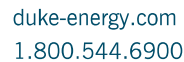
## Billing details - Electric

<b>RPA Energy, Inc</b>	
May 29 - Jun 29	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 715.00 KH @	
0.129496503	92.59
<b>Total Charges</b>	<b>\$97.59</b>



Your RPA Energy, Inc account number is [REDACTED]. If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

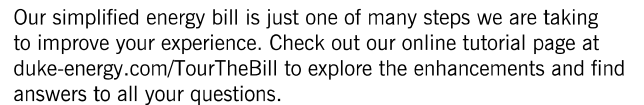
Your Electric Supplier Charges of \$97.59 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.



## page 1 of 3

Account number

Previous amount due	\$89.20
Redistribution	95.00
Redistribution	-95.00
<i>Payment received May 18</i>	-95.00
RPA Energy, Inc	
Electric Generation Supply	51.75
Electric Delivery	26.80
<b>Total amount due Jun 24</b>	<b>\$72.75</b>

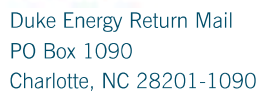


The chart displays electricity consumption in kWh for the years 2019 and 2020. The y-axis represents kWh, ranging from 0 to 1,500 in increments of 250. The x-axis shows months from May to May. The 2019 data is shown in dark blue, and the 2020 data is shown in green. Consumption in 2019 peaked in July at approximately 1,300 kWh. Consumption in 2020 peaked in February at approximately 1,000 kWh.

Month	2019 (kWh)	2020 (kWh)
May	300	-
Jun	500	-
Jul	1300	-
Aug	1000	-
Sep	1000	-
Oct	700	-
Nov	800	-
Dec	850	-
Jan	950	950
Feb	-	1000
Mar	-	650
Apr	-	450
May	-	400

	Current Month	May 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	361	309	9,562	797
12-month usage based on most recent history				

Please return this portion with your payment. Thank you for your business.



CINCINNATI OH 45229-2367

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## We're here for you

### Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

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For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
-------------------------	--------------

## Important to know

### Your next meter reading: Jun 29

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

### Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

### Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

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### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

### Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



## Your usage snapshot

<b>Current electric usage for meter number [REDACTED]</b>	
Actual reading on May 29	80761
Previous reading on Apr 29	- 80400
Energy used	361 kWh
kWh Usage	361



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

## Billing details - Electric

<b>Meter [REDACTED]</b>	
<b>Rate RS - Residential Svc-Winter</b>	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
361 KWH @ \$0.031482	11.37
Delivery Riders	9.26
Generation Riders	0.17
<b>Total Charges</b>	<b>\$26.80</b>

Your current delivery rate with Duke Energy is Residential Service - Winter (RS)

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

In Case No. 17-1263-EL-SSO, the PUCO approved Duke's Electric Security Plan, which requires Duke to hold auctions to determine the rates for electric generation. As a result of the auctions, Standard Service Offer generation rates will change effective June 1, 2020. In Case No. 20-0051-EL-RDR, the PUCO approved a change to Rider ESRR (Electric Service Reliability Rider).

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00. Peak Demand Reduction = \$0.00. and Renewable Energy = \$0.31.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.89 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

## Billing details - Electric

<b>RPA Energy, Inc</b>	
Apr 29 - May 29	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 361.00 KH @ 0.129501385	46.75
<b>Total Charges</b>	<b>\$51.75</b>



Your RPA Energy, Inc account number is [REDACTED]. If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 800-685-0960 or write to: PO BOX Huntington, NY 11743

Your Electric Supplier Charges of \$51.75 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

Account Number [REDACTED] 10 21

For less detailed billing information on  
your monthly bill, check box on right

☐

Due Date	Amount Due
May 26, 2020	\$ 89.20

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

[REDACTED]  
Cincinnati OH 45229-2367

PO Box 1326  
Charlotte NC 28201-1326

400 00000089206 40500414440 052620201 00000089206

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED] Cincinnati OH 45229	Duke Energy RPA Energy, Inc 1-800-544-6900 1-800-685-0960	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after May 04 not included Last payment received Apr 20 Bill prepared on May 04, 2020 Next meter reading May 29, 2020

Meter	Number	Reading Date From To	Days	Meter Reading Previous Present	Usage
Elec	[REDACTED]	Mar 30 Apr 29	30	79966 80400	434

Electric - Residential	
Usage - 434 kWh	
Duke Energy - Rate RS	\$ 30.52
<b>Current Electric Charges</b>	<b>\$ 30.52</b>

Current Billing	
Amt Due - Previous Bill	\$ 124.48
Payment(s) Received	127.00cr
<b>Balance Forward</b>	<b>2.52cr</b>
Current Electric Charges	30.52
Current Elec Supplier Chg	61.20
<b>Current Amount Due</b>	<b>\$ 89.20</b>

Know what's below. Call before you dig. Always call 811 before you dig, it's the law. Making this free call at least 48 hours before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit [oups.org](http://oups.org).

Have concerns about a possible environmental or regulatory violation involving Duke Energy? You can report it anonymously 24/7 at 1-855-355-7042 or at [duke-energy-env.alertline.com](http://duke-energy-env.alertline.com).

As a provider of an essential service, we are determined to continue delivering reliable power while helping protect the health & well-being of our communities. Visit [dukeenergyupdates.com](http://dukeenergyupdates.com) to learn what we're doing in response to COVID-19.

In Case No. 17-1263-EL-SSO, the PUCO approved a change to Rider DR-ECF (part of the Delivery Riders). A typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.05 or 0.04%.

Due Date	Amount Due
May 26, 2020	\$ 89.20

Name	Service Address	Account Number
	Cincinnati OH 45229	

Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

Your Electric Supplier Charges of \$61.20 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 1-800-685-0960 or write to: 111 John Street Suite 520 New York, NY 10038

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00. Peak Demand Reduction = \$0.00. and Renewable Energy = \$0.37.

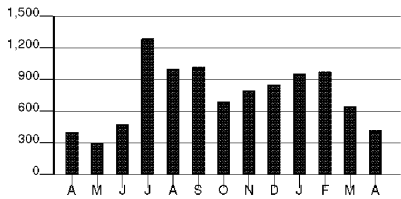
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Explanation of Current Charges		
<b>Electric Meter -</b>	<b>Duke Energy</b>	
<b>kWh Usage - 434</b>	Rate RS - Residential Svc-Winter	
<b>Mar 30 - Apr 29</b>	Distribution-Customer Chg	\$ 6.00
<b>30 Days</b>	Delivery Charges	
	Distribution-Energy Chg	
	434 kWh @ \$ 0.03148200	13.66
	Delivery Riders	10.66
	Total Delivery Charges	\$ 24.32
	Generation Riders	0.20
		\$ 30.52
	<b>Total Current Electric Charges</b>	<b>\$ 30.52</b>

Explanation of Electric Supplier Charges		
<b>Supplier Charges</b>	<b>RPA Energy, Inc</b>	
	Mar 30 - Apr 29	
	ENERGY CHARGE: 0.00 @	
	5.000000000	\$ 5.00
	ENERGY CHARGE: 434.00 KH @	
	0.129493088	56.20
		\$ 61.20
	<b>Total Electric Supplier Charges</b>	<b>\$ 61.20</b>

Name	Service Address	Account Number
	Cincinnati OH 45229	

kWh Electric Usage



Calculations based on most recent 12 month history  
Total Usage 9,510  
Average Usage 793

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
Electric	406	309	486	1,301	1,012	1,029	692	797	861	960	962	647	434



Account Number [REDACTED] 10 21

For less detailed billing information on  
your monthly bill, check box on right

☐

Due Date	Amount Due
Apr 23, 2020	\$ 124.48

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

[REDACTED]  
Cincinnati OH 45229-2367

PO Box 1326  
Charlotte NC 28201-1326

400 00000124486 40500414440 042320200 00000126357

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
[REDACTED] Cincinnati OH 45229	Duke Energy RPA Energy, Inc 1-800-544-6900 1-800-685-0960	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 01 not included Last payment received Mar 12 Bill prepared on Apr 01, 2020 Next meter reading Apr 29, 2020

Meter	Number	Reading Date From To	Days	Meter Reading Previous Present	Usage
Elec	[REDACTED]	Feb 28 Mar 30	31	79319 79966	647

Electric - Residential	
Usage - 647 kWh	
Duke Energy - Rate RS	\$ 41.25
<b>Current Electric Charges</b>	<b>\$ 41.25</b>

Current Billing	
Amt Due - Previous Bill	\$ 117.46
Payment(s) Received	120.00cr
<b>Balance Forward</b>	<b>2.54cr</b>
Current Electric Charges	41.25
Current Elec Supplier Chg	85.77
<b>Current Amount Due</b>	<b>\$ 124.48</b>

Important power line safety reminder. Stay away from power lines. Do not work near overhead lines. Always assume that downed lines are energized and dangerous. Report downed power lines to Duke Energy immediately by calling 1-800-543-5599.

A new bill design is coming soon. It's simpler, more reader-friendly and easier to navigate. And it's just one more way we're enhancing your experience. Learn more by visiting [duke-energy.com/MyNewBill](http://duke-energy.com/MyNewBill).

In Case No. 18-1185-EL-UNC, the PUCO approved an adjustment to Rider ETCJA, Electric Tax Cuts and Jobs Act Rider (part of the Delivery Riders) effective March 2, 2020. All retail jurisdictional customers shall be assessed a credit of 3.87% of the customer's applicable base distribution charges (i.e., customer charge plus base distribution charge) to refund the electric distribution share of benefits resulting from the Tax Cuts and Jobs Act of 2017.

Due Date	Amount Due	After Apr 23, 2020
Apr 23, 2020	\$ 124.48	\$ 126.35

Name	Service Address	Account Number
	Cincinnati OH 45229	

Your Electric Supplier Charges of \$85.77 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 1-800-685-0960 or write to: 111 John Street Suite 520 New York, NY 10038

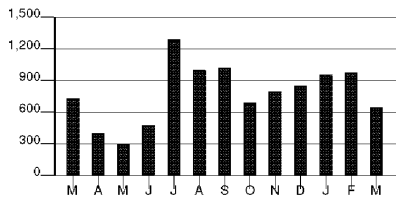
The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00. Peak Demand Reduction = \$0.00. and Renewable Energy = \$0.56.

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.72 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Explanation of Current Charges		
<b>Electric Meter -</b>	<b>Duke Energy</b>	
	Rate RS - Residential Svc-Winter	
kWh Usage - 647	Distribution-Customer Chg	\$ 6.00
Feb 28 - Mar 30	Delivery Charges	
31 Days	Distribution-Energy Chg	
	647 kWh @ \$ 0.03148200	20.37
	Delivery Riders	14.58
	Total Delivery Charges	\$ 34.95
	Generation Riders	0.30
		\$ 41.25
	<b>Total Current Electric Charges</b>	<b>\$ 41.25</b>

Explanation of Electric Supplier Charges		
<b>Supplier Charges</b>	<b>RPA Energy, Inc</b>	
	Feb 28 - Mar 30	
	ENERGY CHARGE: 0.00 @	
	5.000000000	\$ 5.00
	ENERGY CHARGE: 647.00 KH @	
	0.124837713	80.77
	<b>Total Electric Supplier Charges</b>	<b>\$ 85.77</b>

kWh Electric Usage



Calculations based on most recent 12 month history  
 Total Usage 9,482  
 Average Usage 790

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Electric	735	406	309	486	1,301	1,012	1,029	692	797	861	960	982	647

Account Number [REDACTED] 10 21

For less detailed billing information on  
your monthly bill, check box on right

☐

Due Date	Amount Due
Mar 25, 2020	\$ 117.46

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

[REDACTED]  
Cincinnati OH 45229-2367

PO Box 1326  
Charlotte NC 28201-1326

400 00000117463 40500414440 032520200 00000119229

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
[REDACTED] Cincinnati OH 45229	Duke Energy RPA Energy, Inc 1-800-544-6900 1-800-685-0960	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Mar 03 not included Last payment received Feb 13 Bill prepared on Mar 03, 2020 Next meter reading Mar 30, 2020

Meter	Number	Reading Date From To	Days	Meter Reading Previous Present	Usage
Elec	[REDACTED]	Jan 30 Feb 28	29	78337 79319	982

Electric - Residential	
Usage - 982 kWh	
Duke Energy - Rate RS	\$ 57.68
<b>Current Electric Charges</b>	<b>\$ 57.68</b>

Current Billing	
Amt Due - Previous Bill	\$ 108.64
Payment(s) Received	110.00cr
<b>Balance Forward</b>	<b>1.36cr</b>
Current Electric Charges	57.68
Current Elec Supplier Chg	61.14
<b>Current Amount Due</b>	<b>\$ 117.46</b>

A new bill design is coming soon. It's simpler, more reader-friendly and easier to navigate. And it's just one more way we're enhancing your experience. Learn more by visiting [duke-energy.com/MyNewBill](http://duke-energy.com/MyNewBill).

Your Electric Supplier Charges of \$61.14 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from RPA Energy, Inc, please call them at 1-800-685-0960 or write to: 111 John Street Suite 520 New York, NY 10038

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00. Peak Demand Reduction = \$0.00. and Renewable Energy = \$0.85.

Due Date	Amount Due	After Mar 25, 2020
Mar 25, 2020	\$ 117.46	\$ 119.22

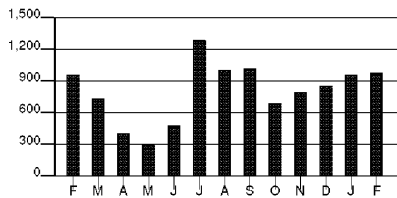
Name	Service Address	Account Number
	Cincinnati OH 45229	

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.72 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

Explanation of Current Charges		
<b>Electric Meter -</b>	<b>Duke Energy</b>	
<b>kWh Usage - 982</b>	Rate RS - Residential Svc-Winter	
<b>Jan 30 - Feb 28 29 Days</b>	Distribution-Customer Chg \$ 6.00	
	Delivery Charges	
	Distribution-Energy Chg	
	982 kWh @ \$ 0.03148200 30.92	
	Delivery Riders 20.30	
	Total Delivery Charges \$ 51.22	
	Generation Riders 0.46	
		\$ 57.68
	<b>Total Current Electric Charges</b>	<b>\$ 57.68</b>

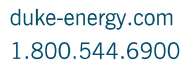
Explanation of Electric Supplier Charges		
<b>Supplier Charges</b>	<b>RPA Energy, Inc</b>	
	Jan 30 - Feb 28	
	ENERGY CHARGE: 0.00 @	
	5.000000000 \$ 5.00	
	ENERGY CHARGE: 982.00 KH @	
	0.057169043 56.14	
	<b>Total Electric Supplier Charges</b>	<b>\$ 61.14</b>

kWh Electric Usage



Calculations based on most recent 12 month history  
 Total Usage 9,570  
 Average Usage 798

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
<b>Electric</b>	963	735	406	309	486	1,301	1,012	1,029	692	797	861	960	982

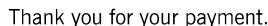


## page 1 of 3

Bill date	Feb 2, 2021
For service	Dec 31 - Feb 1
	32 days

Account number 4

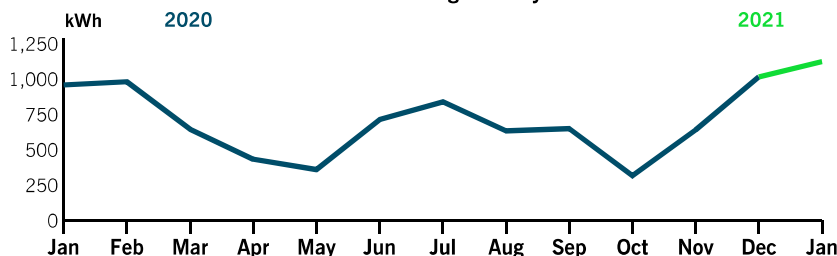
Previous amount due	\$197.06
<i>Payment received Jan 19</i>	-200.00
Current Electric Charges	69.23
<b>Total amount due Feb 24</b>	<b>\$66.29</b>



Pursuant to state law, the Universal Service Fund rider (Rider USR) has been adjusted. In Case No. 17-1263-EL-SSO, the PUCO approved adjustments to Rider AER-R (Alternative Energy Recovery), Rider DCI (Distribution Capital Investment), and Rider SCR (Supplier Cost Reconciliation). In Case No. 19-2123-EL-ATA, the PUCO approved adjustments to Rider LGR (Legacy Generation Rider). In Case No. 16-576-EL-POR, the PUCO approved adjustments to Rider EE-PDRR (Energy Efficiency Rider). Overall, a typical residential customer using 1,000 kWh per month will see an increase of approximately \$2.72 or 2.4% per month effective January 2021.

Cold temperatures mean higher bills because your heating system uses more energy to maintain the same temperature. Keeping your thermostat on the lowest comfortable setting means less work for your system and more savings for you.

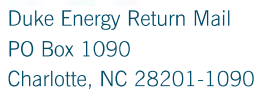
## Electric usage history



	Current Month	Jan 2020	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,124	960	8,366	697
12-month usage based on most recent history				

**Mail your payment at least 7 days before the due date or** pay instantly at [duke-energy.com/billing](https://duke-energy.com/billing). Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.



Account number

Amount due

**\$66.29**

by Feb 24

After Feb 24, the amount due will increase to \$67.28.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with **Amount enclosed**  
a contribution to HeatShare.

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326

CINCINNATI OH 45229-2367

990405004144400002200000000000000000000692300000066298



## We're here for you

### Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

### Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)

Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puco.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
-------------------------	--------------

## Important to know

### Your next meter reading: Mar 2

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

### Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

### Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contacts provided.

### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

### Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



## Your usage snapshot - continued

Current electric usage for meter number [REDACTED]	
Actual reading on Feb 1	86703
Previous reading on Dec 31	- 85579
Energy used	1,124 kWh
kWh Usage	1,124



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

## Billing details - Electric

Meter - [REDACTED]	
Rate RS - Residential Svc-Winter	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
1,124 kWh @ \$0.031482	35.39
Delivery Riders	27.37
Generation Riders	0.47
<b>Total Charges</b>	<b>\$69.23</b>

Your current rate is Residential Service - Winter (RS).

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

**PRICE TO COMPARE:** In order for you to save money, an electric supplier must offer you a price lower than 5.12 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). To learn more about Price to Compare, visit [www.duke-energy.com](http://www.duke-energy.com) or contact Duke Energy for a written explanation.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$0.97.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

	Service End	Usage	RPA Rate	RPA Supply Charge	PTC
1/30/2020	2/27/2020	982	\$ 0.06	\$56.13	\$ 0.06
2/28/2020	3/29/2020	647	\$ 0.12	\$80.77	\$ 0.06
3/30/2020	4/28/2020	434	\$ 0.13	\$56.20	\$ 0.06
4/29/2020	5/28/2020	361	\$ 0.13	\$46.75	\$ 0.06
5/29/2020	6/28/2020	715	\$ 0.13	\$92.59	\$ 0.05
6/29/2020	7/28/2020	840	\$ 0.13	\$108.78	\$ 0.05
7/29/2020	8/26/2020	635	\$ 0.13	\$82.45	\$ 0.05
8/27/2020	9/27/2020	651	\$ 0.13	\$84.53	\$ 0.05
9/28/2020	10/26/2020	318	\$ 0.13	\$41.29	\$ 0.05
10/27/2020	11/29/2020	642	\$ 0.13	\$83.37	\$ 0.05
11/30/2020	12/30/2020	1017	\$ 0.13	\$163.61	\$ 0.05
12/31/2020	1/31/2021	1124	\$ 0.13	\$145.95	\$ 0.05
				\$0.00	
				\$1,042.42	



Utility Supply Charge	Supply Difference	Monthly Fee	Total Difference
\$ 56.17	\$ (0.04)	\$ 5.00	
\$ 37.01	\$ 43.76	\$ 5.00	
\$ 25.56	\$ 30.64	\$ 5.00	
\$ 21.26	\$ 25.49	\$ 5.00	
\$ 39.04	\$ 53.55	\$ 5.00	
\$ 45.86	\$ 62.92	\$ 5.00	
\$ 34.67	\$ 47.78	\$ 5.00	
\$ 35.54	\$ 48.99	\$ 5.00	
\$ 16.73	\$ 24.57	\$ 5.00	
\$ 33.77	\$ 49.60	\$ 5.00	
\$ 53.19	\$ 110.42	\$ 5.00	
\$ 57.55	\$ 88.40	\$ 5.00	
<b>Utility Supply Charge Total</b>	<b>Total Diff</b>		
\$ 456.36	\$ 586.07	\$ 60.00	\$ 646.07





# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

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

## Case Detail

Case Number: 00672405	Owner: Alfred Thompson
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 03-12-2021

Date Closed: 03-26-2021

Case Age in Business Days: 20

## Contact Information

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

## Service Address Information

Service Account Number:	Service Address County:
Service Address Street:	Service Address State:
Service Address City:	Service Address Zip:
Service Address Country: United States	Service Address Phone: 8596084316

## Industry Information

AIQ Industry: Electric	Territory Account: 001t0000008OFY3AAO
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: Marketing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Misleading Information / Materials
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

### Description:

A door-to-door salesman representing "RPA Energy" came to my door running a scam. He got a lot of my info because he lied about his role and the company's offer at first. He name-dropped PUCO several times and convinced me they were a vetted company. Ultimately I declined the contract but I'm worried they still got enough info to scam me and I'm worried they will scam others. PUCO should be very concerned about how this organization is using their name.

### Resolution:

Closing case

## Case Comments

---

Created Date	Comment
3/12/2021 8:08:04 PM	Description: A door-to-door salesman representing "RPA Energy" came to my door running a scam. He got a lot of my info because he lied about his role and the company's offer at first. He name-dropped PUCO several times and convinced me they were a vetted company. Ultimately I declined the contract but I'm worried they still got enough info to scam me and I'm worried they will scam others. PUCO should be very concerned about how this organization is using their name.
3/23/2021 12:53:17 PM	Sent request to customer for additional info.
3/26/2021 2:21:16 PM	Closing case as customer was unresponsive.
3/26/2021 2:21:34 PM	Resolution Comments: Closing case

## Web Information

---

Web Name: Matthew  
Web Home Phone: (859) 608-4316  
Web Email: matthewpark226@gmail.com  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

---

Created by: Default User  
# Tasks Correspondence Review: 1  
# Tasks Correspondence Review:1

Last Modified by: Bhasker Kondaveeti  
Next Activity Date:  
Case Grade Created:  
Case Grade Target:

## Case Emails

---

**Email Created Date:** 3/12/2021 8:08:09 PM

**Email HTML Version:**



Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Your case number is 00672405.

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

Sincerely,

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

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

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

ref:\_00Dt0GzXt.\_500t0iTG0y:ref

**Email Text Version:**

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00672405.

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

Sincerely,

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

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

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

ref:\_00Dt0GzXt.\_500t0iTG0y:ref

**Email Created Date: 3/15/2021 12:39:40 PM**

**Email HTML Version:**



Case Number: 00672405

Dear [REDACTED]:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00672405. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

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

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

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.\_500t0iTG0y:ref

**Email Text Version:**

Case Number: 00672405

Dear [REDACTED]:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00672405. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Alfred Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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.\_500t0iTG0y:ref

**Email Created Date: 3/23/2021 12:51:24 PM**

**Email HTML Version:**

**Email Text Version:**

Case Number: 00672405

Dear [REDACTED]:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy.

For me to be able to pursue an investigation on your behalf, I would need some additional information.

Please provide me with your address and the date that the representative solicited in your area.

Sincerely,

Alfred Thompson

Public Utilities Commission of Ohio



Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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.\_500t0iTG0y:ref

## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

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

## Case Detail

---

Case Number: 00677013	Owner: Kenya Spencer
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 03-30-2021  
Case Age in Business Days: 2

Date Closed: 03-30-2021

## Contact Information

---

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

## Service Address Information

---

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

## Industry Information

---

AIQ Industry: Electric	Territory Account:
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: General -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Call Company First
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

---

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

ed ref

## Case Comments

---

Created Date	Comment
3/30/2021 12:39:40 PM	<p>Customer called stating she received an enrollment confirmation from 1st Energy regarding he RPA enrollment. Customer states she's been talking to RPA on and off and did enroll but has changed her mind.</p> <p>*I intially had cust read letter to try to determine what her need was becuase she wasnt really explaining to me what that was. At one point she mentioned an aggregration but I found nothing listed on map but I honestly dont think its working correctly. I asked her again to read letter and was able to get the company name, she then repeated that she'd talked to them but changed her mind and she wants to keep the Illuminating company.</p> <p>*Explained she'll want to contact RPA directly to cancel (she was able to locate their # on the letter) She mentioned she thought she was calling RPA</p> <p>*Explained that she'll want to get a confirmation # for the cancellation and that if she has issues getting company to cancel to call us bck and we can open inv.</p> <p>Gave name, icb</p>
3/30/2021 12:41:22 PM	Resolution Comments: ed ref

## Web Information

---

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

## System Information

---

Created by: Kenya Spencer	Last Modified by: Bhasker Kondaveeti
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created:
	Case Grade Target:

## Case Emails

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## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

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

## Case Detail

Case Number: 00679073	Owner: Angalese Upchurch
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 04-07-2021	Date Closed: 04-13-2021
Case Age in Business Days: 10	

## Contact Information

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

## Service Address Information

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

## Industry Information

AIQ Industry: Electric	Territory Account: 001t0000008OFYIAA4
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: Marketing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Posed as Utility
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

### Description:

### Resolution:

Called cust and left Vm adv:

The Door-to-Door sales agent works for a third party vendor, they are not part of RPA Energy. Confirmed that the associate will be coached to ensure that any prospective customers clearly understand they do not represent the utility.

Confirmed to the customer as no contract was signed that the account will not be enrolled with RPA Energy.

Provided ph# and ICB for any other concerns.

## Case Comments

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Created Date	Comment
4/7/2021 11:59:47 AM	<p>cust stating yesterday around 4:45 pm an agent came to his door who posed to be Dp&amp;I</p> <p>the rep said they want to make sure their customers are getting the best rate</p> <p>Wanted to see bill and he showed him</p> <p>the rep copied all the information from the bill and he was confused and said how dont you have this and your dp&amp;I</p> <p>the rep then said he is not with dp&amp;I but green choice energy and that he would get a phone call to confirm all his information is correct</p> <p>he didnt get a phone call but did receive a text</p> <p>from RPA ENERGY DBA GREEN CHOICE ENERGY 8334010032 is where the text came from and the link to sign the contract <a href="https://clients.tpvhub.com/l/dc4d93e8">https://clients.tpvhub.com/l/dc4d93e8</a></p> <p>cust stating he didnt sign the contract but called dp&amp;I to make sure he doesnt get switched and was adv to call puco</p> <p>cust states this is a scam and the police and so on should be notified</p> <p>adv cust of investigation process</p> <p>icb</p>

4/9/2021 1:57:47 PM	<p>Company response:</p> <p>This is in response to complaint ID: 00679073</p> <p>RPA's investigation revealed the following:</p> <p>On April 8, 2021 [REDACTED] received a visit from a Door-to-Door sales agent named Michael Bolmer his rep ID is MBM009. Mr. Bolmer works for a third party vendor, MBM.</p> <p>We contacted [REDACTED] on 4/8/2021, he stated that Michael Bolmer claimed to be from Dayton Power &amp; Light.</p> <p>[REDACTED] also stated the sales agent mentioned that [REDACTED] would receive a call from someone who would explain everything to him and verify the information provided.</p> <p>[REDACTED] choose not to sign the digital contract, and therefore did not receive a call from the third party TPV vendor to verify the sale.</p> <p>We have reached out to the third party DTD vendor to interview the sales agent. He will be coached to ensure that any prospective customers clearly understand they do not represent the utility as is required as part of our code of conduct. This is also part of the contract prospective customers sign as the time of sale, and also reiterated in the third party verification.</p> <p>The account will not be enrolled with RPA Energy D/B/A Green Choice Energy.</p> <p>Thank you,</p>
4/13/2021 2:34:44 PM	<p>Resolution Comments: Called cust and left Vm adv:</p> <p>The Door-to-Door sales agent works for a third party vendor, they are not part of RPA Energy. Confirmed that the associate will be coached to ensure that any prospective customers clearly understand they do not represent the utility.</p> <p>Confirmed to the customer as no contract was signed that the account will not be enrolled with RPA Energy.</p> <p>Provided ph# and ICB for any other concerns.</p>

## Web Information

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

Web Account in Question:  
Web US Dot #:

## System Information

---

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

Last Modified by: Bhasker Kondaveeti  
Next Activity Date:  
Case Grade Created:  
Case Grade Target:

## Case Emails

---

**Email Created Date: 4/8/2021 8:13:24 AM**

**Email HTML Version:**



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

**CASE ID:** 00679073

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Riverside, Ohio 45431

**AIQ:** RPA Energy, Inc

**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 attempted enrollment with your company. The customer states that the representative that came to his door told him that he was a representative of Dayton Power & Light and told the customer that they needed a copy of his bill to confirm his information. The customer states that he then received a text message asking him to sign a contract, which he states he did not sign.



Please review the account and advise if applicable:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which vendor.
3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
4. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
5. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
6. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
7. 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.

Please provide any additional information that may be helpful to the investigation.

Sincerely,

**Angalese Upchurch**

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

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

ref:\_00Dt0GzXt.\_500t0jMusz:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00679073

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Riverside, Ohio 45431

AIQ: RPA Energy, Inc

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 attempted enrollment with your company. The customer states that the representative that came to his door told him that he was a representative of Dayton Power & Light and told the customer that they needed a copy of his bill to confirm his information. The customer states that he then received a text message asking him to sign a contract, which he states he did not sign.

Please review the account and advise if applicable:

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

If the solicitation was completed by a third party vendor, which vendor.

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

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

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

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

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

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

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

The signed agreement for service.

The Terms and Conditions of Service.

The signed Acknowledgement form.

The Welcome Letter mailed to the customer.

The Third Party Verification recording for this enrollment.

The contract expiration notices mailed to the customer.

Please provide any additional information that may be helpful to the investigation.

Sincerely,

Angalese Upchurch

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.\_500t0jMusz:ref

**Email Created Date: 4/9/2021 10:42:20 AM**

**Email HTML Version:**

This is in response to complaint ID: 00679073

RPA's investigation revealed the following:

On April 8, 2021 [REDACTED] received a visit from a Door-to-Door sales agent named Michael Bolmer his rep ID is MBM009. Mr. Bolmer works for a third party vendor, MBM.

We contacted [REDACTED] on 4/8/2021, he stated that Michael Bolmer claimed to be from Dayton Power & Light.

[REDACTED] also stated the sales agent mentioned that [REDACTED] would receive a call from someone who would explain everything to him and verify the information provided.

[REDACTED] choose not to sign the digital contract, and therefore did not receive a call from the third party TPV vendor to verify the sale.

We have reached out to the third party DTD vendor to interview the sales agent. He will be coached to ensure that any prospective customers clearly understand they do not represent the utility as is required as part of our code of conduct. This is also part of the contract prospective customers sign as the time of sale, and also reiterated in the third party verification.

The account will not be enrolled with RPA Energy D/B/A Green Choice Energy.

Thank you,  
Alexsa Torres



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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**From:** PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Thursday, April 8, 2021 8:17:32 AM  
**To:** [btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com) <[btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00679073 [ ref: \_00Dt0GzXt.\_500t0jMusz:ref ]



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

**CASE ID:** 00679073  
**CUSTOMER:** [REDACTED]  
**ADDRESS:** [REDACTED], Riverside, Ohio 45431  
**AIQ:** RPA Energy, Inc  
**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 attempted

enrollment with your company. The customer states that the representative that came to his door told him that he was a representative of Dayton Power & Light and told the customer that they needed a copy of his bill to confirm his information. The customer states that he then received a text message asking him to sign a contract, which he states he did not sign.

Please review the account and advise if applicable:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which vendor.
3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
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6. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
7. 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.

Please provide any additional information that may be helpful to the investigation.

Sincerely,

**Angalese Upchurch**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0jMusz:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

This is in response to complaint ID: 00679073

RPA's investigation revealed the following:

On April 8, 2021 [REDACTED] received a visit from a Door-to-Door sales agent named Michael Bolmer his rep ID is MBM009. Mr. Bolmer works for a third party vendor, MBM.

We contacted [REDACTED] on 4/8/2021, he stated that Michael Bolmer claimed to be from Dayton Power & Light.

[REDACTED] also stated the sales agent mentioned that [REDACTED] would receive a call from someone who would explain everything to him and verify the information provided.

[REDACTED] choose not to sign the digital contract, and therefore did not receive a call from the third party TPV vendor to verify the sale.

We have reached out to the third party DTD vendor to interview the sales agent. He will be coached to ensure that any prospective customers clearly understand they do not represent the utility as is required as part of our code of conduct. This is also part of the contract prospective customers sign as the time of sale, and also reiterated in the third party verification.

The account will not be enrolled with RPA Energy D/B/A Green Choice Energy.

Thank you,  
Alexsa Torres

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com/>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<https://www.facebook.com/GreenChoiceEnergy/> [linkedin icon]  
<https://www.linkedin.com/company/green-choice-energy/> [instagram icon]  
<https://www.instagram.com/greenchoiceenergy/>



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---

From: PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Thursday, April 8, 2021 8:17:32 AM  
To: btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
<btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00679073 [  
ref:\_00Dt0GzXt.\_500t0jMusz:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00679073

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Riverside, Ohio 45431

AIQ: RPA Energy, Inc

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 attempted enrollment with your company. The customer states that the representative that came to his door told him that he was a representative of Dayton Power & Light and told the customer that they needed a copy of his bill to confirm his information. The customer states that he then received a text message asking him to sign a contract, which he states he did not sign.

Please review the account and advise if applicable:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which vendor.
3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
4. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
5. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
6. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
7. 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.

Please provide any additional information that may be helpful to the investigation.

Sincerely,

Angalese Upchurch

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://www.puco.ohio.gov/>>

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E8zIV&from=ext>]

ref:\_00Dt0GzXt.\_500t0jMusz:ref

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

## Case Images

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Created Date	Images
4/9/2021 10:42:22 AM	 The logo for Green Choice Energy features a stylized green and blue leaf-like icon above the text "GREEN CHOICE ENERGY" and "BETTER ENERGY. BETTER EARTH." in blue.
4/9/2021 10:42:22 AM	 A small green Facebook 'f' logo.
4/9/2021 10:42:22 AM	 A small green LinkedIn 'in' logo.
4/9/2021 10:42:22 AM	 A small green Instagram camera icon.



# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

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

## Case Detail

Case Number: 00680143	Owner: Leah Lehman - Harris
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder: Grace Wilson
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 04-12-2021	Date Closed: 04-19-2021
Case Age in Business Days: 12	

## Contact Information

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

## Service Address Information

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

## Industry Information

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

## Additional Information

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

### Description:

A door-to-door salesman came to my place acting as if they were my electrical provider. They said they were here to clarify a portion of my bill. They took my information and I think they signed me up for there service without my knowledge. I believe they are slamming me.

### Resolution:

Letter mailed to customer stating RPA has no address or name on file for the customer. The service will not be enrolled with RPA.

## Case Comments

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Created Date	Comment
4/12/2021 6:42:33 AM	Description: A door-to-door salesman came to my place acting as if they were my electrical provider. They said they were here to clarify a portion of my bill. They took my information and I think they signed me up for there service without my knowledge. I believe they are slamming me.
4/12/2021 3:49:23 PM	Dexter from co calling to see if there is a contact number or account number. Advised the complaint came in online and unfortunately we do not have either.
4/15/2021 7:51:04 AM	The company was not able to locate any customer information. The customer was not enrolled in their service.
4/19/2021 12:47:51 PM	Resolution Comments: Letter mailed to customer stating RPA has no address or name on file for the customer. The service will not be enrolled with RPA.

## Web Information

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Web Name:	Web Account in Question: RPA Energy DBA Green Choice Energy
Web Home Phone:	Web US Dot #:
Web Email:	
Web Company:	
Web Zip Code:	

## System Information

---

Created by: Default User	Last Modified by: Bhasker Kondaveeti
# Tasks Correspondence Review: 1	Next Activity Date:
# Tasks Correspondence Review:1	Case Grade Created:
	Case Grade Target:

---

## Case Emails

---

Email Created Date: 4/12/2021 11:59:01 AM

Email HTML Version:



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

**CASE ID:** 00680143

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED], Beavercreek, Ohio 45431

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Beavercreek, Ohio 45431

**AIQ:** RPA Energy, Inc

\*\*\*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:** "A door-to-door salesman came to my place acting as if they were my electrical provider. They said they were here to clarify a portion of my bill. They took my information and I think they signed me up for there service without my knowledge. I believe they are slamming me."

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 solicitation was completed by a third party vendor, which vendor.
3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.

4. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
5. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
6. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
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1. The sales script and/or sales call used to market this customer.
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4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

Sincerely,

**Leah Lehman - Harris**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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



ref:\_00Dt0GzXt.\_500t0kGRF9:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00680143

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED], Beavercreek, Ohio 45431

SERVICE ADDRESS: [REDACTED]  
[REDACTED], Beavercreek, Ohio 45431

AIQ: RPA Energy, Inc

\*\*\*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: "A door-to-door salesman came to my place acting as if they were my electrical provider. They said they were here to clarify a portion of my bill. They took my information and I think they signed me up for there service without my knowledge. I believe they are slamming me."

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

Please review the account and advise:

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

If the solicitation was completed by a third party vendor, which vendor.

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

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

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

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

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

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

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

The signed agreement for service.

The Terms and Conditions of Service.

The signed Acknowledgement form.

The Welcome Letter mailed to the customer.

The Third Party Verification recording for this enrollment.

The contract expiration notices mailed to the customer.

Sincerely,

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ref:\_00Dt0GzXt.\_500t0kGRF9:ref

**Email Created Date: 4/14/2021 3:29:30 PM**

**Email HTML Version:**

Good Afternoon,

This is in response to Case # 00680143.

Based on the name, and address provided we could not locate any account information for this customer.

We have not received any complaints from other customers in this area.

The customer would have received a contract such as the one attached via email or text if she was signed up which states the agent does not represent the utility.

Does PUCO have any additional account details including confirmation # of the transaction, phone number provided at the time of sale to allow us to continue to investigate?

Thank you,  
Alexsa Torres



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Leah Lehman - Harris <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Monday, April 12, 2021 11:59 AM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00680143 [  
ref:\_00Dt0GzXt.\_500t0kGRF9:ref ]



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

**CASE ID:** 00680143

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED], Beavercreek, Ohio 45431

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Beavercreek, Ohio 45431

**AIQ:** RPA Energy, Inc

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**Leah Lehman - Harris**

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

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ref:\_00Dt0GzXt.\_500t0kGRF9:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

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Alexsa Torres

[Logo, company name Description automatically generated]  
[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)<<http://www.greenchoiceenergy.com/>>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<<https://www.facebook.com/GreenChoiceEnergy/>> [linkedin icon]  
<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoiceenergy/>>

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From: Leah Lehman - Harris  
<[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)<<mailto:contactthepuco@puc.state.oh.us>>>  
Sent: Monday, April 12, 2021 11:59 AM  
To: [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)<<mailto:btrombino@greenchoiceenergy.com>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00680143 [ref:\_00Dt0GzXt.\_500t0kGRF9:ref ]

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

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

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ADDRESS: [REDACTED]  
[REDACTED], Beavercreek, Ohio 45431  
SERVICE ADDRESS: [REDACTED]

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7. The contract expiration notices mailed to the customer.

Sincerely,

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

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E9FKS&from=ext>]





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## Case Images

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Created Date	Images
4/14/2021 3:29:33 PM	
4/14/2021 3:29:33 PM	
4/14/2021 3:29:33 PM	
4/14/2021 3:29:33 PM	

## Ohio Contract Summary (Variable Price Agreement)

Electricity Supplier and Natural Gas Supplier Information	<p>RPA Energy, Inc., d/b/a Green Choice Energy  Elec. Lic. No. IR-3696  Nat. Gas Lic. No. IR-3695  P.O. Box 1508  Huntington, NY 11743  info@greenchoiceenergy.com  <a href="http://www.greenchoiceenergy.com">www.greenchoiceenergy.com</a>  800-685-0960</p>	
		
Price Structure	<p><b>Electricity:</b> This is a Variable Price Agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins, plus a monthly administrative service fee of \$5.00 per month.</p>	<p><b>Natural Gas:</b> This is a Variable Price Agreement. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins, plus a monthly administrative service fee of \$5.00 per month.</p>
Supply Price	<p><b>Electricity:</b> Your electricity supply price for the first month will be  <u><math>\\$ \{ \text{rate info electric rate amount} \}</math></u> ¢ per kWh, plus a \$5 administrative fee.</p>	<p><b>Natural Gas:</b> Your natural gas supply price for the first month will be  <u><math>\\$ \{ \text{rate info gas rate amount} \}</math></u> ¢ per <u><math>\\$ \{ \text{rate info gas rate uom} \}</math></u>, plus a \$5 administrative fee.</p>
Statement Regarding Savings	<p>The supply price may not provide a savings relative to the EDU or LDC supply price.</p>	
Environmental attributes/Incentives	<p>100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator. As a customer of Green Choice Energy, you automatically qualify for our Power Perks Rewards Program.</p>	<p>100% of the natural gas you purchase is matched with carbon offsets from projects certified under the Verified Carbon Standard.</p>
Contract Start Date	<p>The contract will begin on the date your utility processes your enrollment with Green Choice Energy, in accordance with the utility's rules and procedures. Electricity enrollments are typically processed within three business days and natural gas enrollments are typically processed on the first day of the next month if the utility has received the enrollment request from Green Choice Energy at least 7 days before the first day of the next month.</p>	
Contract Term/Length	<p><u><math>\\$ \{ \text{rate info term} \}</math></u> Month-to-Month</p>	
Cancellation/Early Termination Fees	<p>You may cancel this agreement at any time without incurring a termination fee.</p>	
Renewal	<p>Upon completion of the Initial Term, this Agreement will automatically renew on the terms and conditions which Green Choice Energy will mail to you prior to expiration of the Initial Term.</p>	

**Please retain this document for your records. If you have any questions regarding this agreement, contact your competitive supplier using the information above.**





**GREEN CHOICE ENERGY**  
BETTER ENERGY. BETTER EARTH.

**RPA ENERGY, INC. D/B/A GREEN CHOICE ENERGY**  
**OHIO ELECTRICITY AND NATURAL GAS SUPPLY**  
**VARIABLE PRICE CONTRACT TERMS AND CONDITIONS**

Customer Name: \${bill_fullname}	Single Bill: <input type="checkbox"/>
Address: \${address_service}	Address cont'd: \${city_state_zip_service}
Contact Name: \${auth_fullname}	Contact Tel. #: \${phone_number}
Email: \${email_address}	Date: \${date}
Electric Utility (EDU): \${utility_electric_name}	Electric Utility Account Number: \${account_number_electric}
Natural Gas Utility (LDC): \${utility_gas_name}	Natural Gas Utility Account Number: \${account_number_gas}

By signing below, Customer agrees to the Terms and Conditions of Service, and authorizes RPA Energy Inc., d/b/a Green Choice Energy to complete the Customer's enrollment and initiate supply service.

INITIALS  \${initials}	<b>CUSTOMER ACKNOWLEDGEMENT:</b> The Customer understands that the Sales Representative is representing RPA Energy Inc., d/b/a Green Choice Energy and is not from the Utility. The Customer understands that by choosing RPA Energy Inc., d/b/a Green Choice Energy as their supplier, the Utility will continue to deliver the Customer's electric and/or natural gas supply, read the Customer's meter, bill the Customer and respond to any emergencies. The Customer is the account holder or is authorized to make account decisions. I understand that I have the right to rescind this enrollment as explained in the Terms and Conditions.
------------------------------	---

IN WITNESS WHEREOF, Customer and RPA Energy Inc., d/b/a Green Choice Energy have caused this Agreement to be executed as of the date set forth below.

<u>\${signature_customer}</u> Customer Signature	<u>\${auth_fullname fl}</u> Customer Print Name/Title	<u>\${date}</u> Date
<u>\${signature_agent}</u> Sales Representative Signature	<u>\${agent_fullname}</u> Sales Representative Print Name	<u>\${agent id}</u> Sales Representative ID #

TPV Confirmation #  
  
\${confirmation\_code}



## TERMS AND CONDITIONS

These Terms and Conditions between RPA Energy, Inc., d/b/a Green Choice Energy ("Green Choice Energy"), a competitive retail electricity and natural gas supplier, and the undersigned customer ("Customer" or "You") apply to your electricity generation and/or natural gas service. These Terms and Conditions, along with the accompanying Contract Summary, are the "Agreement." Green Choice Energy's PUCO certificate number for electricity supply is 16-1129E (2) and for natural gas supply is 16-532G (1).

### **1. Agreement to Supply Electricity and/or Natural Gas.**

Green Choice Energy agrees to sell and facilitate delivery of the quantity of electricity or natural gas necessary to meet Customer's requirements based upon consumption data obtained by Green Choice Energy from Customer's Electric Distribution Utility (EDU) or Natural Gas Local Distribution Company (LDC). The EDU will continue to deliver the electricity supplied by Green Choice Energy, and the LDC will continue to deliver the natural gas supplied by Green Choice Energy.

**2. Coordination with EDU/LDC.** You will continue to receive your bill from your EDU for all electricity supply and delivery charges and one bill from your LDC for all natural gas supply and delivery charges. Your EDU and/or LDC will continue to provide all emergency repairs and services. Green Choice Energy is not affiliated with and does not represent your EDU or LDC. In the event of an electricity and/or natural gas emergency or service interruption, contact your EDU or LDC.

**3. Right of Rescission** - Your EDU and/or LDC will send you a notice to confirm your choice of Green Choice Energy. You may cancel your Agreement with no penalty within seven calendar days after your EDU or LDC sends your enrollment confirmation by contacting your EDU or LDC.

**4. Term** - This Agreement shall commence as of the date enrollment with Green Choice Energy is deemed effective by the EDU and/or LDC and shall continue on a month-to-month basis until terminated by either party. Customer may terminate this agreement at any time with no fee or penalty.

**5. Price** – This is a variable price agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins. In addition to the volumetric rate for electricity or natural gas, the Customer will be charged a monthly administrative service fee of \$5.00 per month. Our price does not include EDU or LDC charges. There is no cap on your variable prices for electricity or natural gas, and there is no limit on how much the prices may increase or decrease from one billing cycle to the next.

**6. Billing and Payment** - Customer will receive a single bill from the EDU and/or LDC, which will include both the EDU/LDC delivery charges and Green Choice Energy's supply charges. Your EDU and LDC maintains the right to charge late fees or terminate service for any unpaid utility or supplier charges, pursuant to the regulations of the PUCO. Billing cycle is at a minimum 25 days. Green Choice Energy does not offer budget

billing for the supply portion of the bill.

**7. Delivery Point, Title, and Taxes** – All electricity and/or natural gas sold pursuant to this Agreement shall be delivered to a location (“Point of Delivery”), which shall constitute the point at which the sale occurs and title to the energy or gas passes to You from us. Customer will be liable for and pay all taxes or surcharges which are imposed with respect to the sale of electricity and natural gas. If Customer is exempt from such taxes, Customer is responsible for identifying and requesting any exemption from the collection of the taxes by filing appropriate documentation with Green Choice Energy.

**8. Cancellation**- Customer may terminate this Agreement by contacting the Green Choice Energy Customer Service Department at 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: RPA Energy Inc., d/b/a Green Choice Energy, PO Box 1508, Huntington NY 11743; or by e-mailing us at [info@greenchoicenergy.com](mailto:info@greenchoicenergy.com). Green Choice Energy may cancel this Agreement at any time, for any reason, upon providing 14 days written notice to Customer.

**9. Entire Agreement** - This Agreement, and any attached enrollment forms or Contract Summary, make up the entire Agreement between Customer and Green Choice Energy. Green Choice Energy makes no representations other than those expressly set forth in this Agreement. Green Choice Energy provides no warranties, express or implied, statutory, or otherwise, and Green Choice Energy specifically disclaims any warranty of merchantability or fitness for a particular purpose.

**10. Force Majeure** - In the event that either party is rendered unable, wholly or in part, to perform that party’s obligations under this Agreement due to events not reasonably anticipated or within either party’s control, such as, but not limited to, acts of God, curtailment by Customer’s EDU or LDC, etc., the Parties agree that such nonperformance shall be excused for the duration of the event which caused it. Should the parties have cause to claim force majeure, the claiming

party will notify the other party, in writing, of the cause(s) of such event, the anticipated duration of non-performance and the remedies being taken to eliminate the cause. Financial obligations relating to payment for or delivery of electricity or natural gas under this Agreement cannot be cause for claiming force majeure and obligations cannot be excused as a result of a force majeure event.

**11. Liability** - Our liability shall be limited to direct actual damages only, which will not exceed the amount of your single largest monthly invoice during the preceding 12 months. All other remedies at law or in equity are hereby waived. In no event shall we be liable for any punitive, incidental, consequential, exemplary, indirect, third-party claims, lost profits or other damages whether based on contract, warranty, tort, negligence, strict liability or otherwise any cause of action or claim for any liability, arising from a breach of this Agreement.

**12. Dispute Resolution** - In the event of a dispute or a disagreement involving Green Choice Energy’s service, Customer should contact Green Choice Energy at 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: **RPA Energy Inc., d/b/a Green Choice Energy**, PO Box 1508, Huntington NY 11743; **Web** [www.greenchoicenergy.com](http://www.greenchoicenergy.com). If your complaint is not resolved, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Office of Ohio Consumers’ Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

**13. Assignment** - You may not assign this Agreement, in whole or in part, or any of your rights or obligations without Green Choice Energy’s prior written consent. We may, upon thirty days prior notice and without your

consent: (a) transfer, sell, pledge, encumber or assign this Agreement or the accounts, revenues or proceeds in connection with any financial or billing services agreement; or (b) transfer or assign this Agreement any other approved supplier authorized by the PUCO. This Agreement shall be binding on each party's successors and legal assigns.

**14. Governing Law** - This Agreement is governed by the laws of the state of Ohio. This Agreement is subject to present and future legislation, orders, rules, regulations or decisions of a duly constituted governmental authority having jurisdiction over this agreement or the services to be provided hereunder.

**15. WAIVER OF JURY TRIAL.** THE PARTIES WAIVE THE RIGHT TO A JURY TRIAL. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM ARISING UNDER OR RELATING TO THIS AGREEMENT. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM SUBJECT TO ARBITRATION.

**16. Measurement** - Both Parties agree to accept for purposes of accounting for quantity, quality and measurement of electricity as supplied and reported by the EDU and/or LDC.

**17. Severability** - If any provision of this Agreement is held by a court or regulatory agency of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions shall continue in full force without being invalidated in any way.

**18. Delay or Failure to Exercise Rights** - No partial performance, delay or failure on our part in exercising any rights under this Agreement and no partial or single exercise thereof shall constitute a waiver of such rights or of any other rights hereunder.

**19. Taxes and Laws** - Except as otherwise provided in this Agreement or by law, all taxes due and payable shall be paid by the Customer. Any lawful tax exemption

will only be recognized on a prospective basis from the date that you provide valid tax-exemption certificates to us.

**20. Environmental Disclosures** - Information regarding the generation sources and environmental characteristics of the electricity supplied by Green Choice Energy is available at [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com). "Renewable" energy refers to energy that is generated from renewable sources, such as solar, wind, water or biomass. Green Choice Energy will ensure that 100% of the customer's electricity usage is matched with renewable energy certificates or renewable energy attributes. Green Choice Energy shall have up to 24 months from the end of each calendar year to address any deficiency that may have arisen in the renewable content of electricity sold under this Agreement during such calendar year. Green Choice Energy's carbon neutral natural gas products offset the carbon dioxide footprint of your natural gas usage, as determined in Verified Carbon Units ("VCUs"). Each VCU represents a reduction or removal of one ton of carbon dioxide equivalent ("CO2e") achieved by a project, which is certified under the Verified Carbon Standard ("VCS"). The VCS is the world's most widely recognized voluntary greenhouse gas program as it sets rigorous standards that projects must meet. Once certified with the VCS, the project is issued a VCU for every ton of CO2e that is reduced/removed. These VCUs are then created, tracked, and retired within the Verra Registry. Green Choice Energy's carbon-neutral natural gas offerings are all backed by projects that have been certified under the VCS.

## Contact Information

**Supplier Information: RPA Energy Inc., d/b/a Green Choice Energy**, 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: **RPA Energy Inc., d/b/a Green Choice Energy**, PO Box 1508, Huntington NY 11743; **Web** [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

## Notice of Cancellation

Date of Transaction \$(date)

You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, to Green Choice Energy, P.O. BOX 1508 Huntington, NY 11743, not later than midnight of \$(date plus 3 days).

I hereby cancel this transaction.

Buyer's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

-----  
Notice of Cancellation

Date of Transaction \$(date)

You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, to Green Choice Energy, P.O. BOX 1508 Huntington, NY 11743 not later than midnight of \$(date plus 3 days).

I hereby cancel this transaction.

Buyer's Signature: \_\_\_\_\_

Date: \_\_\_\_\_





\${bill\_fullname}  
\${address\_service}  
\${city\_service}, \${client\_state} \${zip\_service}

Account #:     \${account\_number\_electric}  
                  \${account\_number\_gas}

Dear \${bill\_fullname}:

On behalf of everyone at Green Choice Energy, we would like to thank you for participating in the Retail Choice Program and welcome you as our newest customer. We look forward to providing you with exceptional value and service.

Being a customer with us has never been better or easier:

- ☐ There is no change in delivery service
- ☐ There is no cost to enroll with Green Choice Energy
- ☐ You will receive only one bill from your Utility Company
- ☐ 100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator
- ☐ 100% of the natural gas you purchase is matched with carbon offsets from projects certified under the Verified Carbon Standard
- ☐ Green Choice Energy's Tree Donation Promotion, Green Choice Energy will facilitate the planting of one (1) seedling tree by One Tree Planted, Inc. a verified 501(c)(3) non-profit registered charitable organization, at no cost to the customer.
- ☐ Begin using Green Choice Energy Rewards immediately after your first billing cycle

Your Utility Company will continue to provide your delivery services including meter readings, billing, and payments. You will continue to receive one bill from your Utility Company; our supply charges will be noted separately on that bill. In the event of an emergency, you Utility Company should still be contacted directly.

For access to your Green Choice Energy Rewards please visit [www.greenchoiceenergyrewards.com](http://www.greenchoiceenergyrewards.com).

Again, welcome to Green Choice Energy. If you have any questions, don't hesitate to contact one of our customer service representatives at 1-800-685-0960. We also invite you check to out our website at [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com).

Welcome aboard!

Tanya Jackson

*Tanya Jackson*

Account Services



GREEN CHOICE ENERGY  
BETTER ENERGY. BETTER EARTH.

INTRODUCING...

## GREEN CHOICE ENERGY REWARDS

Congratulations! As a new Green Choice Energy customer, you're getting **\$50 in Reward Dollars every month!**

THAT'S \$600 IN REWARD DOLLARS A YEAR!

### Daily Giveaways



We Give Away A Gift Card Every Day!

### Local Deals



Over 330,000 Deals At Popular Local Shops

### Restaurants



Over 85,000 Deals At Name-Brand Restaurants

### Bonuses & Games



Pick to Win Prizes & Epic \$500 Giveaways

OVER  
**500,000**  
WAYS TO SAVE

### Online Shopping



Savings On Thousands Of Name-Brands

### Grocery Coupons



Grocery Coupons To Save Big At The Store

### Show & Save

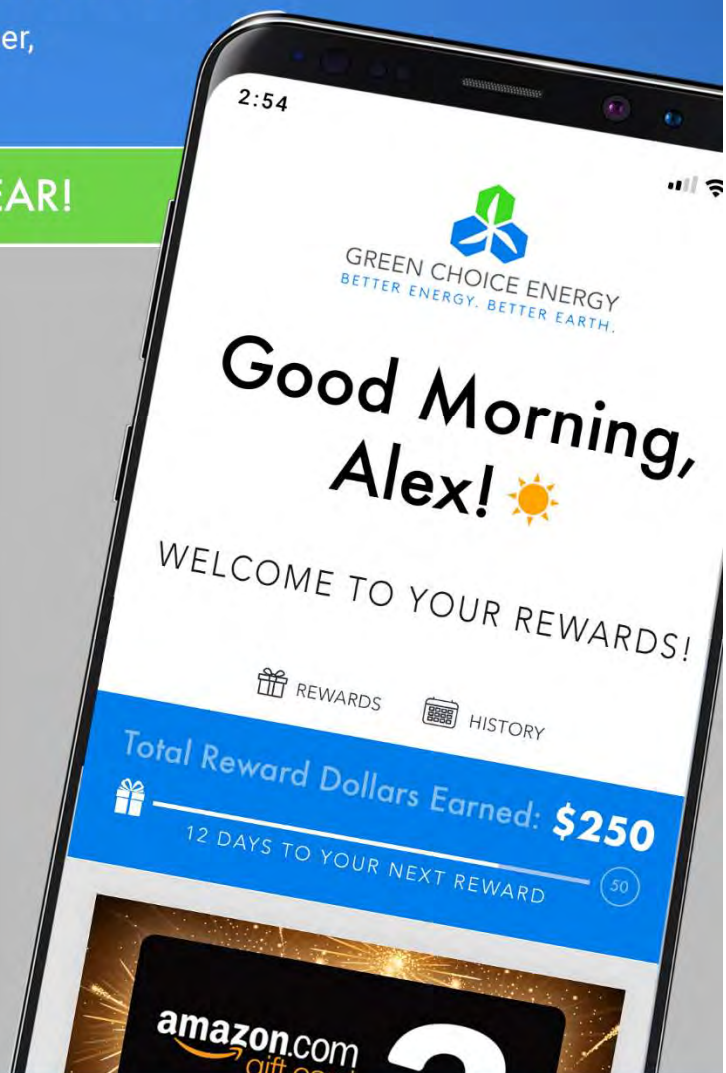


Show & Save On-The-Go Functionality

### Travel Options



Over 1,000,000 Popular Travel Options



### How to Get Started

Visit [greenchoiceenergyrewards.com](http://greenchoiceenergyrewards.com) and login using your credentials.



### How to Login

Your username is your phone number and your password is your zip code.

**Your Rewards Can Be Used to Save on Popular Brands Like...**



\*Restrictions apply, see [amazon.com/gc-legal](http://amazon.com/gc-legal). All product and company names depicted are trademarks or registered trademarks of their respective holders. Use of them does not imply any affiliation with or endorsement by them. Reward enrollment and online/mobile redemption are required before use of rewards. Participating offers subject to change. Reward Dollars are not gift cards or gift certificates and have no cash value. Odds of winning the Daily Gift Card Giveaway ("DGCG") vary daily, based on the number of DGCG entries received between 9am EST and 9pm EST. Limit one (1) DGCG entry per customer per day. DGCG limited to Green Choice Energy Rewards program customers aged eighteen (18) and over. No purchase necessary for entry in the DGCG. Purchase activity will not increase the odds of winning the daily DGCG prize. Visit [www.greenchoiceenergyrewards.com](http://www.greenchoiceenergyrewards.com) for full terms and conditions.





ONETREEPLANTED

## 1 TREE PLANTED IN THE UNITED STATES

TREES HELP CLEAN THE AIR WE BREATHE, FILTER THE WATER WE DRINK, AND PROVIDE HABITAT TO OVER 80% OF THE WORLD'S TERRESTRIAL BIODIVERSITY. FORESTS PROVIDE JOBS TO OVER 1.6 BILLION PEOPLE, ABSORB HARMFUL CARBON FROM THE ATMOSPHERE, AND ARE KEY INGREDIENTS IN 25% OF ALL MEDICINES.

Customer Name: \${bill\_fullname}

Date: \${date}



GREEN CHOICE ENERGY  
BETTER ENERGY. BETTER EARTH.

**DATE**

YOU CHANGED THE WORLD

\*THIS CERTIFICATE WAS NOT PRESENTED TO YOU BY ONE TREE PLANTED, AND THEREFORE WE CANNOT GUARANTEE ANY TREES WERE PLANTED.

\*\*CUSTOMERS MUST REMAIN ENROLLED AND ACTIVE FOR ONE BILLING CYCLE FOR THE PLANTING TO OCCUR.



# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

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

## Case Detail

Case Number: 00682929	Owner: Lucretia Washington
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 04-21-2021  
Case Age in Business Days: 16

Date Closed: 05-03-2021

## Contact Information

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

## Service Address Information

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

## Industry Information

AIQ Industry: Electric	Territory Account: 001t0000008OFYIAA4
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: Marketing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Misleading Information / Materials
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

sent customer letter to email addr listed. close case.

## Case Comments

---

Created Date	Comment
4/21/2021 1:54:20 PM	<p>Cust is elderly, D2D rep came and told cust that they needed to read meter/update+change gas bill. Sales rep had her make a phone call to verify info.</p> <p>Cust does not want to switch and is very unhappy with sales tactics by rep, she was mislead to believe they worked for AES. Cust was told by gas co that it was being taken over by RPM, and then when she called she was told the Company Name: RPA Greenchoice. Cust states that she feels this is a shady business practice and she feels like she was scammed.</p> <p>Cust called and cancelled the switch for gas &amp; Electric, Cancellation Confirm [REDACTED]</p> <p>Cust was adv that Electric cant be switched back until next meter reading,</p> <p>Adv cust we can reach out regarding sales tactics and to see if they would re rate her while she has them.</p> <p>Provided case#, timeframe and ICB.</p>

4/29/2021 2:32:09 PM	<p>Company response</p> <p>Company stated on 3/31/2021 customer was enrolled in a variable rate supply, electric and gas product with RPA Energy dba Green Choice Energy via their door to door sales channel.</p> <p>Company stated RPA Energy dba Green Choice Energy records show the marketer at EGC Office 4 OH which is an independent marketing vendor performing sales on the company's behalf. Company also stated sales rep was Barry Jones, Agent 2004006 and it's the company's understanding that this vendor is only performing sales for the company.</p> <p>Company stated the enrollment was sent to the utility on 4/6/2021.</p> <p>Company stated sales agents representing Green Choice Energy wears badges that state their name, agent ID, and state they are sales agents working for Green Choice Energy. Company also stated contract customer signed states the same and that the TPV also asks the customer if she is voluntarily choosing to switch to RPA Energy dba Green Choice Energy and also states the company does not represent the local utility and the customer does not have to switch.</p> <p>Company stated on 4/21/2021 customer contacted them and stated she felt scammed, did not want any additional information only confirmation the accounts would be cancelled. Company stated both accounts were cancelled on 4/21/2021, conf. no. [REDACTED] (gas) and [REDACTED] (elec) were provided to customer.</p> <p>Company also stated there's no billing, accounts are scheduled to return to utility eff 5/18/2021, supply charges for one bill cycle customer was enrolled with them will be at the utility's price to compare rate and no ETF would apply.</p>
5/3/2021 12:40:48 PM	Resolution Comments: sent customer letter to email addr listed. close case.

## Web Information

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

Web Account in Question:  
Web US Dot #:

## System Information

Created by: Angalese Upchurch  
# Tasks Correspondence Review: 1  
# Tasks Correspondence Review:1

Last Modified by: Bhasker Kondaveeti  
Next Activity Date:  
Case Grade Created:  
Case Grade Target:

## Case Emails

---

Email Created Date: 4/22/2021 10:15:58 AM

Email HTML Version:



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

**CASE ID:** [REDACTED]  
**CUSTOMER:** [REDACTED]  
**SERVICE ADDRESS:** [REDACTED], Marysville, Ohio 43040  
**AIQ:** RPA Energy, Inc  
**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:**

[REDACTED] recently contacted the PUCO regarding your company. She states a sales agent came to her door and told her they needed to read her meter and update/change her gas bill. She also states the sales agent had her make a phone call to verify information. [REDACTED] states she contacted her gas company who told her they were merging with RPM and that the company that switched her supplier was RPA Greenchoice. [REDACTED] states she doesn't want to switch suppliers and felt she was misled and scammed into providing information to the sales agent based on shady business practices and sales tactics the agent used to enroll her. She also states she contacted RPA to cancel both gas and electric enrollments (conf. no. [REDACTED] for gas and [REDACTED] for electric).

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. Has [REDACTED] contacted RPA Energy to dispute the enrollments? If

so, when and what information was she provided.

3. If the solicitation was completed by a third-party vendor, which vendor.
4. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
5. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
6. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
7. Has a request to cancel or drop the enrollments been received from [REDACTED]? If so, please provide the service end dates provided by the distribution utilities.
8. Are there any early termination fees associated with the enrollments? If so, will the fees be waived and if not, why?
9. Will RPA Energy re-rate [REDACTED] gas and electric bills for the bill periods she had your service based on the sales tactics used to enroll her? If not, please explain 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.

Please provide any additional information that may be relevant to this investigation.

Sincerely,

**Lucretia Washington**



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

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

ref:\_00Dt0GzXt.\_500t0kIJsS:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00682929

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Ohio 43040

Case Number: 00682929

AIQ: RPA Energy, Inc

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:

[REDACTED] recently contacted the PUCO regarding your company. She states a sales agent came to her door and told her they needed to read her meter and update/change her gas bill. She also states the sales agent had her make a phone call to verify information. [REDACTED] states she contacted her gas company who told her they were merging with RPM and that the company that switched her supplier was RPA Greenchoice. [REDACTED] states she doesn't want to switch suppliers and felt she was misled and scammed into providing information to the sales agent based on shady business practices and sales tactics the agent used to enroll her. She also states she contacted RPA to cancel both gas and electric enrollments (conf. no. [REDACTED] for gas and [REDACTED] for electric).

Please review the account and advise:

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

Has [REDACTED] contacted RPA Energy to dispute the enrollments? If so, when and what information was she provided.

If the solicitation was completed by a third-party vendor, which vendor.

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

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

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

Has a request to cancel or drop the enrollments been received from [REDACTED]? If so, please provide the service end dates provided by the distribution utilities.

Are there any early termination fees associated with the enrollments? If so, will the fees be waived and if not, why?

Will RPA Energy re-rate [REDACTED] gas and electric bills for the bill periods she had your service based on the sales tactics used to enroll her? If not, please explain why.

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

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

Please provide any additional information that may be relevant to this investigation.

Sincerely,

Lucretia Washington

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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

ref: \_00Dt0GzXt.\_500t0kIJsS:ref

**Email Created Date: 4/26/2021 9:30:11 AM**

**Email HTML Version:**

Good Morning,

This is in response to CASE #: 00682929.

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On March 31, 2021, [REDACTED] was enrolled in a variable rate supply, electric and gas product with RPA Energy D/B/A Green Choice Energy via our door-to-door channel.

RPA Energy D/B/A Green Choice Energy records show the marketer as EGC Office 4 OH, an independent marketing vendor performing sales on behalf of RPA Energy D/B/A Green Choice Energy, and the salesperson as Barry Jones , Agent 2004006. It is RPA Energy D/B/A Green Choice Energy's understanding that this vendor is only performing sales for RPA Energy D/B/A Green Choice Energy.

The enrollment request was sent to the utility on 4/6/2021.

I've attached the copy of the contract and TPV authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The sales agents representing Green Choice Energy where badges that state their name, agent id, state they are sales agents working for Green Choice Energy. The contract [REDACTED] signed states the same. The attached third party verification also asks [REDACTED] whether she is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch.

[REDACTED] contacted us on 4/21/21 and stated she felt scammed, she did not want any additional information only confirmation that the accounts would be cancelled. The electric and gas accounts were canceled on 4/21/2021. The confirmation numbers provided to [REDACTED] [REDACTED] are, # [REDACTED] for gas and # [REDACTED] for electric. Currently there is no billing, however the accounts are scheduled to return to the utility as of 5/18/2021. The supply charge for the one billing cycle that she is enrolled with us will be at the utility price to compare.

There is no early termination fee associated with the cancellation.

Thank you,



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Lucretia Washington <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

**Sent:** Thursday, April 22, 2021 10:22:18 AM

To: [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com) <[btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00682929 [ ref: \_00Dt0GzXt.\_500t0kIJsS:ref ]



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

**CASE ID:** 00682929

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED] Marysville, Ohio 43040

**AIQ:** RPA Energy, Inc

**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:**

[REDACTED] recently contacted the PUCO regarding your company. She states a sales agent came to her door and told her they needed to read her meter and update/change her gas bill. She also states the sales agent had her make a phone call to verify information. [REDACTED] states she contacted her gas company who told her they were merging with RPM and that the company that switched her supplier was RPA Greenchoice. [REDACTED] states she doesn't want to switch suppliers and felt she was misled and scammed into providing information to the sales agent based on shady business practices and sales tactics the agent used to enroll her. She also states she contacted RPA to cancel both gas and electric enrollments (conf. no. [REDACTED] for gas and [REDACTED] for electric).

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. Has [REDACTED] contacted RPA Energy to dispute the enrollments? If so, when and what information was she provided.
3. If the solicitation was completed by a third-party vendor, which

vendor.

4. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
5. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
6. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
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8. Are there any early termination fees associated with the enrollments? If so, will the fees be waived and if not, why?
9. Will RPA Energy re-rate [REDACTED] gas and electric bills for the bill periods she had your service based on the sales tactics used to enroll her? If not, please explain 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.

Please provide any additional information that may be relevant to this investigation.

Sincerely,

**Lucretia Washington**

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

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

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

ref:\_00Dt0GzXt.\_500t0kIJsS:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

Good Morning,

This is in response to CASE #: 00682929.

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On March 31, 2021, [REDACTED] was enrolled in a variable rate supply, electric and gas product with RPA Energy D/B/A Green Choice Energy via our door-to-door channel.

RPA Energy D/B/A Green Choice Energy records show the marketer as EGC Office 4 OH, an independent marketing vendor performing sales on behalf of RPA Energy D/B/A Green Choice Energy, and the salesperson as Barry Jones , Agent 2004006. It is RPA Energy D/B/A Green Choice Energy's understanding that this vendor is only performing sales for RPA Energy D/B/A Green Choice Energy.

The enrollment request was sent to the utility on 4/6/2021.

I've attached the copy of the contract and TPV authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The sales agents representing Green Choice Energy where badges that state their name, agent id, state they are sales agents working for Green Choice Energy. The contract [REDACTED] signed states the same. The attached third party verification also asks [REDACTED] whether she is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch.

[REDACTED] contacted us on 4/21/21 and stated she felt scammed, she did not want any additional information only confirmation that the accounts would be cancelled. The electric and gas accounts were canceled on 4/21/2021. The confirmation numbers provided to [REDACTED] are, # [REDACTED] for gas and [REDACTED] for electric. Currently there is no billing, however the accounts are scheduled to return to the utility as of 5/18/2021. The supply charge for the one billing cycle that she is enrolled with us will be at the utility price to compare.



There is no early termination fee associated with the cancellation.

Thank you,

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com/>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<https://www.facebook.com/GreenChoiceEnergy/> [linkedin icon]  
<https://www.linkedin.com/company/green-choice-energy/> [instagram icon]  
<https://www.instagram.com/greenchoiceenergy/>

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---

From: Lucretia Washington  
<contactthepuco@puc.state.oh.usmailto:contactthepuco@puc.state.oh.us>>  
Sent: Thursday, April 22, 2021 10:22:18 AM

To: btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
<btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00682929 [  
ref:\_00Dt0GzXt.\_500t0kIJS:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00682929

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Marysville, Ohio 43040

AIQ: RPA Energy, Inc

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:

[REDACTED] recently contacted the PUCO regarding your company. She states a sales agent came to her door and told her they needed to read her meter and update/change her gas bill. She also states the sales agent had her make a phone call to verify information. [REDACTED] states she contacted her gas company who told her they were merging with RPM and that the company that switched her supplier was RPA Greenchoice. [REDACTED] states she doesn't want to switch

suppliers and felt she was misled and scammed into providing information to the sales agent based on shady business practices and sales tactics the agent used to enroll her. She also states she contacted RPA to cancel both gas and electric enrollments (conf. no. [REDACTED] for gas and [REDACTED] for electric).

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
  2. Has [REDACTED] contacted RPA Energy to dispute the enrollments? If so, when and what information was she provided.
  3. If the solicitation was completed by a third-party vendor, which vendor.
  4. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
  5. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
  6. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
  7. Has a request to cancel or drop the enrollments been received from [REDACTED]? If so, please provide the service end dates provided by the distribution utilities.
  8. Are there any early termination fees associated with the enrollments? If so, will the fees be waived and if not, why?
  9. Will RPA Energy re-rate [REDACTED] gas and electric bills for the bill periods she had your service based on the sales tactics used to enroll her? If not, please explain 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.

Please provide any additional information that may be relevant to this investigation.

Sincerely,

Lucretia Washington

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://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.

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000EA1PQ&from=ext>]

ref:\_00Dt0GzXt.\_500t0klJsS:ref

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Created Date: 5/3/2021 12:36:29 PM**

**Email HTML Version:**



Case Number: 00682929

Dear [REDACTED]:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) and allowing me to address your concerns regarding RPA Energy, Inc. dba Green Choice Energy.

In your complaint, you stated that a sales agent came to your door and told you they needed to read your meter and update your bill. You also stated the sales agent had you make a phone call to verify information. You stated you did not want to switch providers and was very unhappy with the sales tactics used by the agent who you felt misled you to believe they worked for AES. You stated it wasn't until you spoke with your utility company that you learned the sales agent worked for RPA Green Choice.

RPA Energy, Inc dba Green Choice Energy response was to provide a copy of the Third-Party Verification (TPV) call that you completed with a verification representative on March 31, 2021 at 3:44PM ET. Upon review the TPV, I found that you provided your name, [REDACTED], as well as your address, [REDACTED] Marysville, Ohio 43040. Additionally, I found that you responded "Yes" when asked the following questions:

- If you were the customer of record on the account(s) or authorized to switch the electric and/or natural gas providers for your address.
- If you understood that the agreement was for a month to month term with a variable rate of 4.61 cents for electricity and 39.24 cents for natural gas.
- If you understood that as part of this agreement there was an additional \$5.00 monthly service fee and that you could cancel the agreement at any time without any cancellation fees.
- If you were voluntarily choosing RPA Energy, Inc. dba Green Choice Energy as your electricity generation and/or natural gas provider.
- If you understood that RPA Energy, Inc. dba Green Choice Energy was not your current utility company and that you may choose to remain with your utility company or enroll with another provider.

RPA Energy, Inc. dba Green Choice Energy also stated you contacted them on April 21, 2021 and stated you felt misled by the tactics the sales agent used to enroll you in their service and you only wanted confirmation the accounts would be cancelled. The company confirmed both accounts

were cancelled on April 21/2021 and confirmation numbers [REDACTED] (gas) and [REDACTED] (electric) were provided to you.

RPA Energy, Inc. dba Green Choice Energy also stated there's no billing, accounts are scheduled to return to the utility company effective May 18, 2021 and that the supply charges for which you were enrolled with them for one bill cycle will be re-rated at your utility company's price to compare rate. They've also confirmed no early termination fees would apply.

I hope you find this information helpful. Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

**Lucretia Washington**

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

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

ref:\_00Dt0GzXt.\_500t0klJsS:ref

**Email Text Version:**

Case Number: 00682929

Dear [REDACTED]:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) and allowing me to address your concerns regarding RPA Energy, Inc. dba Green Choice Energy.

In your complaint, you stated that a sales agent came to your door and told you they needed to read your meter and update your bill. You also stated the sales agent had you make a phone call to verify information. You stated you did not want to switch providers and was very unhappy with the sales tactics used by the agent who you felt misled you to believe they worked for AES. You stated it wasn't until you spoke with your utility company that you learned the sales agent worked for RPA Green Choice.

RPA Energy, Inc dba Green Choice Energy response was to provide a copy of the Third-Party Verification (TPV) call that you completed with a verification representative on March 31, 2021 at 3:44PM ET. Upon review the TPV, I found that you provided your name, [REDACTED], as well as your address, [REDACTED] Marysville, Ohio 43040. Additionally, I found that you responded "Yes" when asked the following questions:

If you were the customer of record on the account(s) or authorized to switch the electric and/or natural gas providers for your address.

If you understood that the agreement was for a month to month term with a variable rate of 4.61 cents for electricity and 39.24 cents for natural gas.

If you understood that as part of this agreement there was an additional \$5.00 monthly service fee and that you could cancel the agreement at any time without any cancellation fees.

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I hope you find this information helpful. Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Lucretia Washington

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)


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## Case Images

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Created Date	Images
4/26/2021 9:30:12 AM	
4/26/2021 9:30:12 AM	
4/26/2021 9:30:12 AM	
4/26/2021 9:30:12 AM	



Ohio Contract Summary (Variable Price Agreement)

Electricity Supplier and Natural Gas Supplier Information	<div>RPA Energy, Inc., d/b/a Green Choice Energy Elec. Lic. No. IR-3696 Nat. Gas Lic. No. IR-3695 P.O. Box 1508 Huntington, NY 11743 info@greenchoiceenergy.com <a href="http://www.greenchoiceenergy.com">www.greenchoiceenergy.com</a> 800-685-0960</div> <div> GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.</div>	
Price Structure	<b>Electricity:</b> This is a Variable Price Agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins, plus a monthly administrative service fee of \$5.00 per month.	<b>Natural Gas:</b> This is a Variable Price Agreement. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins, plus a monthly administrative service fee of \$5.00 per month.
Supply Price	<b>Electricity:</b> Your electricity supply price for the first month will be <b><u>4.61</u></b> per kWh, plus a \$5 administrative fee.	<b>Natural Gas:</b> Your natural gas supply price for the first month will be <b><u>39.24 ccf</u></b> , plus a \$5 administrative fee.
Statement Regarding Savings	The supply price may not provide a savings relative to the EDU or LDC supply price.	
Environmental attributes/Incentives	100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator. As a customer of Green Choice Energy, you automatically qualify for our Power Perks Rewards Program.	100% of the natural gas you purchase is matched with carbon offsets from projects certified under the Verified Carbon Standard.
Contract Start Date	The contract will begin on the date your utility processes your enrollment with Green Choice Energy, in accordance with the utility's rules and procedures. Electricity enrollments are typically processed within three business days and natural gas enrollments are typically processed on the first day of the next month if the utility has received the enrollment request from Green Choice Energy at least 7 days before the first day of the next month.	
Contract Term/Length	<b><u>N/A</u></b> Month-to-Month	
Cancellation/Early Termination Fees	You may cancel this agreement at any time without incurring a termination fee.	
Renewal	Upon completion of the Initial Term, this Agreement will automatically renew on the terms and conditions which Green Choice Energy will mail to you prior to expiration of the Initial Term.	

Please retain this document for your records. If you have any questions regarding this agreement, contact your competitive supplier using the information above.



**RPA ENERGY, INC. D/B/A GREEN CHOICE ENERGY  
OHIO ELECTRICITY AND NATURAL GAS SUPPLY  
VARIABLE PRICE CONTRACT TERMS AND CONDITIONS**

<b>Customer Name:</b> [REDACTED]	<b>Single Bill:</b> <input checked="" type="checkbox"/>
<b>Address:</b> [REDACTED]	<b>Address cont'd:</b> MARYSVILLE, OH, 43040
<b>Contact Name:</b> [REDACTED]	<b>Contact Tel. #:</b> [REDACTED]
<b>Email:</b> [REDACTED]	<b>Date:</b> 03-31-2021
<b>Electric Utility (EDU):</b> Dayton Power and Light Company	<b>Electric Utility Account Number:</b> [REDACTED]
<b>Natural Gas Utility (LDC):</b> Columbia Gas Ohio	<b>Natural Gas Utility Account Number:</b> [REDACTED]

By signing below, Customer agrees to the Terms and Conditions of Service, and authorizes RPA Energy Inc., d/b/a Green Choice Energy to complete the Customer's enrollment and initiate supply service.

INITIALS

[REDACTED]

**CUSTOMER ACKNOWLEDGEMENT:** The Customer understands that the Sales Representative is representing RPA Energy Inc., d/b/a Green Choice Energy and is not from the Utility. The Customer understands that by choosing RPA Energy Inc., d/b/a Green Choice Energy as their supplier, the Utility will continue to deliver the Customer's electric and/or natural gas supply, read the Customer's meter, bill the Customer and respond to any emergencies. The Customer is the account holder or is authorized to make account decisions. I understand that I have the right to rescind this enrollment as explained in the Terms and Conditions.

**IN WITNESS WHEREOF,** Customer and RPA Energy Inc., d/b/a Green Choice Energy have caused this Agreement to be executed as of the date set forth below.

[REDACTED]

**Customer Signature**

[REDACTED]

**Customer Print Name/Title**

**03-31-2021**  
**Date**

  
**Sales Representative Signature**

**BARRY BONES**  
**Sales Representative Print Name**

**2004006**  
**Sales Representative ID #**

T [REDACTED] n #



## TERMS AND CONDITIONS

These Terms and Conditions between RPA Energy, Inc., d/b/a Green Choice Energy (“Green Choice Energy”), a competitive retail electricity and natural gas supplier, and the undersigned customer (“Customer” or “You”) apply to your electricity generation and/or natural gas service. These Terms and Conditions, along with the accompanying Contract Summary, are the “Agreement.” Green Choice Energy’s PUCO certificate number for electricity supply is 16-1129E (2) and for natural gas supply is 16-532G (1).

**1. Agreement to Supply Electricity and/or Natural Gas.** Green Choice Energy agrees to sell and facilitate delivery of the quantity of electricity or natural gas necessary to meet Customer’s requirements based upon consumption data obtained by Green Choice Energy from Customer’s Electric Distribution Utility (EDU) or Natural Gas Local Distribution Company (LDC). The EDU will continue to deliver the electricity supplied by Green Choice Energy, and the LDC will continue to deliver the natural gas supplied by Green Choice Energy.

**2. Coordination with EDU/LDC.** You will continue to receive your bill from your EDU for all electricity supply and delivery charges and one bill from your LDC for all natural gas supply and delivery charges. Your EDU and/or LDC will continue to provide all emergency repairs and services. Green Choice Energy is not affiliated with and does not represent your EDU or LDC. In the event of an electricity and/or natural gas emergency or service interruption, contact your EDU or LDC.

**3. Right of Rescission** - Your EDU and/or LDC will send you a notice to confirm your choice of Green Choice Energy. You may cancel your Agreement with no penalty within seven calendar days after your EDU or LDC sends your enrollment confirmation by contacting your EDU or LDC.

**4. Term** - This Agreement shall commence as of the date enrollment with Green Choice Energy is deemed effective by the EDU and/or LDC and shall continue on a month-to-month basis until terminated by either party. Customer may terminate this agreement at any time with no fee or penalty.

**5. Price** – This is a variable price agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and Green Choice Energy’s costs, expenses and margins. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and Green Choice Energy’s costs, expenses and margins. In addition to the volumetric rate for electricity or natural gas, the Customer will be charged a monthly administrative

service fee of \$5.00 per month. Our price does not include EDU or LDC charges. There is no cap on your variable prices for electricity or natural gas, and there is no limit on how much the prices may increase or decrease from one billing cycle to the next.

**6. Billing and Payment** - Customer will receive a single bill from the EDU and/or LDC, which will include both the EDU/LDC delivery charges and Green Choice Energy’s supply charges. Your EDU and LDC maintains the right to charge late fees or terminate service for any unpaid utility or supplier charges, pursuant to the regulations of the PUCO. Billing cycle is at a minimum 25 days. Green Choice Energy does not offer budget billing for the supply portion of the bill.

**7. Delivery Point, Title, and Taxes** – All electricity and/or natural gas sold pursuant to this Agreement shall be delivered to a location (“Point of Delivery”), which shall constitute the point at which the sale occurs and title to the energy or gas passes to You from us. Customer will be liable for and pay all taxes or surcharges which are imposed with respect to the sale of electricity and natural gas. If Customer is exempt from such taxes, Customer is responsible for identifying and requesting any exemption from the collection of the taxes by filing appropriate documentation with Green Choice Energy.

**8. Cancellation**- Customer may terminate this Agreement by contacting the Green Choice Energy Customer Service Department at 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: RPA Energy Inc., d/b/a Green Choice Energy, PO Box 1508, Huntington NY 11743; or by e-mailing us at [info@greenchoiceenergy.com](mailto:info@greenchoiceenergy.com). Green Choice Energy may cancel this Agreement at any time, for any reason, upon providing 14 days written notice to Customer.

**9. Entire Agreement** - This Agreement, and any attached enrollment forms or Contract Summary, make up the entire Agreement between Customer and Green Choice Energy. Green Choice Energy makes no representations other than those expressly set forth in this Agreement. Green Choice Energy provides no warranties, express or implied, statutory, or otherwise, and Green Choice Energy specifically disclaims any warranty of merchantability or fitness for a particular purpose.

**10. Force Majeure** - In the event that either party is rendered unable, wholly or in part, to perform that party’s obligations under this Agreement due to events not reasonably anticipated or within either party’s control,



such as, but not limited to, acts of God, curtailment by Customer's EDU or LDC, etc., the Parties agree that such nonperformance shall be excused for the duration of the event which caused it. Should the parties have cause to claim force majeure, the claiming party will notify the other party, in writing, of the cause(s) of such event, the anticipated duration of non-performance and the remedies being taken to eliminate the cause. Financial obligations relating to payment for or delivery of electricity or natural gas under this Agreement cannot be cause for claiming force majeure and obligations cannot be excused as a result of a force majeure event.

**11. Liability** - Our liability shall be limited to direct actual damages only, which will not exceed the amount of your single largest monthly invoice during the preceding 12 months. All other remedies at law or in equity are hereby waived. In no event shall we be liable for any punitive, incidental, consequential, exemplary, indirect, third-party claims, lost profits or other damages whether based on contract, warranty, tort, negligence, strict liability or otherwise any cause of action or claim for any liability, arising from a breach of this Agreement.

**12. Dispute Resolution** - In the event of a dispute or a disagreement involving Green Choice Energy's service, Customer should contact Green Choice Energy at 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: **RPA Energy Inc., d/b/a Green Choice Energy**, PO Box 1508, Huntington NY 11743; **Web**

**www.greenchoiceenergy.com**. If your complaint is not resolved, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Office of Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

**13. Assignment** - You may not assign this Agreement, in whole or in part, or any of your rights or obligations without Green Choice Energy's prior written consent. We may, upon thirty days prior notice and without your consent: (a) transfer, sell, pledge, encumber or assign this Agreement or the accounts, revenues or proceeds in connection with any financial or billing services agreement; or (b) transfer or assign this Agreement any other approved supplier authorized by the PUCO. This Agreement shall be binding on each party's successors and legal assigns.

**14. Governing Law** - This Agreement is governed by the laws of the state of Ohio. This Agreement is subject to present and future legislation, orders, rules, regulations or decisions of a duly constituted governmental authority having jurisdiction over this agreement or the services to be provided hereunder.

**15. WAIVER OF JURY TRIAL.** THE PARTIES WAIVE THE RIGHT TO A JURY TRIAL. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM ARISING UNDER OR RELATING TO THIS AGREEMENT. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS

PERTAINING TO ANY CLAIM SUBJECT TO ARBITRATION.

**16. Measurement** - Both Parties agree to accept for purposes of accounting for quantity, quality and measurement of electricity as supplied and reported by the EDU and/or LDC.

**17. Severability** - If any provision of this Agreement is held by a court or regulatory agency of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions shall continue in full force without being invalidated in any way.

**18. Delay or Failure to Exercise Rights** - No partial performance, delay or failure on our part in exercising any rights under this Agreement and no partial or single exercise thereof shall constitute a waiver of such rights or of any other rights hereunder.

**19. Taxes and Laws** - Except as otherwise provided in this Agreement or by law, all taxes due and payable shall be paid by the Customer. Any lawful tax exemption will only be recognized on a prospective basis from the date that you provide valid tax-exemption certificates to us.

**20. Environmental Disclosures** - Information regarding the generation sources and environmental characteristics of the electricity supplied by Green Choice Energy is available at [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com). "Renewable" energy refers to energy that is generated from renewable sources, such as solar, wind, water or biomass. Green Choice Energy will ensure that 100% of the customer's electricity usage is matched with renewable energy certificates or renewable energy attributes. Green Choice Energy shall have up to 24 months from the end of each calendar year to address any deficiency that may have arisen in the renewable content of electricity sold under this Agreement during such calendar year. Green Choice Energy's carbon neutral natural gas products offset the carbon dioxide footprint of your natural gas usage, as determined in Verified Carbon Units ("VCUs"). Each VCU represents a reduction or removal of one ton of carbon dioxide equivalent ("CO<sub>2</sub>e") achieved by a project, which is certified under the Verified Carbon Standard ("VCS"). The VCS is the world's most widely recognized voluntary greenhouse gas program as it sets rigorous standards that projects must meet. Once certified with the VCS, the project is issued a VCU for every ton of CO<sub>2</sub>e that is reduced/removed. These VCUs are then created, tracked, and retired within the Verra Registry. Green Choice Energy's carbon-neutral natural gas offerings are all backed by projects that have been certified under the VCS.

#### **Contact Information**

**Supplier Information: RPA Energy Inc., d/b/a Green Choice Energy**, 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: **RPA Energy Inc., d/b/a Green Choice Energy**, PO Box 1508, Huntington NY 11743; **Web** **www.greenchoiceenergy.com**

**Notice of Cancellation**

**Date of Transaction 03-31-2021**

**You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.**

**To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, to RPA Energy, Inc., d/b/a Green Choice Energy, PO Box 1508, Huntington NY 11743, 1-800-685-0960 not later than midnight of 04-05-2021**

**I hereby cancel this transaction.**

**Buyer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_**

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**Notice of Cancellation**

**Date of Transaction 03-31-2021**

**You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.**

**To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, to RPA Energy, Inc., d/b/a Green Choice Energy, PO Box 1508, Huntington NY 11743, 1-800-685-0960 not later than midnight of 04-05-2021**

**I hereby cancel this transaction.**

**Buyer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_**



# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

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

## Case Detail

Case Number: 00688180	Owner: Lucretia Washington
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 05-11-2021

Date Closed: 06-21-2021

Case Age in Business Days: 56

## Contact Information

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

## Service Address Information

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

## Industry Information

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

## Additional Information

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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**Description:**

**Resolution:**

reviewed company response with customer. RJS.

## Case Comments

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Created Date	Comment
5/11/2021 3:45:40 PM	<p>cust states a guy from Green Choice Energy came to his door, lied to him and told him he didn't have a 3rd party supp and they were sent there to sign him up with GCE. cust also states the guy told him if he didn't sign up with GCE the cust would have to pay an extra \$60 per month. cust states he already had Rushmore Energy as his supp and when he called AEP, they confirmed RE was his supp prior to GCE becoming supp. cust also states AEP cancelled enrollment w/GCE and put RE back on as his supp. cust also adv RE charged him an ETF for cancelling early. cust states GCE charged him 9.5 per kWh while RE only charged him 4.5 per kWh. i adv i would open case, gave case num, expl proc, gave name and ICB.</p> <p>cust then inq when contract term with RE exp, gave contact info for RE. ICB</p>

5/18/2021 10:01:26 AM	<p>Company response</p> <p>Company stated customer was enrolled on 4/22/2021 in a variable rate supply, electric and gas product with RPA Energy D/B/A Green Choice Energy via their door to door channel.</p> <p>Company stated their records show the marketer as MBM LLC, an independent marketing vendor performing sales on behalf of RPA Energy D/B/A Green Choice Energy and the salesperson as Trevor Pickins, Agent MBM065. Company also stated it is RPA Energy D/B/A Green Choice Energy's understanding that this vendor is only performing sales for RPA Energy D/B/A Green Choice Energy.</p> <p>Company stated a copy of the contract and TPV have been provided and that sales agents representing Green Choice Energy wear badges that state their name, agent ID, state they are sales agents working for Green Choice Energy. Company also states the contract [REDACTED] signed states the same.</p> <p>Company stated TPV also asks [REDACTED] whether she is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. Company stated the TPV also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility and that the customer does not have to switch.</p> <p>Company stated there is no record of [REDACTED] calling their customer service department to dispute the enrollment however RPA Energy D/B/A Green Choice Energy tried to call [REDACTED] on 5/12/2021 to assure him this matter will be investigated and his account returned back to the utility on 5/4/2021 but [REDACTED] voicemail was not set up to receive messages. Company stated if [REDACTED] account is charged on a first-time basis it will be the utility's price to compare. Company also stated they were adding [REDACTED] to their internal "do not call" and "do not knock" lists.</p> <p>Company stated there is no early termination fee associated with the cancellation.</p>
5/21/2021 9:19:43 AM	<p>sent email to Rushmore Energy to see if ETF could be waived based on circumstances surrounding the customer's cancellation of their service, find out what the customer's rate was with RE and if it was a fixed, variable or variable with introductory rate product.</p>
5/21/2021 9:54:37 AM	<p>sent email to AEP requesting actual bill copies showing RPA Energy dba Green Choice Energy as the supplier.</p>
5/28/2021 12:12:38 PM	<p>Company response from AEP</p> <p>Company stated Rushmore Energy became the generation supplier with the last scheduled meter reading date of 5/7/2021.</p> <p>Company stated prior to this change, the customer was served under AEP Ohio's Standard Service Offer tariff from 8/5/2020 to 5/6/2021, so there are no bill copies showing RPA Energy, dba Green Choice Energy as the generation supplier.</p> <p>Company also provided copies of switch, drop and objection letters that were mailed to the customer in April and May.</p>



5/28/2021 12:25:48 PM	<p>Company response from Rushmore Energy</p> <p>Company stated the customer was enrolled through their door to door channel on April 10, 2021 for a fixed rate product of \$0.0654 per kWh and the services were scheduled to start on May 6, 2021. Company stated they received a drop transaction from the utility on April 26, 2021 with a service end date of June 6, 2021. Company stated as part of their standard retention efforts, a formal early cancellation letter was mailed in the amount of \$170 and a courtesy call was made. Company stated the customer returned their call on May 3, 2021 and during the conversation, the customer confirmed that he wanted to remain with Rushmore Energy and that he had contacted the utility to cancel the new supplier. Company stated the reinstatement process was confirmed and the customer was advised that the ETF would no longer be due since he was reinstating. Company also stated the customer was informed that he could disregard the notice once it was received.</p> <p>Company stated the customer contacted their office once again on May 11, 2021 to inform them that he would be applying for PIPP. Company stated the representative confirmed that he would have to drop Rushmore Energy as a supplier in order to enroll with PIPP. Company stated the representative also confirmed that she would waive the ETF on the account as a courtesy.</p> <p>Company stated the customer's account is currently dropped with a pending service end date scheduled for June 7, 2021. Company also stated the ETF on the account has been waived in its entirety.</p>
6/8/2021 9:48:08 AM	i called [REDACTED] but was not able to reach cust per vm box has not been set up. will make another attempt to call cust to close this afternoon.
6/21/2021 3:30:40 PM	confirmed customer received call from rushmore and confirm the ETF is waived. Customer going to sign up for PIPP. RJS.
6/21/2021 3:31:34 PM	Resolution Comments: reviewed company response with customer. RJS.

## Web Information

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

Web Account in Question:  
Web US Dot #:

## System Information

Created by: Lucretia Washington  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Bhasker Kondaveeti  
Next Activity Date:  
Case Grade Created:  
Case Grade Target:

## Case Emails

---

Email Created Date: 5/11/2021 4:24:53 PM

Email HTML Version:



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

**CASE ID:** 00688180

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Wintersville, Ohio  
43953

**AIQ:** RPA Energy, Inc

**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:**

[REDACTED] contacted the PUCO today regarding your company. He states a sales agent came to his door and misled him by stating [REDACTED] did not have a Certified Retail Electric Supplier (CRES) and the agent was sent to his home to sign him up. [REDACTED] also states the sales agent explained if he didn't sign up, he would pay an extra \$60 each month on his electric bill. He states he was already enrolled with a different CRES and when the sales agent switched him to Green Choice Energy at, his old supplier charged him an ETF for cancelling early.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. Has [REDACTED] contacted Green Choice Energy to dispute the enrollment? If so, when and what information was provided to him?
3. If the solicitation was completed by a third-party vendor, which vendor.
4. If the enrollment was for a fixed, variable, or variable with an

introductory rate product.

5. What was the customer billed per kWh for all service periods during which the customer was enrolled?
6. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
7. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
8. 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.

Please provide any additional information that may be relevant to this investigation.

Sincerely,

**Lucretia Washington**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0lEdo0:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00688180

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Wintersville, Ohio 43953

AIQ: RPA Energy, Inc

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:**

[REDACTED] contacted the PUCO today regarding your company. He states a sales agent came to his door and misled him by stating [REDACTED] did not have a Certified Retail Electric Supplier (CRES) and the agent was sent to his home to sign him up. [REDACTED] also states the sales agent explained if he didn't sign up, he would pay an extra \$60 each month on his electric bill. He states he was already enrolled with a different CRES and when the sales agent switched him to Green Choice Energy at, his old supplier charged him an ETF for cancelling early.

Please review the account and advise:

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

Has [REDACTED] contacted Green Choice Energy to dispute the enrollment? If so, when and what information was provided to him?

If the solicitation was completed by a third-party vendor, which vendor.

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

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

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

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

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

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

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

The signed agreement for service.

The Terms and Conditions of Service.

The signed Acknowledgement form.

The Welcome Letter mailed to the customer.

The Third-Party Verification recording for this enrollment.

The contract expiration notices mailed to the customer.

Please provide any additional information that may be relevant to this investigation.

Sincerely,

Lucretia Washington

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

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**Email Created Date: 5/12/2021 5:21:21 PM**

**Email HTML Version:**

Good Afternoon,

This is in response to CASE #: 00688180.

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On April 22, 2021, [REDACTED] was enrolled in a variable rate supply, electric and gas product with RPA Energy D/B/A Green Choice Energy via our door-to-door channel.

RPA Energy D/B/A Green Choice Energy records show the marketer as MBM LLC, an independent marketing vendor performing sales on behalf of RPA Energy D/B/A Green Choice Energy, and the salesperson as Trevor Pickins , Agent MBM065. It is RPA Energy D/B/A Green Choice Energy's understanding that this vendor is only performing sales for RPA Energy D/B/A Green Choice Energy.

I've attached the copy of the contract and TPV authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The sales agents representing Green Choice Energy wear badges that state their name, agent id, state they are sales agents working for Green Choice Energy. The contract [REDACTED] signed states the same.

The attached third party verification also asks [REDACTED] whether she is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch.

There is no record of [REDACTED] calling our customer service department to dispute the enrollment however RPA Energy D/B/A Green Choice Energy tried to call [REDACTED] on 5/12/2021 to assure him this matter will be investigated and his account returned back to the utility on 5/4/2021 but [REDACTED] voice mail was not set up to receive messages. If [REDACTED] account is charged on a first time basis it will be at the utility's price to compare. We will add [REDACTED] to our internal "do not call" and "do not knock list."

There is no early termination fee associated with the cancellation.

Thank you,



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Lucretia Washington <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

**Sent:** Tuesday, May 11, 2021 4:42:52 PM

**To:** [btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com) <[btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)>

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00688180 [ ref: \_00Dt0GzXt.\_500t0lEdo0:ref ]



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

**CASE ID:** 00688180

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Wintersville, Ohio  
43953

**AIQ:** RPA Energy, Inc

**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:**

[REDACTED] contacted the PUCO today regarding your company. He states a sales agent came to his door and misled him by stating [REDACTED] did not have a Certified Retail Electric Supplier (CRES) and the agent was sent to

his home to sign him up. [REDACTED] also states the sales agent explained if he didn't sign up, he would pay an extra \$60 each month on his electric bill. He states he was already enrolled with a different CRES and when the sales agent switched him to Green Choice Energy at, his old supplier charged him an ETF for cancelling early.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. Has [REDACTED] contacted Green Choice Energy to dispute the enrollment? If so, when and what information was provided to him?
3. If the solicitation was completed by a third-party vendor, which vendor.
4. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
5. What was the customer billed per kWh for all service periods during which the customer was enrolled?
6. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
7. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
8. 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.

Please provide any additional information that may be relevant to this investigation.

Sincerely,

**Lucretia Washington**

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



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

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**Email Text Version:**

Good Afternoon,

This is in response to CASE #: 00688180.

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On April 22, 2021, [REDACTED] was enrolled in a variable rate supply, electric and gas product with RPA Energy D/B/A Green Choice Energy via our door-to-door channel.

RPA Energy D/B/A Green Choice Energy records show the marketer as MBM LLC, an independent marketing vendor performing sales on behalf of RPA Energy D/B/A Green Choice Energy, and the salesperson as Trevor Pickins , Agent MBM065. It is RPA Energy D/B/A Green Choice Energy's understanding that this vendor is only performing sales for RPA Energy D/B/A Green Choice Energy.

I've attached the copy of the contract and TPV authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The sales agents representing Green Choice Energy wear badges that state their name, agent id, state they are sales agents working for Green Choice Energy. The contract [REDACTED] signed states the same.

The attached third party verification also asks [REDACTED] whether she is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch.

There is no record of [REDACTED] calling our customer service department to dispute the enrollment however RPA Energy D/B/A Green Choice Energy tried to call [REDACTED] on 5/12/2021 to assure him this matter will be investigated and his account returned back to the utility on 5/4/2021 but [REDACTED] voice mail was not set up to receive messages. If [REDACTED] account is charged on a first time basis it will be at the utility's price to compare. We will add [REDACTED] to our internal "do not call" and "do not knock list."

There is no early termination fee associated with the cancellation.

Thank you,

[Logo, company name Description automatically generated]  
[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)<<http://www.greenchoiceenergy.com/>>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<<https://www.facebook.com/GreenChoiceEnergy/>> [linkedin icon]  
<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoiceenergy/>>

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---

From: Lucretia Washington  
<[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)<<mailto:contactthepuco@puc.state.oh.us>>>  
Sent: Tuesday, May 11, 2021 4:42:52 PM  
To: [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)<<mailto:btrombino@greenchoiceenergy.com>>  
<[btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)<<mailto:btrombino@greenchoiceenergy.com>>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00688180 [  
ref:\_00Dt0GzXt.\_500t0lEdo0:ref ]

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

Initial Submission of a Consumer Complaint

Provider of Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00688180

Case Number: 00688180

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Wintersville, Ohio 43953

AIQ: RPA Energy, Inc

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:

[REDACTED] contacted the PUCO today regarding your company. He states a sales agent came to his door and misled him by stating [REDACTED] did not have a Certified Retail Electric Supplier (CRES) and the agent was sent to his home to sign him up. [REDACTED] also states the sales agent explained if he didn't sign up, he would pay an extra \$60 each month on his electric bill. He states he was already enrolled with a different CRES and when the sales agent switched him to Green Choice Energy at, his old supplier charged him an ETF for cancelling early.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. Has [REDACTED] contacted Green Choice Energy to dispute the enrollment? If so, when and what information was provided to him?
3. If the solicitation was completed by a third-party vendor, which vendor.
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5. What was the customer billed per kWh for all service periods during which the customer was enrolled?
6. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
7. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
8. 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.
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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.

Please provide any additional information that may be relevant to this investigation.

Sincerely,

Lucretia Washington

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)<<https://www.puco.ohio.gov/>>

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[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F3Rtu&from=ext]

ref:\_00Dt0GzXt.\_500t0lEdo0:ref

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**Email Created Date: 5/21/2021 8:54:54 AM**

**Email HTML Version:**



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

**CASE ID:** 00688180

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Wintersville, Ohio  
43953

**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:** [REDACTED] recently contacted the PUCO regarding an issue with his electric generation supplier. He states someone from another company approached him at home and used unconventional methods to persuade him into signing up. [REDACTED] states he contacted his local utility company and was able to cancel the service and switch back to Rushmore Energy. He states upon doing so, he was charged an early termination fee by Rushmore Energy.

Please review the account and advise:

1. Due to the circumstances surrounding his cancellation, would Rushmore Energy be willing to waive or credit the early termination fee for [REDACTED]? If not, please explain why.
2. What rate was the customer billed per CCF/MCF for all service periods during which the customer was enrolled with Rushmore Energy?
3. Was [REDACTED] enrollment with Rushmore Energy for a fixed, variable, or variable with an introductory rate product?

Please provide any additional information that may be relevant to this investigation.

Sincerely,

**Lucretia Washington**

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

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ref:\_00Dt0GzXt.\_500t0lEdo0:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00688180

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Wintersville, Ohio 43953

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: [REDACTED] recently contacted the PUCO regarding an issue with his electric generation supplier. He states someone from another company approached him at home and used unconventional methods to persuade him into signing up. [REDACTED] states he contacted his local utility company and was able to cancel the service and switch back to Rushmore Energy. He states upon doing so, he was charged an early termination fee by Rushmore Energy.

Please review the account and advise:

Due to the circumstances surrounding his cancellation, would Rushmore Energy be willing to waive or credit the early termination fee for [REDACTED] If not, please explain why.  
What rate was the customer billed per CCF/MCF for all service periods during which the customer was enrolled with Rushmore Energy?  
Was [REDACTED] enrollment with Rushmore Energy for a fixed, variable, or variable with an introductory rate product?

Please provide any additional information that may be relevant to this investigation.

Sincerely,

Lucretia Washington

Public Utilities Commission of Ohio



Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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ref:\_00Dt0GzXt.\_500t0lEdo0:ref

**Email Created Date: 5/21/2021 9:20:07 AM**

**Email HTML Version:**



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

**CASE ID:** 00688180

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Wintersville, Ohio  
43953

**AIQ:** RPA Energy, Inc

**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:** Information request.

[REDACTED] has contacted the PUCO regarding his electric generation supplier. He states he contacted your company and requested to cancel service with RPA Energy, dba Green Choice Energy and add Rushmore Energy (his previous supplier) back to his account.

1. Please provide actual bill copies where RPA Energy, dba Green Choice

Energy is listed as his electricity generation supplier.

Please provide any additional information that may be relevant to this investigation.

Sincerely,

**Lucretia Washington**

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

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

ref:\_00Dt0GzXt.\_500t0lEdo0:ref

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00688180

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED] Ohio 43953

AIQ: RPA Energy, Inc

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: Information request.

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Service Monitoring and Enforcement Department

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**Email Created Date: 5/24/2021 10:16:22 AM**

**Email HTML Version:**

Hi Lucretia –

Rushmore Energy became the generation supplier with the last scheduled meter reading date of 05/07/2021.

Prior to this change, the customer was served under AEP Ohio's Standard Service Offer tariff from 08/05/2020 - 05/06/2021, so there are no bill copies showing RPA Energy, dba Green Choice Energy as the generation supplier.

Please refer to attached copies of Switch, Drop and Objection letters mailed to the customer in April and May.

Please consider this request fulfilled.

Thank you,  
Sherry

---

**From:** Lucretia Washington <contactthepuco@puc.state.oh.us>  
**Sent:** Friday, May 21, 2021 9:53 AM  
**To:** AEP Ohio Complaint <aepohiocomplaint@aep.com>  
**Subject:** [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00688180 [ref:\_00Dt0GzXt.\_500t0lEdo0:ref ]

This is an **EXTERNAL** email. **STOP. THINK** before you **CLICK** links or **OPEN** attachments. If suspicious please click the '**Report to Incidents**' button in Outlook or forward to [incidents@aep.com](mailto:incidents@aep.com) from a mobile device.

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

**CASE ID:** 00688180

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED] Wintersville, Ohio  
43953

**AIQ:** RPA Energy, Inc

**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:** Information request.

[REDACTED] has contacted the PUCO regarding his electric generation supplier. He states he contacted your company and requested to cancel service with RPA Energy, dba Green Choice Energy and add Rushmore Energy (his previous supplier) back to his account.

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Service Monitoring and Enforcement Department  
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Please consider this request fulfilled.

Thank you,  
Sherry

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

Sent: Friday, May 21, 2021 9:53 AM

To: AEP Ohio Complaint <aepohiocomplaint@aep.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00688180 [

ref:\_00Dt0GzXt.\_500t0lEdo0:ref ]

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[Image removed by sender.]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00688180

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED], Wintersville, Ohio 43953

AIQ: RPA Energy, Inc

NIQ: [REDACTED]

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Sincerely,

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Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://urldefense.com/v3/\_\_https://www.puco.ohio.gov/\_\_;!!H3PqUTRk  
ow!pAzp25W5HxOGEo48\_aajFM6Ju3yQIE3OUksIQNKlsd1N9UTLdgzL8JtwAKnXu756RoA\$>

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[Image removed by sender.]

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**Email Created Date: 5/26/2021 6:52:54 PM**

**Email HTML Version:**

Dear Ms. Washington,

Thank you for forwarding this complaint. We have reviewed [REDACTED] account and believe there might be some confusion regarding the status of the early termination fee.

[REDACTED] was enrolled through our door to door channel on April 10, 2021 for a fixed rate product of \$0.0654 per kWh. Services were scheduled to start on May 6, 2021. We received a drop transaction from the utility on April 26, 2021 with a service end date of June 6, 2021. As part of our standard retention efforts, a formal early cancellation letter was mailed in the amount of \$170 and a courtesy call was made. [REDACTED] returned our call on May 3, 2021. During that conversation, [REDACTED] confirmed that he wanted to remain with Rushmore Energy and that he had contacted the utility to cancel the new supplier. The reinstatement process was confirmed and [REDACTED] was advised that the ETF would no longer be due since he was reinstating. He was informed that he could disregard the notice once it was received.

[REDACTED] contacted our office once again on May 11, 2021 to inform us that he would be applying for PIPP. The representative confirmed that he would have to drop Rushmore Energy as a supplier in order to enroll with PIPP. She also confirmed that she would waive the ETF on the account as a courtesy.



[REDACTED] account is currently dropped with a pending service end date scheduled for June 7, 2021. The ETF on this account has been waived in its entirety. We hope [REDACTED] finds this response satisfactory. Please let us know if any additional information or action is required.

Sincerely,

Turkessia Cleveland  
Manager - Regulatory and Operations  
Rushmore Energy, LLC  
[1-800-590-7295](tel:1-800-590-7295)

**CONFIDENTIALITY STATEMENT:** This electronic message transmission contains information and/or attachments that are confidential and/or privileged. The information is intended only for the use of the intended recipients. If you are not the intended recipient, any disclosure, copying, distribution, or use of the contents of this information without permission is strictly prohibited. If you received this electronic transmission in error, please notify us by telephone immediately at [\(800\) 590-7295](tel:800-590-7295).

On Fri, May 21, 2021 at 8:18 AM 'Lucretia Washington' via Operations  
<operations@rushmoreenergy.com> wrote:



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

**CASE ID:** 00688180

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED], Wintersville, Ohio  
43953

**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:** [REDACTED] recently contacted the PUCO regarding an issue with his electric generation supplier. He states someone from another company approached him at home and used unconventional methods to persuade him into signing up. [REDACTED] states he contacted his local utility company and was able to cancel the service and switch back to Rushmore Energy. He states upon doing so, he was

charged an early termination fee by Rushmore Energy.

Please review the account and advise:

1. Due to the circumstances surrounding his cancellation, would Rushmore Energy be willing to waive or credit the early termination fee for [REDACTED]? If not, please explain why.
2. What rate was the customer billed per CCF/MCF for all service periods during which the customer was enrolled with Rushmore Energy?
3. Was [REDACTED] enrollment with Rushmore Energy for a fixed, variable, or variable with an introductory rate product?

Please provide any additional information that may be relevant to this investigation.

Sincerely,

**Lucretia Washington**

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

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Rushmore Energy, LLC  
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On Fri, May 21, 2021 at 8:18 AM 'Lucretia Washington' via Operations <operations@rushmoreenergy.com<mailto:operations@rushmoreenergy.com>> wrote: [https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

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

CASE ID: 00688180  
CUSTOMER: [REDACTED]  
SERVICE ADDRESS: [REDACTED], Wintersville, Ohio 43953  
NIQ: ([REDACTED])

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Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://www.puco.ohio.gov/>>

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F3og5&from=ext>]

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## Case Images

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Created Date	Images
5/12/2021 5:21:23 PM	
5/12/2021 5:21:23 PM	
5/12/2021 5:21:23 PM	
5/12/2021 5:21:23 PM	

5/24/2021 10:16:24 AM	
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## Ohio Contract Summary (Variable Price Agreement)

Electricity Supplier and Natural Gas Supplier Information	RPA Energy, Inc., d/b/a Green Choice Energy Elec. Lic. No. IR-3696 Nat. Gas Lic. No. IR-3695 P.O. Box 1508 Huntington, NY 11743 info@greenchoiceenergy.com <a href="http://www.greenchoiceenergy.com">www.greenchoiceenergy.com</a> 800-685-0960		 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
Price Structure	<b>Electricity:</b> This is a Variable Price Agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins, plus a monthly administrative service fee of \$5.00 per month.	<b>Natural Gas:</b> This is a Variable Price Agreement. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins, plus a monthly administrative service fee of \$5.00 per month.	
Supply Price	<b>Electricity:</b> Your electricity supply price for the first month will be <b>4.92</b> ¢ per kWh, plus a \$5 administrative fee.	<b>Natural Gas:</b> Your natural gas supply price for the first month will be <b>N/A</b> plus a \$5 administrative fee.	
Statement Regarding Savings	The supply price may not provide a savings relative to the EDU or LDC supply price.		
Environmental attributes/Incentives	100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator. As a customer of Green Choice Energy, you automatically qualify for our Power Perks Rewards Program.	100% of the natural gas you purchase is matched with carbon offsets from projects certified under the Verified Carbon Standard.	
Contract Start Date	The contract will begin on the date your utility processes your enrollment with Green Choice Energy, in accordance with the utility's rules and procedures. Electricity enrollments are typically processed within three business days and natural gas enrollments are typically processed on the first day of the next month if the utility has received the enrollment request from Green Choice Energy at least 7 days before the first day of the next month.		
Contract Term/Length	<b>N/A</b> Month-to-Month		
Cancellation/Early Termination Fees	You may cancel this agreement at any time without incurring a termination fee.		
Renewal	Upon completion of the Initial Term, this Agreement will automatically renew on the terms and conditions which Green Choice Energy will mail to you prior to expiration of the Initial Term.		

**Please retain this document for your records. If you have any questions regarding this agreement, contact your competitive supplier using the information above.**



**GREEN CHOICE ENERGY**  
BETTER ENERGY. BETTER EARTH.

RPA ENERGY, INC. D/B/A GREEN CHOICE ENERGY  
OHIO ELECTRICITY AND NATURAL GAS SUPPLY  
VARIABLE PRICE CONTRACT TERMS AND CONDITIONS

Customer Name: [REDACTED]	Single Bill: <input checked="" type="checkbox"/>
Address: [REDACTED]	Address cont'd: STEUBENVILLE, OH, 43953
Contact Name: [REDACTED]	Contact Tel. #: [REDACTED]
Email: N/A	Date: 04-22-2021
Electric Utility (EDU): AEP Ohio	Electric Utility Account Number: [REDACTED]
Natural Gas Utility (LDC): N/A	Natural Gas Utility Account Number: N/A

By signing below, Customer agrees to the Terms and Conditions of Service, and authorizes RPA Energy Inc., d/b/a Green Choice Energy to complete the Customer's enrollment and initiate supply service.



**CUSTOMER ACKNOWLEDGEMENT:** The Customer understands that the Sales Representative is representing RPA Energy Inc., d/b/a Green Choice Energy and is not from the Utility. The Customer understands that by choosing RPA Energy Inc., d/b/a Green Choice Energy as their supplier, the Utility will continue to deliver the Customer's electric and/or natural gas supply, read the Customer's meter, bill the Customer and respond to any emergencies. The Customer is the account holder or is authorized to make account decisions. I understand that I have the right to rescind this enrollment as explained in the Terms and Conditions.

**IN WITNESS WHEREOF,** Customer and RPA Energy Inc., d/b/a Green Choice Energy have caused this Agreement to be executed as of the date set forth below.

[REDACTED]

Customer Signature

[REDACTED]

Customer Print Name/Title

04-22-2021

Date

[REDACTED]

Sales Representative Signature

Trevor Pickens

Sales Representative Print Name

MBM065

Sales Representative ID #

TPV Confirmation #

[REDACTED]





## TERMS AND CONDITIONS

These Terms and Conditions between RPA Energy, Inc., d/b/a Green Choice Energy ("Green Choice Energy"), a competitive retail electricity and natural gas supplier, and the undersigned customer ("Customer" or "You") apply to your electricity generation and/or natural gas service. These Terms and Conditions, along with the accompanying Contract Summary, are the "Agreement." Green Choice Energy's PUCO certificate number for electricity supply is 16-1129E (2) and for natural gas supply is 16-532G (1).

### **1. Agreement to Supply Electricity and/or Natural Gas.**

Green Choice Energy agrees to sell and facilitate delivery of the quantity of electricity or natural gas necessary to meet Customer's requirements based upon consumption data obtained by Green Choice Energy from Customer's Electric Distribution Utility (EDU) or Natural Gas Local Distribution Company (LDC). The EDU will continue to deliver the electricity supplied by Green Choice Energy, and the LDC will continue to deliver the natural gas supplied by Green Choice Energy.

**2. Coordination with EDU/LDC.** You will continue to receive your bill from your EDU for all electricity supply and delivery charges and one bill from your LDC for all natural gas supply and delivery charges. Your EDU and/or LDC will continue to provide all emergency repairs and services. Green Choice Energy is not affiliated with and does not represent your EDU or LDC. In the event of an electricity and/or natural gas emergency or service interruption, contact your EDU or LDC.

**3. Right of Rescission** - Your EDU and/or LDC will send you a notice to confirm your choice of Green Choice Energy. You may cancel your Agreement with no penalty within seven calendar days after your EDU or LDC sends your enrollment confirmation by contacting your EDU or LDC.

**4. Term** - This Agreement shall commence as of the date enrollment with Green Choice Energy is deemed effective by the EDU and/or LDC and shall continue on a month-to-month basis until terminated by either party. Customer may terminate this agreement at any time with no fee or penalty.

**5. Price** - This is a variable price agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins. In addition to the volumetric rate for electricity or natural gas, the Customer will be charged a monthly administrative service fee of \$5.00 per month. Our price does not include EDU or LDC charges. There is no cap on your variable prices for electricity or natural gas, and there is no limit on how much the prices may increase or decrease from one billing cycle to the next.

**6. Billing and Payment** - Customer will receive a single bill from the EDU and/or LDC, which will include both the EDU/LDC delivery charges and Green Choice Energy's supply charges. Your EDU and LDC maintains the right to charge late fees or terminate service for any unpaid utility or supplier charges, pursuant to the regulations of the PUCO. Billing cycle is at a minimum 25 days. Green Choice Energy does not offer budget

billing for the supply portion of the bill.

**7. Delivery Point, Title, and Taxes** – All electricity and/or natural gas sold pursuant to this Agreement shall be delivered to a location ("Point of Delivery"), which shall constitute the point at which the sale occurs and title to the energy or gas passes to You from us. Customer will be liable for and pay all taxes or surcharges which are imposed with respect to the sale of electricity and natural gas. If Customer is exempt from such taxes, Customer is responsible for identifying and requesting any exemption from the collection of the taxes by filing appropriate documentation with Green Choice Energy.

**8. Cancellation**- Customer may terminate this Agreement by contacting the Green Choice Energy Customer Service Department at 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: RPA Energy Inc., d/b/a Green Choice Energy, PO Box 1508, Huntington NY 11743; or by e-mailing us at [info@greenchoicenergy.com](mailto:info@greenchoicenergy.com). Green Choice Energy may cancel this Agreement at any time, for any reason, upon providing 14 days written notice to Customer.

**9. Entire Agreement** - This Agreement, and any attached enrollment forms or Contract Summary, make up the entire Agreement between Customer and Green Choice Energy. Green Choice Energy makes no representations other than those expressly set forth in this Agreement. Green Choice Energy provides no warranties, express or implied, statutory, or otherwise, and Green Choice Energy specifically disclaims any warranty of merchantability or fitness for a particular purpose.

**10. Force Majeure** - In the event that either party is rendered unable, wholly or in part, to perform that party's obligations under this Agreement due to events not reasonably anticipated or within either party's control, such as, but not limited to, acts of God, curtailment by Customer's EDU or LDC, etc., the Parties agree that such nonperformance shall be excused for the duration of the event which caused it. Should the parties have cause to claim force majeure, the claiming

party will notify the other party, in writing, of the cause(s) of such event, the anticipated duration of non-performance and the remedies being taken to eliminate the cause. Financial obligations relating to payment for or delivery of electricity or natural gas under this Agreement cannot be cause for claiming force majeure and obligations cannot be excused as a result of a force majeure event.

**11. Liability** - Our liability shall be limited to direct actual damages only, which will not exceed the amount of your single largest monthly invoice during the preceding 12 months. All other remedies at law or in equity are hereby waived. In no event shall we be liable for any punitive, incidental, consequential, exemplary, indirect, third-party claims, lost profits or other damages whether based on contract, warranty, tort, negligence, strict liability or otherwise any cause of action or claim for any liability, arising from a breach of this Agreement.

**12. Dispute Resolution** - In the event of a dispute or a disagreement involving Green Choice Energy's service, Customer should contact Green Choice Energy at 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: **RPA Energy Inc., d/b/a Green Choice Energy**, PO Box 1508, Huntington NY 11743; **Web** [www.greenchoicenergy.com](http://www.greenchoicenergy.com). If your complaint is not resolved, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Office of Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

**13. Assignment** - You may not assign this Agreement, in whole or in part, or any of your rights or obligations without Green Choice Energy's prior written consent. We may, upon thirty days prior notice and without your

consent: (a) transfer, sell, pledge, encumber or assign this Agreement or the accounts, revenues or proceeds in connection with any financial or billing services agreement; or (b) transfer or assign this Agreement any other approved supplier authorized by the PUCO. This Agreement shall be binding on each party's successors and legal assigns.

**14. Governing Law** - This Agreement is governed by the laws of the state of Ohio. This Agreement is subject to present and future legislation, orders, rules, regulations or decisions of a duly constituted governmental authority having jurisdiction over this agreement or the services to be provided hereunder.

**15. WAIVER OF JURY TRIAL.** THE PARTIES WAIVE THE RIGHT TO A JURY TRIAL. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM ARISING UNDER OR RELATING TO THIS AGREEMENT. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM SUBJECT TO ARBITRATION.

**16. Measurement** - Both Parties agree to accept for purposes of accounting for quantity, quality and measurement of electricity as supplied and reported by the EDU and/or LDC.

**17. Severability** - If any provision of this Agreement is held by a court or regulatory agency of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions shall continue in full force without being invalidated in any way.

**18. Delay or Failure to Exercise Rights** - No partial performance, delay or failure on our part in exercising any rights under this Agreement and no partial or single exercise thereof shall constitute a waiver of such rights or of any other rights hereunder.

**19. Taxes and Laws** - Except as otherwise provided in this Agreement or by law, all taxes due and payable shall be paid by the Customer. Any lawful tax exemption

will only be recognized on a prospective basis from the date that you provide valid tax-exemption certificates to us.

**20. Environmental Disclosures** - Information regarding the generation sources and environmental characteristics of the electricity supplied by Green Choice Energy is available at [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com). "Renewable" energy refers to energy that is generated from renewable sources, such as solar, wind, water or biomass. Green Choice Energy will ensure that 100% of the customer's electricity usage is matched with renewable energy certificates or renewable energy attributes. Green Choice Energy shall have up to 24 months from the end of each calendar year to address any deficiency that may have arisen in the renewable content of electricity sold under this Agreement during such calendar year. Green Choice Energy's carbon neutral natural gas products offset the carbon dioxide footprint of your natural gas usage, as determined in Verified Carbon Units ("VCUs"). Each VCU represents a reduction or removal of one ton of carbon dioxide equivalent ("CO<sub>2</sub>e") achieved by a project, which is certified under the Verified Carbon Standard ("VCS"). The VCS is the world's most widely recognized voluntary greenhouse gas program as it sets rigorous standards that projects must meet. Once certified with the VCS, the project is issued a VCU for every ton of CO<sub>2</sub>e that is reduced/removed. These VCUs are then created, tracked, and retired within the Verra Registry. Green Choice Energy's carbon-neutral natural gas offerings are all backed by projects that have been certified under the VCS.

## Contact Information

**Supplier Information: RPA Energy Inc., d/b/a Green Choice Energy**, 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: **RPA Energy Inc., d/b/a Green Choice Energy**, PO Box 1508, Huntington NY 11743; **Web** [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

## Notice of Cancellation

Date of Transaction 04-22-2021

You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, to Green Choice Energy, P.O. BOX 1508 Huntington, NY 11743, not later than midnight of 04-27-2021.

I hereby cancel this transaction. Buyer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

-----  
Notice of Cancellation

Date of Transaction 04-22-2021

You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, to Green Choice Energy, P.O. BOX 1508 Huntington, NY 11743 not later than midnight of 04-27-2021.

I hereby cancel this transaction. Buyer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



[REDACTED]  
STEUBENVILLE, 33 43953

Account #: [REDACTED]

Dear oxley, Brent:

On behalf of everyone at Green Choice Energy, we would like to thank you for participating in the Retail Choice Program and welcome you as our newest customer. We look forward to providing you with exceptional value and service.

Being a customer with us has never been better or easier:

- ☐ There is no change in delivery service
- ☐ There is no cost to enroll with Green Choice Energy
- ☐ You will receive only one bill from your Utility Company
- ☐ 100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator
- ☐ 100% of the natural gas you purchase is matched with carbon offsets from projects certified under the Verified Carbon Standard
- ☐ Green Choice Energy's Tree Donation Promotion, Green Choice Energy will facilitate the planting of one (1) seedling tree by One Tree Planted, Inc. a verified 501(c)(3) non-profit registered charitable organization, at no cost to the customer.
- ☐ Begin using Green Choice Energy Rewards immediately after your first billing cycle

Your Utility Company will continue to provide your delivery services including meter readings, billing, and payments. You will continue to receive one bill from your Utility Company; our supply charges will be noted separately on that bill. In the event of an emergency, you Utility Company should still be contacted directly.

For access to your Green Choice Energy Rewards please visit [www.greenchoiceenergyrewards.com](http://www.greenchoiceenergyrewards.com).

Again, welcome to Green Choice Energy. If you have any questions, don't hesitate to contact one of our customer service representatives at 1-800-685-0960. We also invite you check to out our website at [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com).

Welcome aboard!

Tanya Jackson

**Tanya Jackson**

Account Services





GREEN CHOICE ENERGY  
BETTER ENERGY. BETTER EARTH.

INTRODUCING...

## GREEN CHOICE ENERGY REWARDS

Congratulations! As a new Green Choice Energy customer, you're getting **\$50 in Reward Dollars every month!**

THAT'S \$600 IN REWARD DOLLARS A YEAR!

### Daily Giveaways



We Give Away A Gift Card Every Day!

### Local Deals



Over 330,000 Deals At Popular Local Shops

### Restaurants



Over 85,000 Deals At Name-Brand Restaurants

### Bonuses & Games



Pick to Win Prizes & Epic \$500 Giveaways

OVER  
**500,000**  
WAYS TO SAVE

### Online Shopping



Savings On Thousands Of Name-Brands

### Grocery Coupons



Grocery Coupons To Save Big At The Store

### Show & Save

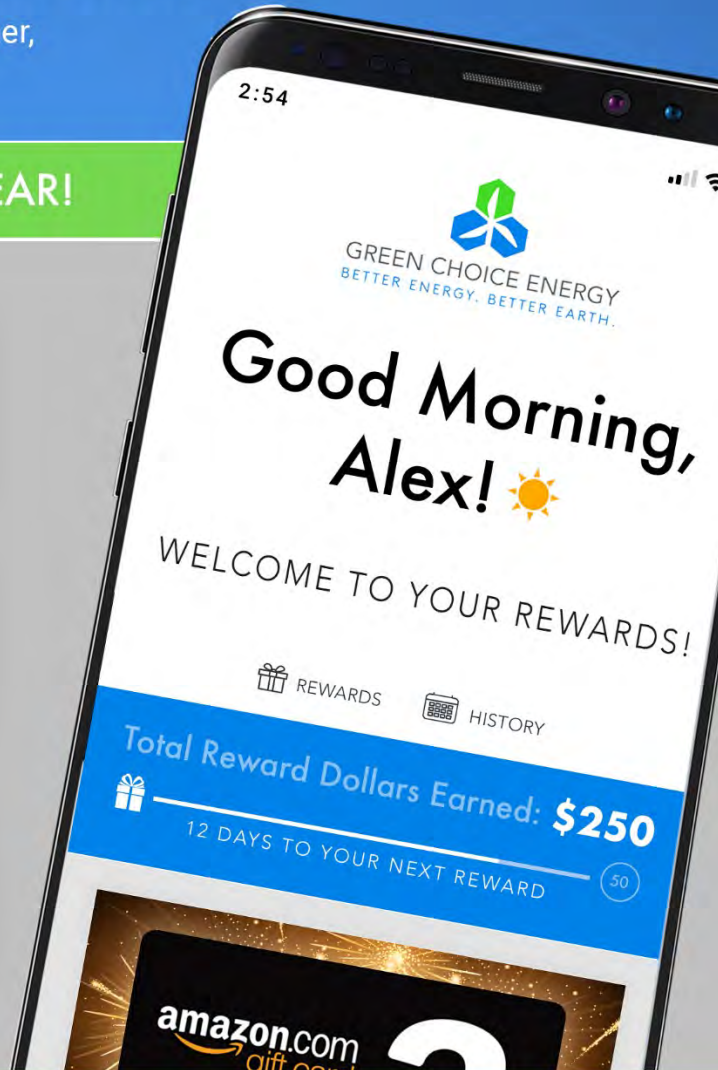


Show & Save On-The-Go Functionality

### Travel Options



Over 1,000,000 Popular Travel Options



### How to Get Started

Visit [greenchoiceenergyrewards.com](http://greenchoiceenergyrewards.com) and login using your credentials.



### How to Login

Your username is your phone number and your password is your zip code.

**Your Rewards Can Be Used to Save on Popular Brands Like...**



\*Restrictions apply, see [amazon.com/gc-legal](http://amazon.com/gc-legal). All product and company names depicted are trademarks or registered trademarks of their respective holders. Use of them does not imply any affiliation with or endorsement by them. Reward enrollment and online/mobile redemption are required before use of rewards. Participating offers subject to change. Reward Dollars are not gift cards or gift certificates and have no cash value. Odds of winning the Daily Gift Card Giveaway ("DGCG") vary daily, based on the number of DGCG entries received between 9am EST and 9pm EST. Limit one (1) DGCG entry per customer per day. DGCG limited to Green Choice Energy Rewards program customers aged eighteen (18) and over. No purchase necessary for entry in the DGCG. Purchase activity will not increase the odds of winning the daily DGCG prize. Visit [www.greenchoiceenergyrewards.com](http://www.greenchoiceenergyrewards.com) for full terms and conditions.





ONETREEPLANTED

## 1 TREE PLANTED IN THE UNITED STATES

TREES HELP CLEAN THE AIR WE BREATHE, FILTER THE WATER WE DRINK, AND PROVIDE HABITAT TO OVER 80% OF THE WORLD'S TERRESTRIAL BIODIVERSITY. FORESTS PROVIDE JOBS TO OVER 1.6 BILLION PEOPLE, ABSORB HARMFUL CARBON FROM THE ATMOSPHERE, AND ARE KEY INGREDIENTS IN 25% OF ALL MEDICINES.

**Customer Name:** oxley, Brent

**Date:** 04-22-2021



**GREEN CHOICE ENERGY**  
BETTER ENERGY. BETTER EARTH.

**DATE**

**YOU CHANGED THE WORLD**

\*THIS CERTIFICATE WAS NOT PRESENTED TO YOU BY ONE TREE PLANTED, AND THEREFORE WE CANNOT GUARANTEE ANY TREES WERE PLANTED.

\*\*CUSTOMERS MUST REMAIN ENROLLED AND ACTIVE FOR ONE BILLING CYCLE FOR THE PLANTING TO OCCUR.



An AEP Company  
PO Box 24401  
Canton, OH 44701-4401

2913-1

990002913 01 MB 0.44



WINTERSVILLE, OH 43953-7319

May 13, 2021

Account Number:



Service Delivery ID:



This letter is to confirm the request that Rushmore Energy LLC no longer provide your generation service as of June 7, 2021. If you have questions about this change, please contact your supplier for further information. You still have the option of remaining a Choice customer or returning to AEP Ohio's Standard Offer Service.

You may enroll with any supplier for your generation. For a list of generation suppliers in your area, please visit [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov) or [www.aepohio.com](http://www.aepohio.com).

To return to Standard Offer Service, you need not take any action. Please call AEP at 1-888-237-5566 if you have any questions.

Sincerely,

AEP Ohio





AEP Ohio  
PO Box 24401  
Canton, OH 44701-4401

3288-1

990003288 01 AB 0.42



WINTERSVILLE, OH 43953-7319

April 13, 2021

Account Number: [REDACTED]

Service Delivery ID: [REDACTED]

We have been notified that you have chosen to switch to Rushmore Energy LLC as your new generation supplier. This switch request is scheduled to become effective with your scheduled meter reading date of May 6, 2021. This switch may have been requested by you or through your community's governmental aggregation program.

If you have decided that you do not want this switch request to take place, or if you believe that it was requested without your knowledge or permission, **you must contact AEP Ohio no later than 5:00 pm on April 21, 2021**. AEP Ohio can be contacted toll free at 1-888-237-5566, 24 hours a day, seven days a week.

If we do not receive notice of your desire to cancel this switch request **prior to 5:00 pm on April 21, 2021** it will take place as scheduled.

If you elect to cancel this switch request by the time period stated above, you will continue to receive service from AEP Ohio, the company that currently provides generation to you.

For a list of generation suppliers in your area or if you have any questions, please go to [www.aepohio.com](http://www.aepohio.com) or call 1-888-237-5566. You may also visit [energychoice.ohio.gov](http://energychoice.ohio.gov) for information about generation suppliers in Ohio.

Sincerely,

AEP Ohio



AEP Ohio  
PO Box 24401  
Canton, OH 44701-4401

3110-1

990003110 01 MB 0.44



WINTERSVILLE, OH 43953-7319

April 27, 2021

Account Number: [REDACTED]

Service Delivery ID: [REDACTED]

Dear [REDACTED]

We have been notified that you have chosen to switch to Green Choice Energy as your new generation supplier. This switch request is scheduled to become effective with your scheduled meter reading date of June 7, 2021. This switch may have been requested by you or through your community's governmental aggregation program.

If you have decided that you do not want this switch request to take place, or if you believe that it was requested without your knowledge or permission, **you must contact AEP Ohio no later than 5:00 pm on May 5, 2021**. AEP Ohio can be contacted toll free at 1-888-237-5566, 24 hours a day, seven days a week.

If we do not receive notice of your desire to cancel this switch request **prior to 5:00 pm on May 5, 2021** it will take place as scheduled.

If you elect to cancel this switch request by the time period stated above, you will continue to receive service from AEP Ohio, the company that currently provides generation to you.

For a list of generation suppliers in your area or if you have any questions, please go to [www.aepohio.com](http://www.aepohio.com) or call 1-888-237-5566. You may also visit [energychoice.ohio.gov](http://energychoice.ohio.gov) for information about generation suppliers in Ohio.

Sincerely,

AEP Ohio



An AEP Company  
4500 S Hamilton Rd  
Groveport, OH 43125-9563

2642-1

990002642 01 MB 0.44



WINTERSVILLE, OH 43953-7319

May 4, 2021

Account Number: [REDACTED]

Service Delivery ID: [REDACTED]

Dear [REDACTED]

We have been notified that you object to the switch to Green Choice Energy as your new generation supplier. This switch that was scheduled to become effective with your scheduled meter reading date of June 7, 2021 has been cancelled. Your objection number is [REDACTED]. You still have the option of remaining a Choice customer or returning to AEP Ohio's Standard Offer Service.

For a list of generation suppliers in your area or if you have any questions, please contact AEP Ohio at 1-888-237-5566 or [www.aepohio.com](http://www.aepohio.com). You may also contact the Public Utilities Commission of Ohio at 1-800-686-7826 or [www.puco.ohio.gov](http://www.puco.ohio.gov).

Sincerely,

AEP Ohio



# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

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

## Case Detail

Case Number: 00690097	Owner: Jermeki Knox
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 05-19-2021

Date Closed: 05-19-2021

Case Age in Business Days: 2

## Contact Information

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

## Service Address Information

Service Account Number:	Service Address County: Lucas
Service Address Street: [REDACTED]	Service Address State: Ohio
Avenue	
Service Address City: Toledo	Service Address Zip:
Service Address Country: United States	Service Address Phone: [REDACTED]

## Industry Information

AIQ Industry: Gas	Territory Account: 001t0000008OFY7AAO
AIQ Sub-Industry: Competitive Retail Natural Gas Service Provider	General Code: General -- Gas
AIQ Sub-Sub-Industry:	Specific Code: Competition Issues / Inquiries
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

Gave name/ICB

## Case Comments

---

Created Date	Comment
5/19/2021 3:49:56 PM	<p>Called because a rep was at his door and wanted to find out if this company was reputable.</p> <p>States the terms and conditions were never read, the rep called a number from his phone and states the call was recording and was told he had to say yes. This was basically just agreeing to make the change but the T&amp;A was never read. He had to allow the young man on his WI-FI in order to download the form for him to sign. He was told this is a variable rate and didn't know what it was and had to make a phone call to get the rate of \$.426 CCF.</p> <p>He did adv him that he had 7 days to rescind the agreement. He's not filing a complaint but wanted to ask questions.</p>
5/19/2021 3:50:23 PM	Resolution Comments: Gave name/ICB

## Web Information

---

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

## System Information

---

Created by: Jermeki Knox	Last Modified by: Bhasker Kondaveeti
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created:
	Case Grade Target:

---

**Case Emails**

---

**Case Images**

---

Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

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

## Case Detail

Case Number: 00693258	Owner: Lee Garry
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 06-02-2021  
Case Age in Business Days: 18

Date Closed: 06-15-2021

## Contact Information

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

## Service Address Information

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

## Industry Information

AIQ Industry: Gas	Territory Account: 001t0000008OFY7AAO
AIQ Sub-Industry: Competitive Retail Natural Gas Service Provider	General Code: Marketing -- Gas
AIQ Sub-Sub-Industry:	Specific Code: Misleading Information / Materials
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

LM ON VM TO CLOSE  
explained added to DNC lists, released rep, addressed issue with d2d reps. icb

## Case Comments

---

Created Date	Comment
6/2/2021 5:09:17 PM	<p>██████████ would like to report Green Choice Energy gas supplier, who came by his home today claiming to be CGO. The rep told his son that she was from CGO stopping by to check in. Once ██████████ became involved, she said they had the lowest energy price in Lorain and he didn't respond to their mailings. He advised her that he was not interested in switching to their service. The agent stated that she would report him to their corporate office, since he refused to provide his bill to her.</p> <p>*Customer would like to be added to supplier's do not contact list.</p>
6/15/2021 9:27:03 AM	Resolution Comments: LM ON VM TO CLOSE explained added to DNC lists, released rep, addressed issue with d2d reps. icb

## Web Information

---

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

## System Information

---

Created by: Alfred Thompson	Last Modified by: Bhasker Kondaveeti
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created:
	Case Grade Target:

## Case Emails

---

**Email Created Date: 6/3/2021 3:08:35 PM**



Email HTML Version:



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

**CASE ID:** 00693258

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Lorain, Ohio 44053

**SERVICE ADDRESS:** [REDACTED] Lorain, Ohio 44053

**AIQ:** RPA Energy, Inc

**NIQ:** [REDACTED]

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

**DESCRIPTION OF ISSUE:**

This caller provided video of the door to door sales person that visited his home. The customer states the rep made misleading statements, said she was sent by the utility and that she was just there to make sure he was being billed correctly because he did not respond to the utility company notices sent to him. When he said he already enrolled with the govt agg for the community, she continued to insist she had the lowest price in the city. When he refused to show her his bill she told him she was reporting him to her corporate office for failure to comply.

The videos are only part of the whole conversation due to time limits. It is clear parts of the whole conversation are missing. She does appear to be misleading in her statements.

\*\*\*\*\*

The customer would like to be added to your do not contact lists.

Sincerely,

**Lee Garry**

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

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

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

ref:\_00Dt0GzXt.\_500t0mRekS:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00693258

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Lorain, Ohio 44053

SERVICE ADDRESS: [REDACTED], Lorain, Ohio 44053

Case Number: 00693258

AIQ: RPA Energy, Inc

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

This caller provided video of the door to door sales person that visited his home. The customer states the rep made misleading statements, said she was sent by the utility and that she was just there to make sure he was being billed correctly because he did not respond the the utility company notices sent to him. When he said he already enrolled with the govt agg for the community, she continued to insist she had the lowest price in the city. When he refused to show her his bill she told him she was reporting him to her corporate office for failure to comply.

The videos are only part of the whole conversation due to time limits. It is clear parts of the whole conversation are missing. She does appear to be misleading in her statements.

\*\*\*\*\*

The customer would like to be added to your do not contact lists.

Sincerely,

Lee Garry

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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

ref:\_00Dt0GzXt.\_500t0mRekS:ref

**Email Created Date: 6/3/2021 5:08:27 PM**

**Email HTML Version:**

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

**From:** Lee Garry [contactthepuco@puc.state.oh.us]

**Sent:** 6/3/2021 5:07 PM

**To:** btrombino@rpaenergy.com

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693258 [

ref:\_00Dt0GzXt.\_500t0mRekS:ref ]



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

**CASE ID:** 00693258

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Lorain, Ohio 44053

**SERVICE ADDRESS:** [REDACTED], Lorain, Ohio 44053

**AIQ:** RPA Energy, Inc

**NIQ:** [REDACTED]

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

**DESCRIPTION OF ISSUE:**

This caller provided video of the door to door sales person that visited his home. The customer states the rep made misleading statements, said she was sent by the utility and that she was just there to make sure he was being billed correctly because he did not respond to the utility company notices sent to him. When he said he already enrolled with the govt agg for the community, she continued to insist she had the lowest price in the city. When he refused to show her his bill she told him she was reporting him to her corporate office for failure to comply.

The videos are only part of the whole conversation due to time limits. It is clear parts of the whole conversation are missing. She does appear to be misleading in her statements.

\*\*\*\*\*

The customer would like to be added to your do not contact lists.

Sincerely,

**Lee Garry**

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

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

ref:\_00Dt0GzXt.\_500t0mRekS:ref

**Email Text Version:**

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

From: Lee Garry [contactthepuco@puc.state.oh.us]

Sent: 6/3/2021 5:07 PM

To: btrombino@rpaenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693258 [ref:\_00Dt0GzXt.\_500t0mRekS:ref ]

Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00693258

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Lorain, Ohio 44053

SERVICE ADDRESS: [REDACTED] Lorain, Ohio 44053

AIQ: RPA Energy, Inc

NIQ: [REDACTED]

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

DESCRIPTION OF ISSUE:

This caller provided video of the door to door sales person that visited his home. The customer states the rep made misleading statements, said she was sent by the utility and that she was just there to make sure he was being billed correctly because he did not respond the the utility company notices sent to him. When he said he already enrolled with the govt agg for the community, she continued to insist she had the lowest price in the city. When he refused to show her his bill she told him she was reporting him to her corporate office for failure to comply.

The videos are only part of the whole conversation due to time limits. It is clear parts of the whole conversation are missing. She does appear to be misleading in her statements.

\*\*\*\*\*

The customer would like to be added to your do not contact lists.

Sincerely,

Lee Garry

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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

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

ref:\_00Dt0GzXt.\_500t0mRekS:ref

**Email Created Date: 6/8/2021 9:21:49 AM**

**Email HTML Version:**

Thank you for the information sent to us on June 3, 2021 regarding the attempted enrollment of [REDACTED] in Lorain, OH. We are very disappointed in the interaction between the sales agent and [REDACTED] and have therefore taken, or will soon take, the following actions:

1. We have placed [REDACTED] on our company's "do not enroll," "do not call" and "do not knock" lists.
2. The name of the sales agent involved in the interaction is Tara Theisen. She is employed by TSI Sales Group, our third party vendor for door-to-door sales. Ms. Nash began soliciting on behalf of Green Choice on or around May 4, 2021.
3. We have notified TSI that Ms. Theisen is no longer permitted to solicit customers on behalf of Green Choice.
4. We have directed TSI to immediately retrain all remaining sales agents who will solicit on behalf of Green Choice.
5. We reviewed our sales records to determine how many customers were enrolled with Green Choice as a result of solicitation by Ms. Theisen. Our records reveal 21 customers.
6. We contacted each customer by telephone to confirm their desire to switch their energy supplier to Green Choice. We have dropped any accounts where we could not directly speak with a customer. These customers will either never become enrolled, or will revert to the utility at no charge. The one billing period for any customers who may have been enrolled is on the utility price to compare.
7. We have notified TSI that any further incidents like this one may result in termination of their contract with Green Choice.

Please know that the solicitation you brought to our attention falls well short of what we expect from our agents and vendors.

Let me know if you have any questions or would like to discuss.



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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

**From:** Lee Garry [[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)]

**Sent:** 6/3/2021 5:07 PM

**To:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693258 [ ref: \_00Dt0GzXt.\_500t0mRekS:ref ]



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

**CASE ID:** 00693258

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Lorain, Ohio 44053

**SERVICE ADDRESS:** [REDACTED], Lorain, Ohio 44053

**AIQ:** RPA Energy, Inc

**NIQ:** [REDACTED]

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

**DESCRIPTION OF ISSUE:**

This caller provided video of the door to door sales person that visited his home. The customer states the rep made misleading statements, said she was sent by the utility and that she was just there to make sure he was being billed correctly because he did not respond the the utility company



notices sent to him. When he said he already enrolled with the govt agg for the community, she continued to insist she had the lowest price in the city. When he refused to show her his bill she told him she was reporting him to her corporate office for failure to comply.

The videos are only part of the whole conversation due to time limits. It is clear parts of the whole conversation are missing. She does appear to be misleading in her statements.

\*\*\*\*\*

The customer would like to be added to your do not contact lists.

Sincerely,

**Lee Garry**

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

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

ref:\_00Dt0GzXt.\_500t0mRekS:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

Thank you for the information sent to us on June 3, 2021 regarding the attempted enrollment of [REDACTED] in Lorain, OH. We are very disappointed in the interaction between the sales agent and Mr. Tokar and have therefore taken, or will soon take, the following actions:

1. We have placed [REDACTED] on our company's "do not enroll," "do not call" and "do not knock" lists.
2. The name of the sales agent involved in the interaction is Tara Theisen. She is employed by TSI Sales Group, our third party vendor for door-to-door sales. Ms. Nash began soliciting on behalf of Green Choice on or around May 4, 2021.
3. We have notified TSI that Ms. Theisen is no longer permitted to solicit customers on behalf of Green Choice.
4. We have directed TSI to immediately retrain all remaining sales agents who will solicit on behalf of Green Choice.
5. We reviewed our sales records to determine how many customers were enrolled with Green Choice as a result of solicitation by Ms. Theisen. Our records reveal 21 customers.
6. We contacted each customer by telephone to confirm their desire to switch their energy supplier to Green Choice. We have dropped any accounts where we could not directly speak with a customer. These customers will either never become enrolled, or will revert to the utility at no charge. The one billing period for any customers who may have been enrolled is on the utility price to compare.
7. We have notified TSI that any further incidents like this one may result in termination of their contract with Green Choice.

Please know that the solicitation you brought to our attention falls well short of what we expect from our agents and vendors.

Let me know if you have any questions or would like to discuss.

[Logo, company name Description automatically generated]  
[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)<<http://www.greenchoiceenergy.com/>>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066

E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<<https://www.facebook.com/GreenChoiceEnergy/>> [linkedin icon]  
<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoiceenergy/>>

This email and any attachments are confidential and intended for the use of the individual or entity to which it was addressed. The information provided is for informational purposes only. Green Choice Energy makes no representation or warranty regarding the accuracy of any data or information provided herein. Any recommendations or opinions provided by Green Choice Energy are not to be considered guarantees, now or in the future. If you are not the intended recipient, or you have received this email in error, any distribution or copying is prohibited. Please notify the sender and delete this email immediately.

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

From: Lee Garry [contactthepuco@puc.state.oh.us]  
Sent: 6/3/2021 5:07 PM  
To: btrombino@rpaenergy.com<mailto:btrombino@rpaenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693258 [ref:\_00Dt0GzXt.\_500t0mRekS:ref ]

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

Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00693258

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Ohio 44053

SERVICE ADDRESS: [REDACTED], Ohio 44053

AIQ: RPA Energy, Inc

NIQ: [REDACTED]

Case Number: 00693258

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

DESCRIPTION OF ISSUE:

This caller provided video of the door to door sales person that visited his home. The customer states the rep made misleading statements, said she was sent by the utility and that she was just there to make sure he was being billed correctly because he did not respond the the utility company notices sent to him. When he said he already enrolled with the govt agg for the community, she continued to insist she had the lowest price in the city. When he refused to show her his bill she told him she was reporting him to her corporate office for failure to comply.

The videos are only part of the whole conversation due to time limits. It is clear parts of the whole conversation are missing. She does appear to be misleading in her statements.

\*\*\*\*\*

The customer would like to be added to your do not contact lists.

Sincerely,

Lee Garry

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://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.

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F4lk9&from=int]

ref:\_00Dt0GzXt.\_500t0mRekS:ref[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F4lkO&from=ext]

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

## Case Images

---

Created Date	Images
6/8/2021 9:21:51 AM	
6/8/2021 9:21:51 AM	
6/8/2021 9:21:51 AM	
6/8/2021 9:21:51 AM	



# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

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

## Case Detail

Case Number: 00693262	Owner: Lee Garry
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 06-02-2021  
Case Age in Business Days: 2

Date Closed: 06-03-2021

## Contact Information

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

## Service Address Information

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

## Industry Information

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

## Additional Information

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

### Description:

From: [REDACTED]  
To: [REDACTED]  
Sent: Wednesday, June 2, 2021 5:11:40 PM  
Subject: Gas

#SimpliSafe

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) <<mailto:csc@ohio.gov>> or click the Phish Alert Button if available.

### Resolution:

transferred video to case 693258

## Case Comments

---

Created Date	Comment
6/2/2021 5:17:31 PM	<p>Description: [REDACTED] From: [REDACTED] To: [REDACTED] Sent: Wednesday, June 2, 2021 5:11:40 PM Subject: Gas</p> <p>#SimpliSafe</p> <p>CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to <a href="mailto:csc@ohio.gov">csc@ohio.gov</a> &lt;<a href="mailto:csc@ohio.gov">mailto:csc@ohio.gov</a>&gt; or click the Phish Alert Button if available.</p>

6/3/2021 2:42:20 PM	<p>Description: _____</p> <p>From: "_____"</p> <p>To: _____</p> <p>Sent: Wednesday, June 2, 2021 5:11:40 PM</p> <p>Subject: Gas</p> <p>#SimpliSafe</p> <p>CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to <a href="mailto:csc@ohio.gov">csc@ohio.gov</a> &lt;<a href="mailto:csc@ohio.gov">mailto:csc@ohio.gov</a>&gt; or click the Phish Alert Button if available.</p>
6/3/2021 2:42:20 PM	<p>Description: _____</p> <p>From: "_____"</p> <p>To: _____</p> <p>Sent: Wednesday, June 2, 2021 5:11:40 PM</p> <p>Subject: Gas</p> <p>#SimpliSafe</p> <p>CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to <a href="mailto:csc@ohio.gov">csc@ohio.gov</a> &lt;<a href="mailto:csc@ohio.gov">mailto:csc@ohio.gov</a>&gt; or click the Phish Alert Button if available.</p>
6/3/2021 2:44:02 PM	Resolution Comments: transferred video to case 693258

## Web Information

Web Name: CenturyLink Customer  
Web Home Phone:  
Web Email: \_\_\_\_\_  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

Created by: Default User  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Bhasker Kondaveeti  
Next Activity Date:  
Case Grade Created:  
Case Grade Target:



## Case Emails

---

**Email Created Date:** 6/2/2021 5:17:32 PM

**Email HTML Version:**

---

**From:** [REDACTED]  
**To:** [REDACTED]  
**Sent:** Wednesday, June 2, 2021 5:11:40 PM  
**Subject:** Gas

#SimpliSafe

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

### **Email Text Version:**

---

**From:** [REDACTED]  
**To:** [REDACTED]  
**Sent:** Wednesday, June 2, 2021 5:11:40 PM  
**Subject:** Gas

#SimpliSafe

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Created Date:** 6/2/2021 5:17:35 PM

**Email HTML Version:**



Dear CenturyLink Customer:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Your case number is 00693262.

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

Sincerely,

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

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

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

ref:\_00Dt0GzXt.\_500t0mRfOw:ref

**Email Text Version:**

Dear CenturyLink Customer:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00693262.

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

Sincerely,

Case Number: 00693262

PUCO Call Center  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

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

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

ref:\_00Dt0GzXt.\_500t0mRfOw:ref

## Case Images

---

Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

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

## Case Detail

Case Number: 00693263	Owner: Lee Garry
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 06-02-2021	Date Closed: 06-03-2021
Case Age in Business Days: 2	

## Contact Information

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

## Service Address Information

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

## Industry Information

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

## Additional Information

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

### Description:

From: "[REDACTED]"  
To: [REDACTED]  
Sent: Wednesday, June 2, 2021 5:09:39 PM  
Subject: Gas

#SimpliSafe

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) <<mailto:csc@ohio.gov>> or click the Phish Alert Button if available.

### Resolution:

transferred video to case 693258

## Case Comments

---

Created Date	Comment
6/2/2021 5:18:31 PM	<p>Description: [REDACTED] From: "[REDACTED]" To: [REDACTED] Sent: Wednesday, June 2, 2021 5:09:39 PM Subject: Gas</p> <p>#SimpliSafe</p> <p>CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to <a href="mailto:csc@ohio.gov">csc@ohio.gov</a> &lt;<a href="mailto:csc@ohio.gov">mailto:csc@ohio.gov</a>&gt; or click the Phish Alert Button if available.</p>

6/3/2021 2:52:00 PM	<p>Description:  From: [REDACTED]  To: [REDACTED]  Sent: Wednesday, June 2, 2021 5:09:39 PM  Subject: Gas</p> <p>#SimpliSafe</p> <p>CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to <a href="mailto:csc@ohio.gov">csc@ohio.gov</a> or click the Phish Alert Button if available.</p>
6/3/2021 2:52:00 PM	<p>Description:  From: [REDACTED]  To: [REDACTED]  Sent: Wednesday, June 2, 2021 5:09:39 PM  Subject: Gas</p> <p>#SimpliSafe</p> <p>CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to <a href="mailto:csc@ohio.gov">csc@ohio.gov</a> or click the Phish Alert Button if available.</p>
6/3/2021 2:53:05 PM	Resolution Comments: transferred video to case 693258

## Web Information

Web Name: CenturyLink Customer  
Web Home Phone:  
Web Email: [REDACTED]  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

Created by: Default User  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Bhasker Kondaveeti  
Next Activity Date:  
Case Grade Created:  
Case Grade Target:

## Case Emails

---

**Email Created Date:** 6/2/2021 5:18:33 PM

**Email HTML Version:**

---

**From:** [REDACTED]  
**To:** [REDACTED]  
**Sent:** Wednesday, June 2, 2021 5:09:39 PM  
**Subject:** Gas

#SimpliSafe

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

### **Email Text Version:**

---

**From:** [REDACTED]  
**To:** [REDACTED]  
**Sent:** Wednesday, June 2, 2021 5:09:39 PM  
**Subject:** Gas

#SimpliSafe

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Created Date:** 6/2/2021 5:18:35 PM

**Email HTML Version:**



Dear CenturyLink Customer:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Your case number is 00693263.

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

Sincerely,

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

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

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

ref:\_00Dt0GzXt.\_500t0mRfPL:ref

**Email Text Version:**

Dear CenturyLink Customer:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00693263.

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

Sincerely,

Case Number: 00693263



PUCO Call Center  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

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

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

ref:\_00Dt0GzXt.\_500t0mRfPL:ref

## Case Images

---

Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

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

## Case Detail

Case Number: 00693264	Owner: Lee Garry
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 06-02-2021  
Case Age in Business Days: 2

Date Closed: 06-03-2021

## Contact Information

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

## Service Address Information

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

## Industry Information

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

## Additional Information

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

### Description:

From: [REDACTED]  
To: [REDACTED]  
Sent: Wednesday, June 2, 2021 5:07:12 PM  
Subject: Gas supplier

#SimpliSafe

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) <<mailto:csc@ohio.gov>> or click the Phish Alert Button if available.

### Resolution:

transferred video to case 693258

## Case Comments

---

Created Date	Comment
6/2/2021 5:19:54 PM	<p>Description: [REDACTED] From: [REDACTED] Sent: Wednesday, June 2, 2021 5:07:12 PM Subject: Gas supplier</p> <p>#SimpliSafe</p> <p>CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to <a href="mailto:csc@ohio.gov">csc@ohio.gov</a> &lt;<a href="mailto:csc@ohio.gov">mailto:csc@ohio.gov</a>&gt; or click the Phish Alert Button if available.</p>

6/3/2021 2:54:50 PM	<p>Description: _____</p> <p>From: "_____"</p> <p>To: _____</p> <p>Sent: Wednesday, June 2, 2021 5:07:12 PM</p> <p>Subject: Gas supplier</p> <p>#SimpliSafe</p> <p>CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to <a href="mailto:csc@ohio.gov">csc@ohio.gov</a> &lt;<a href="mailto:csc@ohio.gov">mailto:csc@ohio.gov</a>&gt; or click the Phish Alert Button if available.</p>
6/3/2021 2:54:50 PM	<p>Description: _____</p> <p>From: "_____"</p> <p>To: _____</p> <p>Sent: Wednesday, June 2, 2021 5:07:12 PM</p> <p>Subject: Gas supplier</p> <p>#SimpliSafe</p> <p>CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to <a href="mailto:csc@ohio.gov">csc@ohio.gov</a> &lt;<a href="mailto:csc@ohio.gov">mailto:csc@ohio.gov</a>&gt; or click the Phish Alert Button if available.</p>
6/3/2021 2:56:13 PM	Resolution Comments: transferred video to case 693258

## Web Information

Web Name: CenturyLink Customer  
Web Home Phone:  
Web Email: \_\_\_\_\_  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

Created by: Default User  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Bhasker Kondaveeti  
Next Activity Date:  
Case Grade Created:  
Case Grade Target:

## Case Emails

---

**Email Created Date:** 6/2/2021 5:19:56 PM

**Email HTML Version:**

---

**From:** [REDACTED] >  
**To:** [REDACTED]  
**Sent:** Wednesday, June 2, 2021 5:07:12 PM  
**Subject:** Gas supplier

#SimpliSafe

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

### **Email Text Version:**

---

**From:** [REDACTED]  
**To:** [REDACTED]  
**Sent:** Wednesday, June 2, 2021 5:07:12 PM  
**Subject:** Gas supplier

#SimpliSafe

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Created Date:** 6/2/2021 5:19:58 PM

**Email HTML Version:**



Dear CenturyLink Customer:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Your case number is 00693264.

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

Sincerely,

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

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

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

ref:\_00Dt0GzXt.\_500t0mRfQR:ref

**Email Text Version:**

Dear CenturyLink Customer:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00693264.

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

Sincerely,

Case Number: 00693264

PUCO Call Center  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

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

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

ref:\_00Dt0GzXt.\_500t0mRfQR:ref

## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

M. Beth Trombold  
Lawrence K. Friedeman  
Dennis P. Deters  
Daniel R. Conway

## Case Detail

---

Case Number: 00693651

Account Name: [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Michael Coady

Account in Question: RPA Energy, Inc

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 06-04-2021

Date Closed: 06-22-2021

Case Age in Business Days: 26

## Contact Information

---

Contact: [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Preferred Contact Time:

Mobile: [REDACTED]

Email:

## Service Address Information

---

Service Account Number:

Service Address County: Franklin

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Columbus

Service Address Zip:

Service Address Country: United States

Service Address Phone:

## Industry Information

---

AIQ Industry: Electric

Territory Account:

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: Marketing -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Misleading Information /  
Materials

Non-Jurisdictional Case: ☐

## Additional Information

---

PUCO ID: 413741

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:



## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

Received and reviewed internal response

## Case Comments

---

Created Date	Comment
6/4/2021 12:11:11 PM	<p>Consumer complaint:</p> <p>Misleading call from RPA sales rep. Press one to get \$50 discount and gift card. They are going to remove commercial rate and all other high rates. Stated I am charged a commercial rate and changing me to a residential rate. Calling from Customer Choice from electric company. I will get a discount from supply department RPA Energy. She tried to play on the word "residential" and RPA. Stated I will get a residential rate. Also, my service fee will be cut in half from \$10.00 to \$5.00. I will get 30 to 40% savings. She repeated many things and advised me to say yes to the verification questions and wanted me to verify my phone number. I advised I did not want to give my phone number and she stated that she already has it and provide it to me. She stated that the verifier would ask me to verify my phone number for security purposes. I stated that is not much of a security question and did not want to provide it. Once on the TPV it was clear I was enrolling with RPA. I hung up on the TPV and she call back to ask why I hung up. I stated that it said I was enrolling with RPA. She said yes that is for the residential rates but will still get my bill from AEP. RPA service a residential rates and I was on a commercial rate with Direct Energy. I attempted the TPV again. They wanted confirmation of my phone number, which she had my cell phone. The TPV had requirement that I was agreeing to receive material via tech. It wanted me to agree to receive my terms and condition via text or email. At that point I said no. The rep got back and stated I had to say yes but she would note that I do not want text message. I said I did not want to but she said I needed to say yes. She said I would have to start all over again. I said no I do not have time and hung up. She called back twice but I did not answer.</p> <p>Also, she stated that rate would be \$4.924 then later she repeated the rate and state for the first month and the could change with the market, but was not really clear that I would be on a variable rate. The TPV was very clear that I was signing up for a variable rate.</p>

6/7/2021 3:49:30 PM	<p>Customer emailed in today with the following information.</p> <p>I got another call today. Same as before...recording that I can get \$50 and a gift card and press one. Stated name as Adam Smith for customer choice program of your electric company. On commercial rate plan now and switching me to residential rate, 30 to 40 % off my electric. RPA – Residential Power of America. I stated that I wanted to call AEP to find out how I got on a commercial rate and he said that AEP provided my phone number to advise me that it was an error. I went ahead with the call.</p> <p>The TPV is good, very clear that I'm signing up with RPA dba Green Choice Energy on a variable rate with a \$5.00 monthly fee. This time I did go all the way through the TPV.</p> <p>I check for the notice from AEP today and tomorrow.</p>
6/8/2021 10:58:19 AM	<p>Update from consumer</p> <p>I received a follow-up call from RPA for quality assurance. I advised him that I was not happy with the sales call. I advised that I was not informed about the variable rate or the monthly service fee. I advised that he stated he was calling about the from the choice program of the utility. I forgot to tell him about the commercial rate to residential rate. He said that they have a lot of marketing and sometimes they get confused. He state that I would get the information in the mail to review the rates and rewards program and I have 7 days from them to cancel. I also advised I was not happy about the requirement to get text and I stated the verification would not let me opt out. He stated that they never sent text and to now worry.</p> <p>I advised I would review the information in the mail. Still no rescission notice.</p>
6/8/2021 2:54:44 PM	Received a call from Dexter at RPA who stated that they were having difficulty locating the customer. He asked for, and I provided the phone number.
6/8/2021 2:57:13 PM	Added outlook info with additional info
6/9/2021 1:32:10 PM	<p>Customer received another call from RPA sales manager because of the PUCO complaint.</p> <p>Wanted to know about my experience. I advised him that I was to get \$50 and gift cards because of an error of being on a commercial rate and going to a residential rate. He said I was getting \$50 in awards. He said that I'm on a residential rate but I signed with RPA on its residential rate. I advised that I was not told about the \$5 monthly fee or the variable rate. I said again that I was told the reason for the call was due to an error for being on a commercial rate and not a residential rate. I advised that I did not like that I have to agree to receive text message on the verification. He ask me if I wanted to cancel and I said that I would review the information when I got it in the mail. I advised that I was told I have 7 days to cancel. He said yes 7 or 10. He told me to call him directly to cancel or if I had more questions. Dexter – 347-394-3365.</p>
6/9/2021 1:39:12 PM	Reviewed customer contact
6/14/2021 4:29:22 PM	Reviewed company response
6/15/2021 10:41:26 AM	Sent Teams message to [REDACTED]
6/17/2021 9:42:18 AM	Discussed with [REDACTED]

6/22/2021 3:38:31 PM	Sent Outlook e-mail to [REDACTED]
6/22/2021 3:56:13 PM	Received and reviewed internal response

## Web Information

Web Name:	Web Account in Question:
Web Home Phone:	Web US Dot #:
Web Email:	
Web Company:	
Web Zip Code:	

## System Information

Created by: Militza Grady	Last Modified by: Bhasker Kondaveeti
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created:
	Case Grade Target:

## Case Emails

**Email Created Date: 6/8/2021 1:08:34 PM**

**Email HTML Version:**



**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00693651  
**COMPANY:**  
**CUSTOMER:** [REDACTED]  
**ADDRESS:** [REDACTED], Columbus, Ohio 43230  
**SERVICE ADDRESS:** [REDACTED] Columbus, Ohio 43230  
**AIQ:** RPA Energy, Inc  
**SERVICE ACCOUNT NUMBER:**  
**ALTERNATIVE PHONE NUMBER:**  
**NIQ:**

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status

update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

**DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute 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.

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](http://www.PUCO.ohio.gov)

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ref:\_00Dt0GzXt.\_500t0mRu6Z:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00693651

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43230

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43230

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE NUMBER:

NIQ:

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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](http://www.PUCO.ohio.gov)

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ref:\_00Dt0GzXt.\_500t0mRu6Z:ref

**Email Created Date: 6/8/2021 2:57:52 PM**

**Email HTML Version:**



**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00693651

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Columbus, Ohio 43230

**SERVICE ADDRESS:** [REDACTED] Columbus, Ohio 43230

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:**

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

Please also provide the name and contact information for the vendor used for this sale

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](http://www.PUCO.ohio.gov)

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----- Original Message -----

**From:** Michael Coady [contactthepuco@puc.state.oh.us]

**Sent:** 6/8/2021 1:09 PM

**To:** btrombino@rpaenergy.com

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [

ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]



**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00693651

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Columbus, Ohio 43230

**SERVICE ADDRESS:** [REDACTED], Columbus, Ohio 43230

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:**

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

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ref:\_00Dt0GzXt.\_500t0mRu6Z:ref

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00693651

COMPANY:

CUSTOMER: [REDACTED]

Case Number: 00693651

ADDRESS: [REDACTED], Columbus, Ohio 43230

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43230

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE NUMBER:

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From: Michael Coady [contactthepuco@puc.state.oh.us]

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To: btrombino@rpaenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00693651

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43230

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43230

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SERVICE ACCOUNT NUMBER:

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ref:\_00Dt0GzXt.\_500t0mRu6Z:ref

**Email Created Date: 6/14/2021 7:46:40 AM**

**Email HTML Version:**

**PUBLIC UTILITIES COMMISSION OF OHIO  
Second Request for Information  
Regarding the Initial Submission of a Consumer Complaint**

**Please Respond Within 3 Days**

**CASE ID:** 00693651

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Columbus, Ohio 43230

**SERVICE ADDRESS:** [REDACTED] Columbus, Ohio 43230

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:**

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

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Sincerely,

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Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

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[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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----- Original Message -----

**From:** Michael Coady [contactthepuco@puc.state.oh.us]

**Sent:** 6/8/2021 2:58 PM

**To:** btrombino@rpaenergy.com

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]



**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00693651

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Columbus, Ohio 43230

**SERVICE ADDRESS:** [REDACTED], Columbus, Ohio 43230

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**Sent:** 6/8/2021 1:09 PM

**To:** btrombino@rpaenergy.com

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [

ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]



**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00693651

**COMPANY:**

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**SERVICE ADDRESS:** [REDACTED], Columbus, Ohio 43230

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:**

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

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ref:\_00Dt0GzXt.\_500t0mRu6Z:ref

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Second Request for Information

Regarding the Initial Submission of a Consumer Complaint

Please Respond Within 3 Days

CASE ID: 00693651

Case Number: 00693651

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43230

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43230

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE NUMBER:

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Service Monitoring and Enforcement Department

Lead Customer Service Investigator

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----- Original Message -----

From: Michael Coady [contactthepuco@puc.state.oh.us]

Sent: 6/8/2021 2:58 PM

To: btrombino@rpaenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [

ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00693651

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43230

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43230

Case Number: 00693651

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE NUMBER:

NIQ:

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Service Monitoring and Enforcement Department

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To: btrombino@rpaenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00693651

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43230

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43230

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE NUMBER:

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DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company.

Case Number: 00693651

22

1. What was the method of enrollment?

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Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

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ref:\_00Dt0GzXt.\_500t0mRu6Z:ref

**Email Created Date: 6/14/2021 8:38:13 AM**

**Email HTML Version:**

This is in response to CASE #: 00693651.

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 07, 2021, [REDACTED] was enrolled in a variable rate supply, electric with RPA Energy D/B/A Green Choice Energy via our telemarketing channel.

RPA Energy D/B/A Green Choice Energy records show the marketer as MBM LLC Tele, an independent marketing vendor performing sales on behalf of RPA Energy D/B/A Green Choice Energy, and the salesperson as , Agent Zac1003. It is RPA Energy D/B/A Green Choice Energy's understanding that this vendor is only performing sales for RPA Energy D/B/A Green Choice Energy.

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RPA Energy D/B/A Green Choice Energy spoke with [REDACTED] on June 8 2020<sup>1</sup> and was able to clear up a few of her concerns regarding the enrollment. [REDACTED] agreed to remain with RPA Energy D/B/A Green Choice Energy for the time being.

Thank you,  
Alexsa Torres



Alexsa Torres  
Sr. Director, Quality and Customer  
Experience  
Green Choice Energy

P: (347) 394-3365  
P: (347) 394-3365

E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** Michael Coady <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Tuesday, June 8, 2021 1:10 PM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]

**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00693651

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Columbus, Ohio 43230

**SERVICE ADDRESS:** [REDACTED] Columbus, Ohio 43230

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:**

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

**DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with the company.

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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.

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](http://www.PUCO.ohio.gov)

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ref:\_00Dt0GzXt.\_500t0mRu6Z:ref

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**Email Text Version:**

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[Logo, company name Description automatically generated]  
[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)<<http://www.greenchoiceenergy.com/>>

Alexsa Torres  
Sr. Director, Quality and Customer Experience  
Green Choice Energy

P: (347) 394-3365  
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E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743

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<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoicenergy/>>

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To: [btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)<<mailto:btrombino@greenchoicenergy.com>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00693651

COMPANY:

CUSTOMER: [REDACTED]

Case Number: 00693651

ADDRESS: [REDACTED] Columbus, Ohio 43230

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43230

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE NUMBER:

NIQ:

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Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

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[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://www.puco.ohio.gov/>>

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**Email Created Date: 6/14/2021 8:42:12 AM**

**Email HTML Version:**

Sales call attached as well.



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

---

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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Thank you,



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality and Customer  
Experience  
Green Choice Energy

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P: (347) 394-3365

P: (347) 394-3365

E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2  
Huntington, NY 11743

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**From:** Michael Coady <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

**Sent:** Tuesday, June 8, 2021 1:10 PM

**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]



**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00693651

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Columbus, Ohio 43230

**SERVICE ADDRESS:** [REDACTED], Columbus, Ohio 43230

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:**

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

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Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

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**Email Text Version:**

Sales call attached as well.

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com/>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
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<https://www.linkedin.com/company/green-choice-energy/> [instagram icon]  
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[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com/>

Alexsa Torres  
Sr. Director, Quality and Customer Experience  
Green Choice Energy

P: (347) 394-3365  
P: (347) 394-3365

E: atorres@greenchoiceenergy.com<mailto:dexter@greenchoiceenergy.com>  
14 Wall Street Floor 2  
Huntington, NY 11743

From: Michael Coady  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Tuesday, June 8, 2021 1:10 PM  
To: btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [  
ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00693651

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43230

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43230

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE NUMBER:

NIQ:

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Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://www.puco.ohio.gov/>>

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**Email Created Date: 6/17/2021 9:42:33 AM**

**Email HTML Version:**



**PUBLIC UTILITIES COMMISSION OF OHIO**  
**Consumer Services Division**  
**Memorandum**

**CASE ID:** 00693651

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Columbus, Ohio 43230

**SERVICE ADDRESS:** [REDACTED] Columbus, Ohio 43230

**AIQ:** RPA Energy, Inc

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I have spoken with the customer and have reviewed your previous response.

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4. In response to a question asking for the customer's phone number, she replied that she didn't want to receive any texts. She also did not provide an e-mail address. She advised that she was sent a text anyway. Please explain why?

**Michael Coady**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

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----- Original Message -----

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 6/14/2021 8:41 AM

**To:** contactthepuco@puco.ohio.gov

**Subject:** FW: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]

Sales call attached as well.



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

---

P: (347) 748-1066

E: atorres@greenchoiceenergy.com





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Thank you,



www.greenchoiceenergy.com

Alexsa Torres  
Sr. Director, Quality and Customer  
Experience  
Green Choice Energy

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P: (347) 394-3365

P: (347) 394-3365

E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2  
Huntington, NY 11743

---

**From:** Michael Coady <contactthepuco@puc.state.oh.us>  
**Sent:** Tuesday, June 8, 2021 1:10 PM  
**To:** btrombino@greenchoiceenergy.com  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ ref: \_00Dt0GzXt.\_500t0mRu6Z:ref ]



**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00693651

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Columbus, Ohio 43230

**SERVICE ADDRESS:** [REDACTED], Columbus, Ohio 43230

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:**

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

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Public Utilities Commission of Ohio

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Consumer Services Division

Memorandum

CASE ID: 00693651

COMPANY:

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----- Original Message -----

From: Alexsa Torres [atorres@greenchoicenergy.com]

Sent: 6/14/2021 8:41 AM

To: contactthepuco@puco.ohio.gov

Subject: FW: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]

Sales call attached as well.

[www.greenchoicenergy.com](http://www.greenchoicenergy.com)

Alexsa Torres

Sr. Director, Quality & Customer Experience

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P: (347) 748-1066

E: atorres@greenchoiceenergy.com

14 Wall Street Floor 2

Huntington, NY 11743

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This is in response to CASE #: 00693651.

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 07, 2021, [REDACTED] was enrolled in a variable rate supply, electric with RPA Energy D/B/A Green Choice Energy via our telemarketing channel.

RPA Energy D/B/A Green Choice Energy records show the marketer as MBM LLC Tele, an independent marketing vendor performing sales on behalf of RPA Energy D/B/A Green Choice Energy, and the salesperson as Agent Zac1003. It is RPA Energy D/B/A Green Choice Energy's understanding that this vendor is only performing sales for RPA Energy D/B/A Green Choice Energy.

I've attached the copy of the TPV authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks [REDACTED] whether she is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also

states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch.

RPA Energy D/B/A Green Choice Energy spoke with [REDACTED] on June 8, 2020 and was able to clear up a few of her concerns regarding the enrollment. [REDACTED] agreed to remain with RPA Energy D/B/A Green Choice Energy for at least the first billing cycle. She will then call us directly if she decides she no longer wishes to keep our services.

Thank you,

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality and Customer Experience

Green Choice Energy

P: (347) 394-3365

P: (347) 394-3365

E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743



From: Michael Coady <contactthepuco@puc.state.oh.us>  
Sent: Tuesday, June 8, 2021 1:10 PM  
To: btrombino@greenchoiceenergy.com  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00693651

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43230

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43230

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute 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.

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](http://www.PUCO.ohio.gov)

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ref:\_00Dt0GzXt.\_500t0mRu6Z:ref

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**Email Created Date: 6/17/2021 10:14:44 AM**

**Email HTML Version:**

----- Original Message -----

**From:** PUCO Consumer Call Center [[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)]

**Sent:** 6/



**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00693651

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Columbus, Ohio 43230

**SERVICE ADDRESS:** [REDACTED], Columbus, Ohio 43230

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:**

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

also noticed that you have not provided the written terms and conditions of this enrollment. Please do so.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

17/2021 9:57 AM

**To:** atorres@greenchoiceenergy.com

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]



**PUBLIC UTILITIES COMMISSION OF OHIO**  
**Consumer Services Division**  
**Memorandum**

**CASE ID:** 00693651

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Columbus, Ohio 43230

**SERVICE ADDRESS:** [REDACTED], Columbus, Ohio 43230

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:**

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

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**DESCRIPTION OF ISSUE:**

I have spoken with the customer and have reviewed your previous response.

1. After listening to the sales call provided, the customer states that the recording was altered and does not represent what was actually said. . Please investigate and advise.
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**Michael Coady**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

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[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 6/14/2021 8:41 AM

**To:** contactthepuco@puco.ohio.gov

**Subject:** FW: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]

Sales call attached as well.



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

---

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com



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Thank you,



www.greenchoiceenergy.com

Alexsa Torres  
Sr. Director, Quality and Customer  
Experience  
Green Choice Energy

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P: (347) 394-3365

P: (347) 394-3365

E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2  
Huntington, NY 11743

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**From:** Michael Coady <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Tuesday, June 8, 2021 1:10 PM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ ref: \_00Dt0GzXt.\_500t0mRu6Z:ref ]





**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00693651

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED], Columbus, Ohio 43230

**SERVICE ADDRESS:** [REDACTED], Columbus, Ohio 43230

**AIQ:** RPA Energy, Inc

**SERVICE ACCOUNT NUMBER:**

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

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**DESCRIPTION OF ISSUE:**

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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.

Sincerely,

**Michael Coady**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

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**Email Text Version:**

----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 6/

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00693651

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43230

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43230

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE NUMBER:

NIQ:

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DESCRIPTION OF ISSUE:

I also noticed that you have not provided the written terms and conditions of this enrollment. Please do so.

Sincerely,

Case Number: 00693651

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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17/2021 9:57 AM

To: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00693651

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43230

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43230

AIQ: RPA Energy, Inc

Case Number: 00693651

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE NUMBER:

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DESCRIPTION OF ISSUE:

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1. After listening to the sales call provided, the customer states that the recording was altered and does not represent what was actually said. . Please investigate and advise.
2. When was the enrollment request submitted to the customer's utility?
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Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

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----- Original Message -----

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 6/14/2021 8:41 AM

To: contactthepuco@puco.ohio.gov

Subject: FW: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]

Sales call attached as well.

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com

14 Wall Street Floor 2

Huntington, NY 11743

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Thank you,

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality and Customer Experience

Green Choice Energy

P: (347) 394-3365

P: (347) 394-3365

E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743

From: Michael Coady <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Tuesday, June 8, 2021 1:10 PM  
To: [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]



Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00693651

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43230

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43230

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE NUMBER:

NIQ:

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DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute 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.

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

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**Email Created Date: 6/22/2021 1:53:27 PM**

**Email HTML Version:**

Mr. Coady,

The information below responds to your email of June 17 in Case ID 00693651. In addition to this information, please be advised that [REDACTED] enrollment will be cancelled as of June 30, 2021 based on an inbound cancellation request from her utility.

1. After listening to the sales call provided, the customer states that the recording was altered and does not represent what was actually said. Please investigate and advise.

Our vendor assures us that the recording was not altered. In listening to the recording, we did not hear any obvious signs that the recording was altered, such as missing or jumbled dialogue. If you can be more specific about what part of the conversation [REDACTED] believes was not accurately recorded, we will follow up with the vendor. This is a serious claim and we want to make sure we get to the bottom of it.

2. When was the enrollment request submitted to the customer's utility?

The enrollment request was sent to the utility on June 15. We acknowledge that this was one day beyond the 5-business day deadline specified in Rule 4901:1-21-06(D)(2)(c). The delay occurred because of a conversation with [REDACTED] on June 8 (the day after the enrollment) about questions she had about her enrollment.

3. O.A.C. 4901:1-21-06(D)(2)(a)(vii) requires a verbal statement and the customer's acknowledgement that the provider will, within one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call. How is this TPV in compliance with that rule?

We acknowledge that the TPV incorrectly states that a written contract will be sent within 5 days. This is being corrected to state that the contract will be sent the next business day, as required by the rule referenced in this question.

4. In response to a question asking for the customer's phone number, she replied that she didn't want to receive any texts. She also did not provide an e-mail address. She advised that she was sent a text anyway. Please explain why?

[REDACTED] comment about not wishing to receiving texts was made in response to an automated TPV question. The automated system is programmed to detect "yes" or "no" answers. When the customer was asked to verify the phone number, she said, "Do not send texts, but yes." The automated system proceeded with the verification based on the "yes" part of the response, but the system is unable to respond to or act on additional dialogue or instructions.

Toward the end of the recording, the TPV asks the customer to confirm her understanding that the contract terms will be sent within 5 business days by email or text. The customer responded "yes" to this question. (As noted above, we are changing the TPV to indicate that contract terms will be sent within one business day). A Welcome Packet with contract terms was texted to [REDACTED] on June 10.

Please let me know if you have any additional questions or would like to discuss.



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

---

P: (347) 748-1066

E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2  
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---

From: PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Thursday, June 17, 2021 10:16 AM  
To: Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]

----- Original Message -----

From: PUCO Consumer Call Center [[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)]  
Sent: 6/



PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00693651

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED], Columbus, Ohio 43230

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43230

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE NUMBER:

NIQ:

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DESCRIPTION OF ISSUE:

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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](http://www.PUCO.ohio.gov)

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17/2021 9:57 AM

To: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ ref: \_00Dt0GzXt.\_500t0mRu6Z:ref ]



PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00693651

COMPANY:

CUSTOMER:

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SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43230

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Michael Coady  
Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department  
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Sent: 6/14/2021 8:41 AM

To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

Subject: FW: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]

Sales call attached as well.



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Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

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RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 07, 2021, [REDACTED] was enrolled in a variable rate supply, electric with RPA Energy D/B/A Green Choice Energy via our telemarketing channel.

RPA Energy D/B/A Green Choice Energy records show the marketer as MBM LLC Tele, an independent marketing vendor performing sales on behalf of RPA Energy D/B/A Green Choice Energy, and the salesperson as Agent Zac1003. It is RPA Energy D/B/A Green Choice Energy's understanding that this vendor is only performing sales for RPA Energy D/B/A Green Choice Energy.

I've attached the copy of the TPV authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks [REDACTED] whether she is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch.

RPA Energy D/B/A Green Choice Energy spoke with [REDACTED] on June 8, 2020<sup>1</sup> and was able to clear up a few of her concerns regarding the enrollment. [REDACTED] agreed to remain with RPA Energy D/B/A Green Choice Energy for at least the first billing cycle. She will then call us directly if she decides she no longer wishes to keep our services.

Thank you,





[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality and Customer  
Experience  
Green Choice Energy

---

P: (347) 394-3365

P: (347) 394-3365

E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743

---

From: Michael Coady <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Tuesday, June 8, 2021 1:10 PM  
To: [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]



Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days

CASE ID: 00693651

COMPANY:

CUSTOMER:

ADDRESS: , Columbus, Ohio 43230

SERVICE ADDRESS: Drive, Columbus, Ohio 43230

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute 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.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0mRu6Z:ref

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

Mr. Coady,

The information below responds to your email of June 17 in Case ID 00693651. In addition to this information, please be advised that [REDACTED] enrollment will be cancelled as of June 30, 2021 based on an inbound cancellation request from her utility.

1. After listening to the sales call provided, the customer states that the recording was altered and does not represent what was actually said. Please investigate and advise.

Our vendor assures us that the recording was not altered. In listening to the recording, we did not hear any obvious signs that the recording was altered, such as missing or jumbled dialogue. If you can be more specific about what part of the conversation [REDACTED] believes was not accurately recorded, we will follow up with the vendor. This is a serious claim and we want to make sure we get to the bottom of it.

2. When was the enrollment request submitted to the customer's utility?

The enrollment request was sent to the utility on June 15. We acknowledge that this was one day beyond the 5-business day deadline specified in Rule 4901:1-21-06(D)(2)(c). The delay occurred because of a conversation with [REDACTED] on June 8 (the day after the enrollment) about questions she had about her enrollment.

3. O.A.C. 4901:1-21-06(D)(2)(a)(vii) requires a verbal statement and the customer's acknowledgement that the provider will, within one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call. How is this TPV in compliance with that rule?

We acknowledge that the TPV incorrectly states that a written contract will be sent within 5 days. This is being corrected to state that the contract will be sent the next business day, as required by the rule referenced in this question.

4. In response to a question asking for the customer's phone number, she replied that she didn't want to receive any texts. She also did not provide an e-mail address. She advised that she was sent a text anyway. Please explain why?

[REDACTED] comment about not wishing to receiving texts was made in response to an automated TPV question. The automated system is programmed to detect "yes" or "no" answers. When the customer was asked to verify the phone number, she said, "Do not send texts, but yes." The automated system proceeded with the verification based on the "yes" part of the response, but the system is unable to respond to or act on additional dialogue or instructions.

Toward the end of the recording, the TPV asks the customer to confirm her understanding that the contract terms will be sent within 5 business days by email or text. The customer responded “yes” to this question. (As noted above, we are changing the TPV to indicate that contract terms will be sent within one business day). A Welcome Packet with contract terms was texted to Ms. Bossart on June 10.

Please let me know if you have any additional questions or would like to discuss.

[Logo, company name Description automatically generated]  
[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)<<http://www.greenchoiceenergy.com/>>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<<https://www.facebook.com/GreenChoiceEnergy/>> [linkedin icon]  
<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoiceenergy/>>

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From: PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Thursday, June 17, 2021 10:16 AM  
To: Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]

----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 6/

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00693651

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED], Columbus, Ohio 43230

SERVICE ADDRESS [REDACTED], Columbus, Ohio 43230

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

I also noticed that you have not provided the written terms and conditions of this enrollment. Please do so.

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](http://www.PUCO.ohio.gov)<<https://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.

17/2021 9:57 AM

To: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00693651

COMPANY:

CUSTOMER:

ADDRESS: [REDACTED], Columbus, Ohio 43230

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43230

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

I have spoken with the customer and have reviewed your previous response.

1. After listening to the sales call provided, the customer states that the recording was altered and does not represent what was actually said. . Please investigate and advise.
2. When was the enrollment request submitted to the customer's utility?
3. O.A.C. 4901:1-21-06(D)(2)(a)(vii) requires a verbal statement and the customer's acknowledgement that the provider will, within one business day, send the customer a written contract that details the terms and conditions that were summarized in the telephone call. How is this TPV in compliance with that rule?

4. In response to a question asking for the customer's phone number, she replied that she didn't want to receive any texts. She also did not provide an e-mail address. She advised that she was sent a text anyway. Please explain why?

Michael Coady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://www.puco.ohio.gov/>](https://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: Alexsa Torres [atorres@greenchoicenergy.com]  
Sent: 6/14/2021 8:41 AM  
To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)<<mailto:contactthepuco@puco.ohio.gov>>  
Subject: FW: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]

Sales call attached as well.

[Logo, company name Description automatically generated]  
[www.greenchoicenergy.com](http://www.greenchoicenergy.com/)<<http://www.greenchoicenergy.com/>>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)<<mailto:atorres@greenchoicenergy.com>>



14 Wall Street Floor 2  
Huntington, NY 11743

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<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoicenergy/>>

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This is in response to CASE #: 00693651.

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 07, 2021, [REDACTED] was enrolled in a variable rate supply, electric with RPA Energy D/B/A Green Choice Energy via our telemarketing channel.

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I've attached the copy of the TPV authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks [REDACTED] whether she is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch.

RPA Energy D/B/A Green Choice Energy spoke with [REDACTED] on June 8, 2021 and was able to clear up a few of her concerns regarding the enrollment. [REDACTED] agreed to remain with RPA Energy D/B/A Green Choice Energy for at least the first billing cycle. She will then call us directly if she decides she no longer wishes to keep our services.

Thank you,

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com/>

Alexsa Torres  
Sr. Director, Quality and Customer Experience  
Green Choice Energy

P: (347) 394-3365

P: (347) 394-3365

E: atorres@greenchoiceenergy.com<mailto:dexter@greenchoiceenergy.com>  
14 Wall Street Floor 2  
Huntington, NY 11743

From: Michael Coady  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Tuesday, June 8, 2021 1:10 PM  
To: btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [  
ref:\_00Dt0GzXt.\_500t0mRu6Z:ref ]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00693651

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Columbus, Ohio 43230

SERVICE ADDRESS: [REDACTED], Columbus, Ohio 43230

AIQ: RPA Energy, Inc

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company.

Case Number: 00693651

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.

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://www.puco.ohio.gov/>>

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[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F4Rpt&from=int]

ref:\_00Dt0GzXt.\_500t0mRu6Z:ref







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[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F4o6e&from=ext]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F4n28&from=ext]

## Case Images

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Created Date	Images
6/14/2021 8:38:14 AM	
6/14/2021 8:38:14 AM	
6/14/2021 8:38:14 AM	
6/14/2021 8:38:14 AM	
6/14/2021 8:42:14 AM	
6/14/2021 8:42:14 AM	

6/14/2021 8:42:14 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
6/14/2021 8:42:14 AM	
6/14/2021 8:42:14 AM	
6/17/2021 9:57:03 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
6/17/2021 9:57:03 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
6/17/2021 9:57:03 AM	
6/17/2021 9:57:03 AM	
6/17/2021 9:57:03 AM	
6/17/2021 10:15:50 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
6/17/2021 10:15:50 AM	
6/17/2021 10:15:50 AM	
6/17/2021 10:15:50 AM	
6/17/2021 10:15:50 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
6/22/2021 1:53:30 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
6/22/2021 1:53:30 PM	
6/22/2021 1:53:30 PM	
6/22/2021 1:53:30 PM	
6/22/2021 1:53:30 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.

6/22/2021 1:53:30 PM





GREEN CHOICE ENERGY  
BETTER ENERGY. BETTER EARTH.

[REDACTED]  
GAHANNA, 33 43230

Account #: [REDACTED]

Dear [REDACTED]

On behalf of everyone at Green Choice Energy, we would like to thank you for participating in the Retail Choice Program and welcome you as our newest customer. We look forward to providing you with exceptional value and service.

Being a customer with us has never been better or easier:

- ☐ There is no change in delivery service
- ☐ There is no cost to enroll with Green Choice Energy
- ☐ You will receive only one bill from your Utility Company
- ☐ 100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator
- ☐ 100% of the natural gas you purchase is matched with carbon offsets from projects certified under the Verified Carbon Standard
- ☐ Green Choice Energy's Tree Donation Promotion, Green Choice Energy will facilitate the planting of one (1) seedling tree by One Tree Planted, Inc. a verified 501(c)(3) non-profit registered charitable organization, at no cost to the customer.
- ☐ Begin using Green Choice Energy Rewards immediately after your first billing cycle

Your Utility Company will continue to provide your delivery services including meter readings, billing, and payments. You will continue to receive one bill from your Utility Company; our supply charges will be noted separately on that bill. In the event of an emergency, you Utility Company should still be contacted directly.

For access to your Green Choice Energy Rewards please visit [www.greenchoiceenergyrewards.com](http://www.greenchoiceenergyrewards.com).

Again, welcome to Green Choice Energy. If you have any questions, don't hesitate to contact one of our customer service representatives at 1-800-685-0960. We also invite you check to out our website at [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com).

Welcome aboard!

Tanya Jackson

**Tanya Jackson**

Account Services





GREEN CHOICE ENERGY  
BETTER ENERGY. BETTER EARTH.

INTRODUCING...

## GREEN CHOICE ENERGY REWARDS

Congratulations! As a new Green Choice Energy customer, you're getting **\$50 in Reward Dollars every month!**

THAT'S \$600 IN REWARD DOLLARS A YEAR!

### Daily Giveaways



We Give Away A Gift Card Every Day!

### Local Deals



Over 330,000 Deals At Popular Local Shops

### Restaurants



Over 85,000 Deals At Name-Brand Restaurants

### Bonuses & Games



Pick to Win Prizes & Epic \$500 Giveaways

OVER  
**500,000**  
WAYS TO SAVE

### Online Shopping



Savings On Thousands Of Name-Brands

### Grocery Coupons



Grocery Coupons To Save Big At The Store

### Show & Save

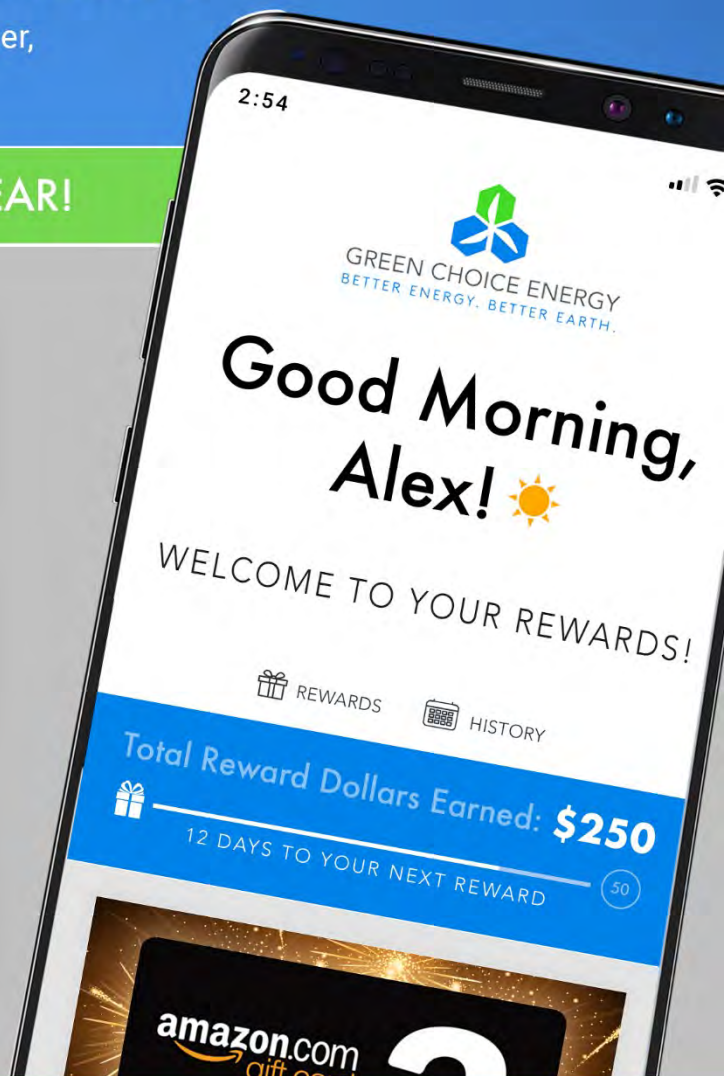


Show & Save On-The-Go Functionality

### Travel Options



Over 1,000,000 Popular Travel Options



### How to Get Started

Visit [greenchoiceenergyrewards.com](http://greenchoiceenergyrewards.com) and login using your credentials.



### How to Login

Your username is your phone number and your password is your zip code.

**Your Rewards Can Be Used to Save on Popular Brands Like...**



SONY

Marriott



SUBWAY



\*Restrictions apply, see [amazon.com/gc-legal](http://amazon.com/gc-legal). All product and company names depicted are trademarks or registered trademarks of their respective holders. Use of them does not imply any affiliation with or endorsement by them. Reward enrollment and online/mobile redemption are required before use of rewards. Participating offers subject to change. Reward Dollars are not gift cards or gift certificates and have no cash value. Odds of winning the Daily Gift Card Giveaway ("DGCG") vary daily, based on the number of DGCG entries received between 9am EST and 9pm EST. Limit one (1) DGCG entry per customer per day. DGCG limited to Green Choice Energy Rewards program customers aged eighteen (18) and over. No purchase necessary for entry in the DGCG. Purchase activity will not increase the odds of winning the daily DGCG prize. Visit [www.greenchoiceenergyrewards.com](http://www.greenchoiceenergyrewards.com) for full terms and conditions.





ONETREEPLANTED

## 1 TREE PLANTED IN THE UNITED STATES

TREES HELP CLEAN THE AIR WE BREATHE, FILTER THE WATER WE DRINK, AND PROVIDE HABITAT TO OVER 80% OF THE WORLD'S TERRESTRIAL BIODIVERSITY. FORESTS PROVIDE JOBS TO OVER 1.6 BILLION PEOPLE, ABSORB HARMFUL CARBON FROM THE ATMOSPHERE, AND ARE KEY INGREDIENTS IN 25% OF ALL MEDICINES.

Customer Name: [REDACTED]

Date: 06-10-2021



GREEN CHOICE ENERGY

BETTER ENERGY. BETTER EARTH.


DATE

YOU CHANGED THE WORLD

\*THIS CERTIFICATE WAS NOT PRESENTED TO YOU BY ONE TREE PLANTED, AND THEREFORE WE CANNOT GUARANTEE ANY TREES WERE PLANTED.

\*\*CUSTOMERS MUST REMAIN ENROLLED AND ACTIVE FOR ONE BILLING CYCLE FOR THE PLANTING TO OCCUR.

## Ohio Contract Summary (Fixed Price Agreement)

Electricity Supplier and Natural Gas Supplier Information	RPA Energy, Inc., d/b/a Green Choice Energy Elec. Lic. No. IR-3696 Nat. Gas Lic. No. IR-3695 P.O. Box 1508 Huntington, NY 11743 info@greenchoiceenergy.com <a href="http://www.greenchoiceenergy.com">www.greenchoiceenergy.com</a> 800-685-0960		
Price Structure	<b>Electricity:</b> This is a Fixed Price Agreement.	<b>Natural Gas:</b> This is a Fixed Price Agreement.	
Supply Price	<b>Electricity:</b> Your electricity supply price for the Initial Term will be <b>0.04924</b> per kWh.	<b>Natural Gas:</b> Your natural gas supply price for the Initial Term will be N/A per therm.	
Statement Regarding Savings	The supply price may not provide a savings relative to the EDU or LDC supply price.		
Environmental attributes/Incentives	100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator. As a customer of Green Choice Energy, you automatically qualify for our Power Perks Rewards Program.	100% of the natural gas you purchase is matched with carbon offsets from projects certified under the Verified Carbon Standard.	
Contract Start Date	The contract will begin on the date your utility processes your enrollment with Green Choice Energy, in accordance with the utility’s rules and procedures. Electricity enrollments are typically processed within three business days and natural gas enrollments are typically processed on the first day of the next month if the utility has received the enrollment request from Green Choice Energy at least 7 days before the first day of the next month.		
Contract Term/Length	<b>1</b> Months (“Initial Term”)		
Cancellation/Early Termination Fees	If you cancel this Agreement before the end of the Initial Term, you will be subject to an early cancellation fee of \$25.		
Renewal	Upon completion of the Initial Term, this Agreement will automatically renew on the terms and conditions which Green Choice Energy will mail to you prior to expiration of the Initial Term.		

**Please retain this document for your records. If you have any questions regarding this agreement, contact your competitive supplier using the information above.**





## GREEN CHOICE ENERGY

BETTER ENERGY. BETTER EARTH.

### RPA ENERGY, INC. D/B/A GREEN CHOICE ENERGY OHIO ELECTRICITY AND NATURAL GAS SUPPLY VARIABLE PRICE CONTRACT TERMS AND CONDITIONS

<b>CUSTOMER NAME:</b> [REDACTED]	<b>SINGLE BILL:</b> <input checked="" type="checkbox"/>
<b>ADDRESS:</b> [REDACTED]	<b>ADDRESS CONT'D:</b> GAHANNA, OH, 43230
<b>CONTACT NAME:</b> [REDACTED]	<b>CONTACT TEL. #:</b> [REDACTED]
<b>EMAIL:</b> N/A	<b>DATE:</b> 06-10-2021
<b>ELECTRIC UTILITY (EDU):</b> AEP COLUMBUS SOUTHERN	<b>ELECTRIC UTILITY ACCOUNT NUMBER:</b> [REDACTED]
<b>NATURAL GAS UTILITY (LDC):</b> N/A	<b>NATURAL GAS UTILITY ACCOUNT NUMBER:</b> N/A

INITIALS [REDACTED]
------------------------

**CUSTOMER ACKNOWLEDGEMENT: THE CUSTOMER UNDERSTANDS THAT THE SALES REPRESENTATIVE IS REPRESENTING RPA ENERGY INC., D/B/A GREEN CHOICE ENERGY AND IS NOT FROM THE UTILITY. THE CUSTOMER UNDERSTANDS THAT BY CHOOSING RPA ENERGY INC., D/B/A GREEN CHOICE ENERGY AS THEIR SUPPLIER, THE UTILITY WILL CONTINUE TO DELIVER THE CUSTOMER'S ELECTRIC AND/OR NATURAL GAS SUPPLY, READ THE CUSTOMER'S METER, BILL THE CUSTOMER AND RESPOND TO ANY EMERGENCIES. THE CUSTOMER IS THE ACCOUNT HOLDER OR IS AUTHORIZED TO MAKE ACCOUNT DECISIONS. I UNDERSTAND THAT I HAVE THE RIGHT TO RESCIND THIS ENROLLMENT AS EXPLAINED IN THE TERMS AND CONDITIONS.**



## TERMS AND CONDITIONS

These Terms and Conditions between RPA Energy, Inc., d/b/a Green Choice Energy ("Green Choice Energy"), a competitive retail electricity and natural gas supplier, and the undersigned customer ("Customer" or "You") apply to your electricity generation and/or natural gas service. These Terms and Conditions, along with the accompanying Contract Summary, are the "Agreement." Green Choice Energy's PUCO certificate number for electricity supply is 16-1129E (2) and for natural gas supply is 16-532G (1).

### **1. Agreement to Supply Electricity and/or Natural Gas.**

Green Choice Energy agrees to sell and facilitate delivery of the quantity of electricity or natural gas necessary to meet Customer's requirements based upon consumption data obtained by Green Choice Energy from Customer's Electric Distribution Utility (EDU) or Natural Gas Local Distribution Company (LDC). The EDU will continue to deliver the electricity supplied by Green Choice Energy, and the LDC will continue to deliver the natural gas supplied by Green Choice Energy.

**2. Coordination with EDU/LDC.** You will continue to receive your bill from your EDU for all electricity supply and delivery charges and one bill from your LDC for all natural gas supply and delivery charges. Your EDU and/or LDC will continue to provide all emergency repairs and services. Green Choice Energy is not affiliated with and does not represent your EDU or LDC. In the event of an electricity and/or natural gas emergency or service interruption, contact your EDU or LDC.

**3. Right of Rescission** - Your EDU and/or LDC will send you a notice to confirm your choice of Green Choice Energy. You may cancel your Agreement with no penalty within seven calendar days after your EDU or LDC sends your enrollment confirmation by contacting your EDU or LDC.

**4. Term** - This Agreement shall commence as of the date enrollment with Green Choice Energy is deemed effective by the EDU and/or LDC and shall remain in effect for the period stated in the Contract Summary (the "Initial Term"). If Customer terminates this

Agreement prior to the end of the Initial Term, a \$25 early termination fee will apply unless: (1) customer moves outside of Green Choice Energy's service area or into an area where Green Choice Energy charges a different price; (2) the requested service location is not served by the incumbent EDU or LDC; or (3) Green Choice Energy cancels this Agreement and returns Customer to the incumbent EDU or LDC.

**5. Automatic Renewal.** Green Choice Energy will provide you with a written first notice forty-five to ninety days prior to the end of the Initial Term, and a second written notice at least thirty-five days prior to expiration of the Initial Term. If you do not respond to these notices to affirmatively cancel, then this Agreement will automatically renew on a month-to-month basis under the price and terms stated in the renewal notices.

**6. Price** - This is a Fixed price agreement. The price you will be charged for electricity supply and/or natural gas during the Initial Term is contained in the Contract Summary. This price does not include EDU or LDC charges. Customer's electricity and natural gas utility may charge switching fees. If, due to market conditions, Green Choice Energy wishes to lower the fixed price, we may do so without your consent, provided there are no other changes to the terms and conditions.

**7. Billing and Payment** - Customer will receive a single bill from the EDU and/or LDC, which will include both the EDU/LDC delivery charges and Green Choice Energy's supply charges. Your EDU and LDC maintains the right to charge late fees or

terminate service for any unpaid utility or supplier charges, pursuant to the regulations of the PUCO. Billing cycle is at a minimum 25 days. Green Choice Energy does not offer budget billing for the supply portion of the bill.

**8. Delivery Point, Title, and Taxes** – All electricity and/or natural gas sold pursuant to this Agreement shall be delivered to a location (“Point of Delivery”), which shall constitute the point at which the sale occurs and title to the energy or gas passes to You from us. Customer will be liable for and pay all taxes or surcharges which are imposed with respect to the sale of electricity and natural gas. If Customer is exempt from such taxes, Customer is responsible for identifying and requesting any exemption from the collection of the taxes by filing appropriate documentation with Green Choice Energy.

**9. Cancellation**- Subject to any applicable termination fees, Customer may terminate this Agreement by contacting the Green Choice Energy Customer Service Department at 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: RPA Energy Inc., d/b/a Green Choice Energy, PO Box 1508, Huntington NY 11743; or by e-mailing us at [info@greenchoicenergy.com](mailto:info@greenchoicenergy.com). Green Choice Energy may cancel this Agreement at any time after the Initial Term, for any reason, upon providing 14 days written notice to Customer.

**10. Entire Agreement** - This Agreement, and any attached enrollment forms or Contract Summary, make up the entire Agreement between Customer and Green Choice Energy. Green Choice Energy makes no representations other than those expressly set forth in this Agreement. Green Choice Energy provides no warranties, express or implied, statutory, or otherwise, and Green Choice Energy specifically disclaims any warranty of merchantability or fitness for a particular purpose.

**11. Force Majeure** - In the event that either party is rendered unable, wholly or in part, to perform that party’s obligations under this Agreement due to events not reasonably anticipated or within either party’s control, such as, but not limited to, acts of God, curtailment by Customer’s EDU

or LDC, etc., the Parties agree that such nonperformance shall be excused for the duration of the event which caused it. Should the parties have cause to claim force majeure, the claiming party will notify the other party, in writing, of the cause(s) of such event, the anticipated duration of non-performance and the remedies being taken to eliminate the cause. Financial obligations relating to payment for or delivery of electricity or natural gas under this Agreement cannot be cause for claiming force majeure and obligations cannot be excused as a result of a force majeure event.

**12. Liability** - Our liability shall be limited to direct actual damages only, which will not exceed the amount of your single largest monthly invoice during the preceding 12 months. All other remedies at law or in equity are hereby waived. In no event shall we be liable for any punitive, incidental, consequential, exemplary, indirect, third-party claims, lost profits or other damages whether based on contract, warranty, tort, negligence, strict liability or otherwise any cause of action or claim for any liability, arising from a breach of this Agreement.

**13. Dispute Resolution** - In the event of a dispute or a disagreement involving Green Choice Energy’s service, Customer should contact Green Choice Energy at 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: **RPA Energy Inc., d/b/a Green Choice Energy**, PO Box 1508, Huntington NY 11743; **Web**

**[www.greenchoicenergy.com](http://www.greenchoicenergy.com)**. If your complaint is not resolved, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Office of Ohio Consumers’ Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

**14. Assignment** - You may not assign this Agreement, in whole or in part, or any of

your rights or obligations without Green Choice Energy's prior written consent. We may, upon thirty days prior notice and without your consent: (a) transfer, sell, pledge, encumber or assign this Agreement or the accounts, revenues or proceeds in connection with any financial or billing services agreement; or (b) transfer or assign this Agreement any other approved supplier authorized by the PUCO. This Agreement shall be binding on each party's successors and legal assigns.

**15. Governing Law** - This Agreement is governed by the laws of the state of Ohio. This Agreement is subject to present and future legislation, orders, rules, regulations or decisions of a duly constituted governmental authority having jurisdiction over this agreement or the services to be provided hereunder.

**16. WAIVER OF JURY TRIAL.** THE PARTIES WAIVE THE RIGHT TO A JURY TRIAL. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM ARISING UNDER OR RELATING TO THIS AGREEMENT. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM SUBJECT TO ARBITRATION.

**17. Measurement** - Both Parties agree to accept for purposes of accounting for quantity, quality and measurement of electricity as supplied and reported by the EDU and/or LDC.

**18. Severability** - If any provision of this Agreement is held by a court or regulatory agency of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions shall continue in full force without being invalidated in any way.

**19. Delay or Failure to Exercise Rights** - No partial performance, delay or failure on our part in exercising any rights under this Agreement and no partial or single exercise thereof shall constitute a waiver of such rights or of any other rights hereunder.

**20. Taxes and Laws** - Except as otherwise provided in this Agreement or by law, all taxes due and payable shall be paid by the Customer. Any lawful tax exemption will only

be recognized on a prospective basis from the date that you provide valid tax-exemption certificates to us.

## **21. Environmental Disclosures-**

Information regarding the generation sources and environmental characteristics of the electricity supplied by Green Choice Energy is available at [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com). "Renewable" energy refers to energy that is generated from renewable sources, such as solar, wind, water or biomass. Green Choice Energy will ensure that 100% of the customer's electricity usage is matched with renewable energy certificates or renewable energy attributes. Green Choice Energy shall have up to 24 months from the end of each calendar year to address any deficiency that may have arisen in the renewable content of electricity sold under this Agreement during such calendar year. Green Choice Energy's carbon neutral natural gas products offset the carbon dioxide footprint of your natural gas usage, as determined in Verified Carbon Units ("VCUs"). Each VCU represents a reduction or removal of one ton of carbon dioxide equivalent ("CO2e") achieved by a project, which is certified under the Verified Carbon Standard ("VCS"). The VCS is the world's most widely recognized voluntary greenhouse gas program as it sets rigorous standards that projects must meet. Once certified with the VCS, the project is issued a VCU for every ton of CO2e that is reduced/removed. These VCUs are then created, tracked, and retired within the Verra Registry. Green Choice Energy's carbon-neutral natural gas offerings are all backed by projects that have been certified under the VCS.

## **Contact Information**

**Supplier Information: RPA Energy Inc., d/b/a Green Choice Energy**, 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday-Friday (Hours subject to change); by writing to us at: **RPA Energy Inc., d/b/a Green Choice Energy**, PO Box 1508, Huntington NY 11743; **Web** [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

## Notice of Cancellation

Date of Transaction 06-10-2021

You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, to RPA Energy, Inc., d/b/a Green Choice Energy, PO Box 1508, Huntington NY 11743, 1-800-685-0960 not later than midnight of \_\_\_\_\_

I hereby cancel this transaction.

Buyer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

-----  
Notice of Cancellation

Date of Transaction 06-10-2021

You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, to RPA Energy, Inc., d/b/a Green Choice Energy, PO Box 1508, Huntington NY 11743, 1-800-685-0960 not later than midnight of \_\_\_\_\_

I hereby cancel this transaction.

Buyer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_





# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

M. Beth Trombold  
Lawrence K. Friedman  
Dennis P. Deters  
Daniel R. Conway

## Case Detail

Case Number: 00696256	Owner: Michael Coady
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder: [REDACTED]
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 06-17-2021	Date Closed: 08-19-2021
Case Age in Business Days: 88	

## Contact Information

Contact: [REDACTED]	Preferred Contact Method: No Preference
Phone: [REDACTED]	Preferred Contact Time:
Mobile:	Email: [REDACTED]

## Service Address Information

Service Account Number:	Service Address County: Franklin
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Columbus	Service Address Zip:
Service Address Country: United States	Service Address Phone:

## Industry Information

AIQ Industry: Electric	Territory Account: 001t0000008OFZLAA4
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: Marketing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Enrollment Dispute
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

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Crossing ID:

Railroad:

Railroad Street Name:

## Description Information

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**Description:**

**Resolution:**

Called the customer to close. Reached voice mail. Left 2 messages advising that RPA stated that it had mailed him a check on Monday 8/16 to reimburse him for the charges of \$2.29 on his CGO bill due the slamming. Advised that I would close the investigation at this time. Invited a call back with any questions about this matter or any future utility concerns. Left hotline number and case ID.

## Case Comments

---

Created Date	Comment
6/17/2021 4:57:04 PM	Description: On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel.
6/21/2021 1:38:32 PM	Called Jennifer at AEP. Customer successfully rescinded the enrollment. She also provided a phone number for him which I added to the record.
6/22/2021 3:20:27 PM	Called Dy at CGO. Customer will have service with RPA from 7/9 to 8/9
6/22/2021 3:26:48 PM	Called the customer to update. Reached voice mail. Left message asking for a return call. Left hotline number and case ID.
6/22/2021 4:40:59 PM	█████ called back but it was after hours for Mike. Advised █████ that Mike will call him back tomorrow. Gave name and ICB.
6/23/2021 8:21:16 AM	Reviewed customer contact

6/23/2021 9:11:33 AM	Called the customer back. Reached voice mail. Left message advising that he had entered into a contract the moment he completed the TPV, which for electric, was compliant. Confirmed that he did rescind with AEP so that he would not take service with RPA for electric. Also advised that he also enrolled with the company for gas and did not rescind so that he will take service with RPA for one month from approximately 7/9 to 8/9. Explained that the gas TPV did not mention the \$5 monthly fee and was non-complaint from that standpoint. Advised that I would be getting a copy of his bill after 8/9 to make sure that he doesn't pay anymore than what he would have paid to CGO. Explained that in the TPV, he was advised that the price would be variable and that savings were not guaranteed. Advised that I would be back in touch with him after 8/9, but invited a call back with any questions or comments in the meantime. Left hotline number and case ID.
6/23/2021 4:30:56 PM	cust returning call from inv (MC). transferred to inv
6/23/2021 4:40:41 PM	Received a cal from the customer and repeated the message I had left earlier. He said that he never went through a TPV call. Advised that I would send him the call and would appreciate his comments. He said that he never gave to door-to-door people his phone number.
6/23/2021 5:04:51 PM	Discussed with NR
6/24/2021 10:52:39 AM	Sent Edited [REDACTED] [REDACTED] requested information e-mail
6/28/2021 12:59:00 PM	Reviewed customer contact.
7/8/2021 12:38:17 PM	Left message for [REDACTED] informing him that I'd like to speak to him about his case. I also followed up with an email to his gmail account via outlook.
7/8/2021 1:28:41 PM	Reviewed NR note
8/13/2021 3:44:11 PM	Reviewed CGO bill
8/18/2021 4:13:09 PM	Reviewed company response. The refund of \$2.29 was mailed on Monday 8/16.
8/19/2021 10:45:33 AM	Called the customer to close. Reached voice mail. Left 2 messages advising that RPA stated that it had mailed him a check on Monday 8/16 to reimburse him for the charges of \$2.29 on his CGO bill due the slamming. Advised that I would close the investigation at this time. Invited a call back with any questions about this matter or any future utility concerns. Left hotline number and case ID.

## Web Information

Web Name: [REDACTED]  
Web Home Phone:  
Web Email: [REDACTED]  
Web Company:  
Web Zip Code:

Web Account in Question: Green Choice Energy  
Web US Dot #:

## System Information

Created by: Default User  
# Tasks Correspondence Review: 1  
# Tasks Correspondence Review:1

Last Modified by: Bhasker Kondaveeti  
Next Activity Date:  
Case Grade Created:  
Case Grade Target:

## Case Emails

---

**Email Created Date:** 6/17/2021 4:57:06 PM

**Email HTML Version:**



Dear [REDACTED] [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOOhio>

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0mTox5:ref

**Email Text Version:**

Dear [REDACTED] [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center  
(800) 686-PUCO (7826)  
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<https://www.facebook.com/PUCOhio>

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0mTox5:ref

**Email Created Date: 6/21/2021 11:12:41 AM**

**Email HTML Version:**



Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

**Michael Coady**  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator

(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [noreply@puc.state.oh.us]

**Sent:** 6/17/2021 4:57 PM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256



Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

<https://www.facebook.com/PUCOOhio>

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0mTox5:ref

**Email Text Version:**

Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Case Number: 00696256

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center [noreply@puc.state.oh.us]

Sent: 6/17/2021 4:57 PM

To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOOhio>

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref: \_00Dt0GzXt.\_500t0mTox5:ref

**Email Created Date: 6/21/2021 1:39:42 PM**



Email HTML Version:



**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

**DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

**CUSTOMER E-MAIL:**

*"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."*

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

**Sent:** 6/21/2021 11:13 AM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [

ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

**Michael Coady**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [noreply@puc.state.oh.us]

**Sent:** 6/17/2021 4:57 PM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256



Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to  
discuss your case.

Sincerely,

PUCO Call Center  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOOhio>

This message and any response to it may constitute a public record and thus may be  
publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0mTox5:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

CUSTOMER E-MAIL:

"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 6/21/2021 11:13 AM

To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

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[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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----- Original Message -----

From: PUCO Consumer Call Center [noreply@puc.state.oh.us]

Sent: 6/17/2021 4:57 PM

To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOhio>

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ref:\_00Dt0GzXt.\_500t0mTox5:ref

**Email Created Date: 6/22/2021 12:31:35 PM**

**Email HTML Version:**

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy's records show the marketer as Strong Marketing Group, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Aja Willis agent 7708 . It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

The sales agent wears a badge that says Green Choice Energy, has their photo, name and agent ID on the badge. Their shirt and hat also has the Green Choice Energy logo.

I've attached the copy of the TPV and contract authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Mr. [REDACTED] whether he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch. furthermore the TPV clearly stated he will receive an introductory rate for the



first month and thereafter his electric and gas rate can change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment. Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ([REDACTED] confirmation number ([REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ([REDACTED] was returned to the utility as of 6/18/2021.

Thank you,  
Alexsa Torres



[www.greenchoicenergy.com](http://www.greenchoicenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

**Sent:** Monday, June 21, 2021 1:48:31 PM

**To:** [btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com) <[btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)>

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref: \_00Dt0GzXt.\_500t0mTox5:ref ]



**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

**DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

1. What was the method of enrollment?
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**CUSTOMER E-MAIL:**

*"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated*

*who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."*

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**Michael Coady**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
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----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 6/21/2021 11:13 AM

To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

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Sincerely,

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----- Original Message -----

From: PUCO Consumer Call Center [noreply@puc.state.oh.us]

Sent: 6/17/2021 4:57 PM

To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256



Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOOhio>

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ref:\_00Dt0GzXt.\_500t0mTox5:ref



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**Email Text Version:**

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy's records show the marketer as Strong Marketing Group, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Aja Willis agent 7708 . It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

The sales agent wears a badge that says Green Choice Energy, has their photo, name and agent ID on the badge. Their shirt and hat also has the Green Choice Energy logo.

I've attached the copy of the TPV and contract authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Mr. [REDACTED] whether he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch. furthermore the TPV clearly stated he will receive an introductory rate for the first month and thereafter his electric and gas rate can change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment.

Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ( [REDACTED] confirmation number ( [REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ( [REDACTED] was returned to the utility as of 6/18/2021.

Thank you,

Alexsa Torres

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com/>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<https://www.facebook.com/GreenChoiceEnergy/> [linkedin icon]  
<https://www.linkedin.com/company/green-choice-energy/> [instagram icon]  
<https://www.instagram.com/greenchoiceenergy/>

This email and any attachments are confidential and intended for the use of the individual or entity to which it was addressed. The information provided is for informational purposes only.

Green Choice Energy makes no representation or warranty regarding the accuracy of any data or information provided herein. Any recommendations or opinions provided by Green Choice Energy are not to be considered guarantees, now or in the future. If you are not the intended recipient, or you have received this email in error, any distribution or copying is prohibited. Please notify the sender and delete this email immediately.

---

From: PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Monday, June 21, 2021 1:48:31 PM  
To: btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
<btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [  
ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:



NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

#### DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."



Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://www.puco.ohio.gov/>>

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----- Original Message -----

From: PUCO Consumer Call Center [[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)]

Sent: 6/21/2021 11:13 AM

To: [REDACTED] [mailto:\[REDACTED\]](mailto:[REDACTED])

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

Case Number: 00696256

Dear [REDACTED]

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Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)<<https://www.puco.ohio.gov/>>.

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

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Case Number: 00696256

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----- Original Message -----

From: PUCO Consumer Call Center [noreply@puc.state.oh.us]

Sent: 6/17/2021 4:57 PM

To: [REDACTED]mailto:[REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

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Sincerely,

PUCO Call Center

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)<<https://www.puco.ohio.gov/>>

[<https://puco--Partial--c.cs33.content.force.com/servlet/servlet.ImageServer?id=015350000009ji9&oid=00D350000000bjE>]<https://www.facebook.com/PUCOhio>

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ref:\_00Dt0GzXt.\_500t0mTox5:ref

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F4rJR&from=int][https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F4v1g&from=int]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F4vVW&from=ext]

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**Email Created Date: 6/22/2021 3:20:51 PM**

**Email HTML Version:**



**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will

end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

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](http://www.PUCO.ohio.gov)

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----- Original Message -----

**From:** Alexsa Torres [atorres@greenchoiceenergy.com]

**Sent:** 6/22/2021 12:30 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

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Thank you,

Alexsa Torres



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>

**Sent:** Monday, June 21, 2021 1:48:31 PM

**To:** btrombino@greenchoiceenergy.com <btrombino@greenchoiceenergy.com>

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

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Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

**Sent:** 6/21/2021 11:13 AM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [





Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

**Michael Coady**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
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----- Original Message -----

**From:** PUCO Consumer Call Center [noreply@puc.state.oh.us]

**Sent:** 6/17/2021 4:57 PM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256



Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOOhio>

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ref:\_00Dt0GzXt.\_500t0mTox5:ref

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**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED] [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

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----- Original Message -----

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 6/22/2021 12:30 PM

To: contactthepuco@puco.ohio.gov

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [

ref: \_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy's records show the marketer as Strong Marketing Group, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Aja Willis agent 7708 . It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

The sales agent wears a badge that says Green Choice Energy, has their photo, name and agent ID on the badge. Their shirt and hat also has the Green Choice Energy logo.

I've attached the copy of the TPV and contract authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Mr. [REDACTED] whether he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch. furthermore the TPV clearly stated he will receive an introductory rate for the first month and thereafter his electric and gas rate can change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment.

Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ( [REDACTED] confirmation number ( [REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ( [REDACTED] was returned to the utility as of 6/18/2021.

Thank you,

Alexsa Torres

[www.greenchoicenergy.com](http://www.greenchoicenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Monday, June 21, 2021 1:48:31 PM  
To: btrombino@greenchoiceenergy.com <btrombino@greenchoiceenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

#### DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

#### CUSTOMER E-MAIL:

"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

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From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 6/21/2021 11:13 AM

To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Case Number: 00696256

Dear [REDACTED] [REDACTED]

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Case Number: 00696256



my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

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Sent: 6/17/2021 4:57 PM

To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256

Dear [REDACTED]

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[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOOhio>

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**Email Created Date: 6/23/2021 4:44:41 PM**

**Email HTML Version:**

----- Original Message -----

**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

**Sent:** 6/22/2021 3:22 PM

**To:** atorres@greenchoiceenergy.com

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [

ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

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**Michael Coady**

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----- Original Message -----

**From:** Alexsa Torres [atorres@greenchoiceenergy.com]

**Sent:** 6/22/2021 12:30 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

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Thank you,

Alexsa Torres



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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**Sent:** Monday, June 21, 2021 1:48:31 PM

**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com) <[btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)>

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

**DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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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.

**CUSTOMER E-MAIL:**

*"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."*

Sincerely,

**Michael Coady**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
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**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

**Sent:** 6/21/2021 11:13 AM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [





Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

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**Sent:** 6/17/2021 4:57 PM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256





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Sincerely,

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To: atorres@greenchoiceenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

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Case Number: 00696256

50

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Michael Coady

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Service Monitoring and Enforcement Department

Lead Customer Service Investigator

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14 Wall Street Floor 2

Huntington, NY 11743

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Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

Case Number: 00696256

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

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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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 6/21/2021 11:13 AM

To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Case Number: 00696256

Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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----- Original Message -----

From: PUCO Consumer Call Center [[noreply@puc.state.oh.us](mailto:noreply@puc.state.oh.us)]

Sent: 6/17/2021 4:57 PM



To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOOhio>

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ref:\_00Dt0GzXt.\_500t0mTox5:ref

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**Email Created Date:** 6/23/2021 5:03:38 PM

**Email HTML Version:**



**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

1. Please advise the phone number at which the customer was called to complete the TPV.
2. Please also advise the name and contact information for the vendor used in this enrollment.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

**Sent:** 6/22/2021 3:22 PM

**To:** atorres@greenchoiceenergy.com

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 6/22/2021 12:30 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy's records show the marketer as Strong Marketing Group, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Aja Willis agent 7708 . It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

The sales agent wears a badge that says Green Choice Energy, has their photo, name and agent ID on the badge. Their shirt and hat also has the Green Choice Energy logo.

I've attached the copy of the TPV and contract authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Mr. [REDACTED] whether he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch. furthermore the TPV clearly stated he will receive an introductory rate for the first month and thereafter his electric and gas rate can change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment.

Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ( [REDACTED] confirmation number ( [REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ( [REDACTED] was returned to the utility as of 6/18/2021.

Thank you,

Alexsa Torres



www.greenchoiceenergy.com

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743



This email and any attachments are confidential and intended for the use of the individual or entity to which it was addressed. The information provided is for informational purposes only. Green Choice Energy makes no representation or warranty regarding the accuracy of any data or information provided herein. Any recommendations or opinions provided by Green Choice Energy are not to be considered guarantees, now or in the future. If you are not the intended recipient, or you have received this email in error, any distribution or copying is prohibited. Please notify the sender and delete this email immediately.

---

**From:** PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
**Sent:** Monday, June 21, 2021 1:48:31 PM  
**To:** btrombino@greenchoiceenergy.com <btrombino@greenchoiceenergy.com>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a

final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

#### **DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

#### **CUSTOMER E-MAIL:**

*"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."*

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

**Sent:** 6/21/2021 11:13 AM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**Public Utilities  
Commission**



Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

**Michael Coady**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [noreply@puc.state.oh.us]

**Sent:** 6/17/2021 4:57 PM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256



**Public Utilities  
Commission**

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

<https://www.facebook.com/PUCOOhio>

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ref:\_00Dt0GzXt.\_500t0mTox5:ref

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**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

1. Please advise the phone number at which the customer was called to complete the TPV.
2. Please also advise the name and contact information for the vendor used in this enrollment.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 6/22/2021 3:22 PM

To: atorres@greenchoiceenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 6/22/2021 12:30 PM

To: contactthepuco@puco.ohio.gov

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy's records show the marketer as Strong Marketing Group, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Aja Willis agent 7708 . It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

The sales agent wears a badge that says Green Choice Energy, has their photo, name and agent ID on the badge. Their shirt and hat also has the Green Choice Energy logo.

I've attached the copy of the TPV and contract authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Mr. [REDACTED] whether he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch. furthermore the TPV clearly stated he will receive an introductory rate for the first month and thereafter his electric and gas rate can change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment.

Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ( [REDACTED] confirmation number ( [REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ( [REDACTED] was returned to the utility as of 6/18/2021.

Thank you,

Alexsa Torres

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743

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From: PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Monday, June 21, 2021 1:48:31 PM  
To: [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com) <[btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Case Number: 00696256

Please Respond Within 3 Business Days

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

CUSTOMER E-MAIL:

"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."

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](http://www.PUCO.ohio.gov)

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----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 6/21/2021 11:13 AM

To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

Case Number: 00696256

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center [noreply@puc.state.oh.us]

Sent: 6/17/2021 4:57 PM

To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOOhio>

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ref:\_00Dt0GzXt.\_500t0mTox5:ref

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**Email Created Date: 6/24/2021 12:05:51 PM**

**Email HTML Version:**



Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Attached is the TPV recording about which we spoke. I would appreciate your comments after you have had a chance to review it. Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

**Sent:** 6/23/2021 5:03 PM

**To:** atorres@greenchoiceenergy.com

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

1. Please advise the phone number at which the customer was called to complete the TPV.
2. Please also advise the name and contact information for the vendor used in this enrollment.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

**Sent:** 6/22/2021 3:22 PM

**To:** atorres@greenchoiceenergy.com

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** Alexsa Torres [atorres@greenchoiceenergy.com]

**Sent:** 6/22/2021 12:30 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy's records show the marketer as Strong Marketing Group, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as



Aja Willis agent 7708 . It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

The sales agent wears a badge that says Green Choice Energy, has their photo, name and agent ID on the badge. Their shirt and hat also has the Green Choice Energy logo.

I've attached the copy of the TPV and contract authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Mr. [REDACTED] whether he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch. furthermore the TPV clearly stated he will receive an introductory rate for the first month and thereafter his electric and gas rate can change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment.

Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ( [REDACTED] confirmation number ( [REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ( [REDACTED] was returned to the utility as of 6/18/2021.

Thank you,

Alexsa Torres



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>

**Sent:** Monday, June 21, 2021 1:48:31 PM

**To:** btrombino@greenchoiceenergy.com <btrombino@greenchoiceenergy.com>

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

**DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

**CUSTOMER E-MAIL:**

*"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."*

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

**Sent:** 6/21/2021 11:13 AM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [



Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

**Michael Coady**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [noreply@puc.state.oh.us]

**Sent:** 6/17/2021 4:57 PM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256





Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to  
discuss your case.

Sincerely,

PUCO Call Center  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOOhio>

This message and any response to it may constitute a public record and thus may be  
publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0mTox5:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do  
not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish  
Alert Button if available.

**Email Text Version:**

Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Attached is the TPV recording about which we spoke. I would appreciate your comments after you have had a chance to review it. Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 6/23/2021 5:03 PM

To: atorres@greenchoiceenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER:

ADDRESS:

Columbus, Ohio 43229

SERVICE ADDRESS:

Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

1. Please advise the phone number at which the customer was called to complete the TPV.
2. Please also advise the name and contact information for the vendor used in this enrollment.

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.

----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 6/22/2021 3:22 PM

To: atorres@greenchoiceenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:



\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 6/22/2021 12:30 PM

To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy's records show the marketer as Strong Marketing Group, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Aja Willis agent 7708 . It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

The sales agent wears a badge that says Green Choice Energy, has their photo, name and agent ID on the badge. Their shirt and hat also has the Green Choice Energy logo.

I've attached the copy of the TPV and contract authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Mr. [REDACTED] whether he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch. furthermore the TPV clearly stated he will receive an introductory rate for the first month and thereafter his electric and gas rate can change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment.

Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ( [REDACTED] confirmation number ( [REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ( [REDACTED] was returned to the utility as of 6/18/2021.

Thank you,

Alexsa Torres

[www.greenchoicenergy.com](http://www.greenchoicenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com

14 Wall Street Floor 2

Huntington, NY 11743

This email and any attachments are confidential and intended for the use of the individual or entity to which it was addressed. The information provided is for informational purposes only. Green Choice Energy makes no representation or warranty regarding the accuracy of any data or information provided herein. Any recommendations or opinions provided by Green Choice Energy are not to be considered guarantees, now or in the future. If you are not the intended recipient, or you have received this email in error, any distribution or copying is prohibited. Please notify the sender and delete this email immediately.

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Monday, June 21, 2021 1:48:31 PM  
To: btrombino@greenchoiceenergy.com <btrombino@greenchoiceenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00696256

COMPANY:

CUSTOMER:

ADDRESS:

Columbus, Ohio 43229

SERVICE ADDRESS:

Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

CUSTOMER E-MAIL:

"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."

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](http://www.PUCO.ohio.gov)

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----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 6/21/2021 11:13 AM

To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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----- Original Message -----

From: PUCO Consumer Call Center [noreply@puc.state.oh.us]

Sent: 6/17/2021 4:57 PM

To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOOhio>

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ref:\_00Dt0GzXt.\_500t0mTox5:ref

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Created Date: 6/28/2021 12:40:31 PM**

**Email HTML Version:**

Hi Michael:

I have 3 primary thoughts:

1. I don't remember having any kind of conversation like this with anybody in recent memory. Being that it's a very unique, formal "please answer yes or no to confirm" conversation, I would remember having it if it had happened.
2. The representative in the recording clearly states that the date of the call is June 10th. My phone records indicate that I received no calls whatsoever on June 10th, let alone a call from anybody who could have been Green Choice Energy.
3. The person in the recording claiming to be [REDACTED] does not sound like me in speech, language, nor mannerism. Nobody who has heard me speak for any extended length of time would confuse the person in the recording for me.

That recording is either of another customer of theirs that happens to have the same name as me, or it was faked. I have not received a call from Green Choice Energy at any time.

I hope that this helps,

[REDACTED]

On Thu, Jun 24, 2021 at 12:05 PM PUCO Consumer Call Center  
<[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)> wrote:





Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Attached is the TPV recording about which we spoke. I would appreciate your comments after you have had a chance to review it. Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

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](http://www.PUCO.ohio.gov)

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----- Original Message -----

**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

**Sent:** 6/23/2021 5:03 PM

**To:** atorres@greenchoiceenergy.com

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

1. Please advise the phone number at which the customer was called to complete the TPV.
2. Please also advise the name and contact information for the vendor used in this enrollment.

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](http://www.PUCO.ohio.gov)

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----- Original Message -----

**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]  
**Sent:** 6/22/2021 3:22 PM  
**To:** atorres@greenchoiceenergy.com  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**PUBLIC UTILITIES COMMISSION OF OHIO**  
**Consumer Services Division**  
**Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

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](http://www.PUCO.ohio.gov)

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----- Original Message -----

**From:** Alexsa Torres [atorres@greenchoiceenergy.com]

**Sent:** 6/22/2021 12:30 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

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he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch. furthermore the TPV clearly stated he will receive an introductory rate for the first month and thereafter his electric and gas rate can change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment.

Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ([REDACTED] confirmation number ([REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ([REDACTED] was returned to the utility as of 6/18/2021.

Thank you,  
Alexsa Torres



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
**Sent:** Monday, June 21, 2021 1:48:31 PM  
**To:** btrombino@greenchoiceenergy.com <btrombino@greenchoiceenergy.com>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

**DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

**CUSTOMER E-MAIL:**

*"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated*

*who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."*

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

**Sent:** 6/21/2021 11:13 AM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**Public Utilities  
Commission**



Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

**Michael Coady**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [noreply@puc.state.oh.us]

**Sent:** 6/17/2021 4:57 PM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256



**Public Utilities  
Commission**



Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov

<https://www.facebook.com/PUCOOhio>

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0mTox5:ref



**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

Hi Michael:

I have 3 primary thoughts:

1. I don't remember having any kind of conversation like this with anybody in recent memory. Being that it's a very unique, formal "please answer yes or no to confirm" conversation, I would remember having it if it had happened.
2. The representative in the recording clearly states that the date of the call is June 10th. My phone records indicate that I received no calls whatsoever on June 10th, let alone a call from anybody who could have been Green Choice Energy.
3. The person in the recording claiming to be [REDACTED] does not sound like me in speech, language, nor mannerism. Nobody who has heard me speak for any extended length of time would confuse the person in the recording for me.

That recording is either of another customer of theirs that happens to have the same name as me, or it was faked. I have not received a call from Green Choice Energy at any time.

I hope that this helps,

[REDACTED]

On Thu, Jun 24, 2021 at 12:05 PM PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>> wrote:  
[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Attached is the TPV recording about which we spoke. I would appreciate your comments after you have had a chance to review it. Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)<<http://www.PUCO.ohio.gov>>.

Sincerely,

Michael Coady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://www.puco.ohio.gov/>>

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center

[contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>]

Sent: 6/23/2021 5:03 PM

To: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [

ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER:

ADDRESS:

Columbus, Ohio 43229

SERVICE ADDRESS:

Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

1. Please advise the phone number at which the customer was called to complete the TPV.
2. Please also advise the name and contact information for the vendor used in this enrollment.

Sincerely,

Michael Coady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://www.puco.ohio.gov/>>

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center  
[[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)<<mailto:contactthepuco@puc.state.oh.us>>]  
Sent: 6/22/2021 3:22 PM  
To: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)<<mailto:atorres@greenchoiceenergy.com>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref: \_00Dt0GzXt.\_500t0mTox5:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]

[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

Sincerely,

Michael Coady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://www.puco.ohio.gov/>](https://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: Alexsa Torres  
[[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)<<mailto:atorres@greenchoiceenergy.com>>]  
Sent: 6/22/2021 12:30 PM  
To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)<<mailto:contactthepuco@puco.ohio.gov>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [  
ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy's records show the marketer as Strong Marketing Group, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Aja Willis agent 7708 . It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

The sales agent wears a badge that says Green Choice Energy, has their photo, name and agent ID on the badge. Their shirt and hat also has the Green Choice Energy logo.

I've attached the copy of the TPV and contract authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Mr. [REDACTED] whether he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch. furthermore the TPV clearly stated he will receive an introductory rate for the first month and thereafter his electric and gas rate can change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment.

Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ( [REDACTED] confirmation number ( [REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ( [REDACTED] was returned to the utility as of 6/18/2021.

Thank you,

Alexsa Torres

[Logo, company name Description automatically generated]

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)<<http://www.greenchoiceenergy.com/>>

Alexsa Torres

Sr. Director, Quality & Customer Experience

Green Choice Energy

P: (347) 748-1066

E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)<<mailto:atorres@greenchoiceenergy.com>>

14 Wall Street Floor 2

Huntington, NY 11743

[facebook icon]<<https://www.facebook.com/GreenChoiceEnergy/>> [linkedin icon]

<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]

<<https://www.instagram.com/greenchoiceenergy/>>

This email and any attachments are confidential and intended for the use of the individual or entity to which it was addressed. The information provided is for informational purposes only. Green Choice Energy makes no representation or warranty regarding the accuracy of any data or information provided herein. Any recommendations or opinions provided by Green Choice Energy are not to be considered guarantees, now or in the future. If you are not the intended recipient, or you have received this email in error, any distribution or copying is prohibited. Please notify the sender and delete this email immediately.

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From: PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Monday, June 21, 2021 1:48:31 PM  
To: btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
<btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [  
ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

#### DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

#### CUSTOMER E-MAIL:

"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now.



Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://www.puco.ohio.gov/>>

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center

[[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)<<mailto:contactthepuco@puc.state.oh.us>>]

Sent: 6/21/2021 11:13 AM

To: [REDACTED]mailto:[REDACTED]  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)<<https://www.puco.ohio.gov/>>.

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](http://www.PUCO.ohio.gov)<<https://www.puco.ohio.gov/>>

Case Number: 00696256

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center

[noreply@puc.state.oh.us<mailto:noreply@puc.state.oh.us>]

Sent: 6/17/2021 4:57 PM

To: [REDACTED]mailto:[REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256

[<https://puc.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](https://www.puco.ohio.gov)<<https://www.puco.ohio.gov/>>

[<https://puc--Partial--c.cs33.content.force.com/servlet/servlet.ImageServer?id=015350000009ji9&oid=00D350000000bjE>]<https://www.facebook.com/PUCOhio>

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ref:\_00Dt0GzXt.\_500t0mTox5:ref

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F4rJR&from=int][https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F4v1g&from=int]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F4vVW&from=int]

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F53QQ&from=ext]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F56PQ&from=ext]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F5BGt&from=ext]

**Email Created Date: 6/29/2021 7:39:43 AM**

**Email HTML Version:**



**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

Please advise the phone number at which the customer was called to complete the TPV.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** [REDACTED]  
**Sent:** 6/28/2021 12:39 PM  
**To:** contactthepuco@puco.ohio.gov  
**Subject:** Re: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Hi Michael:

I have 3 primary thoughts:

1. I don't remember having any kind of conversation like this with anybody in recent memory. Being that it's a very unique, formal "please answer yes or no to confirm" conversation, I would remember having it if it had happened.
2. The representative in the recording clearly states that the date of the call is June 10th. My phone records indicate that I received no calls whatsoever on June 10th, let alone a call from anybody who could have been Green Choice Energy.
3. The person in the recording claiming to be [REDACTED] does not sound like me in speech, language, nor mannerism. Nobody who has heard me speak for any extended length of time would confuse the person in the recording for me.

That recording is either of another customer of theirs that happens to have the same name as me, or it was faked. I have not received a call from Green Choice Energy at any time.

I hope that this helps,

[REDACTED]

On Thu, Jun 24, 2021 at 12:05 PM PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us> wrote:



Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Attached is the TPV recording about which we spoke. I would appreciate your comments after you have had a chance to review it. Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

**Sent:** 6/23/2021 5:03 PM

**To:** atorres@greenchoiceenergy.com

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

1. Please advise the phone number at which the customer was called to complete the TPV.
2. Please also advise the name and contact information for the vendor used in this enrollment.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----



**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]  
**Sent:** 6/22/2021 3:22 PM  
**To:** atorres@greenchoiceenergy.com  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**PUBLIC UTILITIES COMMISSION OF OHIO**  
**Consumer Services Division**  
**Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** Alexsa Torres [atorres@greenchoiceenergy.com]

**Sent:** 6/22/2021 12:30 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy's records show the marketer as Strong Marketing Group, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Aja Willis agent 7708 . It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

The sales agent wears a badge that says Green Choice Energy, has their photo, name and agent ID on the badge. Their shirt and hat also has the Green Choice Energy logo.

I've attached the copy of the TPV and contract authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Mr. [REDACTED] whether

he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch. furthermore the TPV clearly stated he will receive an introductory rate for the first month and thereafter his electric and gas rate can change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment.

Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ([REDACTED] confirmation number ([REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ([REDACTED] was returned to the utility as of 6/18/2021.

Thank you,  
Alexsa Torres



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
**Sent:** Monday, June 21, 2021 1:48:31 PM  
**To:** btrombino@greenchoiceenergy.com <btrombino@greenchoiceenergy.com>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

**DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

**CUSTOMER E-MAIL:**

*"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated*

*who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."*

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

**Sent:** 6/21/2021 11:13 AM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

**Michael Coady**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [noreply@puc.state.oh.us]

**Sent:** 6/17/2021 4:57 PM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256



**Public Utilities  
Commission**



Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOOhio>

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0mTox5:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Please advise the phone number at which the customer was called to complete the TPV.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: [REDACTED]  
Sent: 6/28/2021 12:39 PM  
To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
Subject: Re: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Hi Michael:

I have 3 primary thoughts:

I don't remember having any kind of conversation like this with anybody in recent memory. Being that it's a very unique, formal "please answer yes or no to confirm" conversation, I would remember having it if it had happened.

The representative in the recording clearly states that the date of the call is June 10th. My phone records indicate that I received no calls whatsoever on June 10th, let alone a call from anybody who could have been Green Choice Energy.

The person in the recording claiming to be [REDACTED] does not sound like me in speech, language, nor mannerism. Nobody who has heard me speak for any extended length of time would confuse the person in the recording for me.

That recording is either of another customer of theirs that happens to have the same name as me, or it was faked. I have not received a call from Green Choice Energy at any time.

I hope that this helps,

[REDACTED]

On Thu, Jun 24, 2021 at 12:05 PM PUCO Consumer Call Center  
<[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)> wrote:

Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Attached is the TPV recording about which we spoke. I would appreciate your comments after you have had a chance to review it. Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]  
Sent: 6/23/2021 5:03 PM  
To: atorres@greenchoiceenergy.com  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

Case Number: 00696256

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

1. Please advise the phone number at which the customer was called to complete the TPV.
2. Please also advise the name and contact information for the vendor used in this enrollment.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 6/22/2021 3:22 PM

To: atorres@greenchoiceenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 6/22/2021 12:30 PM

To: contactthepuco@puco.ohio.gov

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy's records show the marketer as Strong Marketing Group, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Aja Willis agent 7708 . It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

The sales agent wears a badge that says Green Choice Energy, has their photo, name and agent ID on the badge. Their shirt and hat also has the Green Choice Energy logo.

I've attached the copy of the TPV and contract authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Mr. [REDACTED] whether he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch. furthermore the TPV clearly stated he will receive an introductory rate for the first month and thereafter his electric and gas rate can change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment.

Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ( [REDACTED] confirmation number ( [REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ( [REDACTED] was returned to the utility as of 6/18/2021.

Thank you,

Alexsa Torres

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience

Green Choice Energy

P: (347) 748-1066

E: atorres@greenchoiceenergy.com

14 Wall Street Floor 2

Huntington, NY 11743

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>

Sent: Monday, June 21, 2021 1:48:31 PM

To: btrombino@greenchoiceenergy.com <btrombino@greenchoiceenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

CUSTOMER E-MAIL:

"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed



apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 6/21/2021 11:13 AM

To: [REDACTED]  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

Case Number: 00696256

138

----- Original Message -----

From: PUCO Consumer Call Center [noreply@puc.state.oh.us]

Sent: 6/17/2021 4:57 PM

To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOOhio>

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0mTox5:ref

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Created Date: 6/30/2021 1:35:40 PM**

**Email HTML Version:**

Good Afternoon,

The phone number used to complete the TPV was [REDACTED] Upon receiving your email yesterday and conducting further review we've identified that initially the TPV attempts were to [REDACTED] and the contract went to the email address [REDACTED] This attempt was marked as an unsuccessful sale. Another attempt under the same account information and customer name on the same day was made using phone number [REDACTED] and that attempt was successful.

We also called [REDACTED] when conducting our Welcome Calls and spoke to the person who completed the TPV, and they confirmed the enrollment once again. We questioned the agent, and she admitted that the TPV was not valid and ultimately have removed her from our campaign and added her to our Do Not Hire List.

Mr. [REDACTED] address is being placed on our Do Not Knock list. In reviewing the account in our database the accounts were never enrolled, and Mr. [REDACTED] will not incur any charges from Green Choice Energy. Furthermore, this agent was onboarded into Green Choice Energy's campaign 2/23 and until June 10th has not submitted enrollments to Green Choice Energy since March 24. In total she has submitted 4 customers to be enrolled, of which the 2 from March are active and the 2 from June 10th and 11th will not be enrolled.

Thank you,



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
**Sent:** Tuesday, June 29, 2021 7:40 AM  
**To:** Alexa Torres <atorres@greenchoiceenergy.com>; btrombino@greenchoiceenergy.com  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

Please advise the phone number at which the customer was called to complete the TPV.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** [REDACTED]

**Sent:** 6/28/2021 12:39 PM

**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

**Subject:** Re: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Hi Michael:

I have 3 primary thoughts:

1. I don't remember having any kind of conversation like this with anybody in recent memory. Being that it's a very unique, formal "please answer yes or no to confirm" conversation, I would remember having it if it had happened.

2. The representative in the recording clearly states that the date of the call is June 10th. My phone records indicate that I received no calls whatsoever on June 10th, let alone a call from anybody who could have been Green Choice Energy.
3. The person in the recording claiming to be [REDACTED] does not sound like me in speech, language, nor mannerism. Nobody who has heard me speak for any extended length of time would confuse the person in the recording for me.

That recording is either of another customer of theirs that happens to have the same name as me, or it was faked. I have not received a call from Green Choice Energy at any time.

I hope that this helps,

[REDACTED]

On Thu, Jun 24, 2021 at 12:05 PM PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)> wrote:



Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Attached is the TPV recording about which we spoke. I would appreciate your comments after you have had a chance to review it. Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)]

**Sent:** 6/23/2021 5:03 PM

**To:** [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

1. Please advise the phone number at which the customer was called to complete the TPV.
2. Please also advise the name and contact information for the vendor used in this enrollment.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)]  
**Sent:** 6/22/2021 3:22 PM  
**To:** [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** Alexa Torres [[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)]

**Sent:** 6/22/2021 12:30 PM

**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref: \_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy's records show the marketer as Strong Marketing Group, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Aja Willis agent 7708 . It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

The sales agent wears a badge that says Green Choice Energy, has their photo, name and agent ID on the badge. Their shirt and hat also has the Green Choice Energy logo.

I've attached the copy of the TPV and contract authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Mr. [REDACTED] whether he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch. furthermore the TPV clearly stated he will receive an introductory rate for the first month and thereafter his electric and gas rate can change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment.

Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ([REDACTED] confirmation number ([REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ([REDACTED] was returned to the utility as of 6/18/2021.

Thank you,

Alexsa Torres



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Monday, June 21, 2021 1:48:31 PM  
**To:** [btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com) <[btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

**DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the

company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

**CUSTOMER E-MAIL:**

*"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."*

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center [[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)]

Sent: 6/21/2021 11:13 AM

To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

**Michael Coady**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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----- Original Message -----

From: PUCO Consumer Call Center [[noreply@puc.state.oh.us](mailto:noreply@puc.state.oh.us)]

Sent: 6/17/2021 4:57 PM

To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256



Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOOhio>

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0mTox5:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

Good Afternoon,

The phone number used to complete the TPV was [REDACTED] Upon receiving your email yesterday and conducting further review we've identified that initially the TPV attempts were to [REDACTED] and the contract went to the email address [REDACTED] This attempt was marked as an unsuccessful sale. Another attempt under the same account information and customer name on the same day was made using phone number [REDACTED] and that attempt was successful.

We also called [REDACTED] when conducting our Welcome Calls and spoke to the person who completed the TPV, and they confirmed the enrollment once again. We questioned the agent, and she admitted that the TPV was not valid and ultimately have removed her from our campaign and added her to our Do Not Hire List.

Mr. [REDACTED] address is being placed on our Do Not Knock list. In reviewing the account in our database the accounts were never enrolled, and Mr. [REDACTED] will not incur any charges from Green Choice Energy. Furthermore, this agent was onboarded into Green Choice Energy's campaign 2/23 and until June 10th has not submitted enrollments to Green Choice Energy since March 24. In total she has submitted 4 customers to be enrolled, of which the 2 from March are active and the 2 from June 10th and 11th will not be enrolled.

Thank you,

[Logo, company name Description automatically generated]  
[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)<<http://www.greenchoiceenergy.com/>>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



[facebook icon]<<https://www.facebook.com/GreenChoiceEnergy/>> [linkedin icon]  
<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoicenergy/>>

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From: PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Tuesday, June 29, 2021 7:40 AM  
To: Alexsa Torres <[atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)>; [btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]

[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Please advise the phone number at which the customer was called to complete the TPV.

Sincerely,

Michael Coady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://www.puco.ohio.gov/>](https://www.puco.ohio.gov/)

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----- Original Message -----

From: [REDACTED]  
Sent: 6/28/2021 12:39 PM  
To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)<<mailto:contactthepuco@puco.ohio.gov>>  
Subject: Re: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Hi Michael:

I have 3 primary thoughts:

1. I don't remember having any kind of conversation like this with anybody in recent memory. Being that it's a very unique, formal "please answer yes or no to confirm" conversation, I would remember having it if it had happened.
2. The representative in the recording clearly states that the date of the call is June 10th. My phone records indicate that I received no calls whatsoever on June 10th, let alone a call from anybody who could have been Green Choice Energy.
3. The person in the recording claiming to be [REDACTED] does not sound like me in speech, language, nor mannerism. Nobody who has heard me speak for any extended length of time would confuse the person in the recording for me.

That recording is either of another customer of theirs that happens to have the same name as me, or it was faked. I have not received a call from Green Choice Energy at any time.

I hope that this helps,

██████████

On Thu, Jun 24, 2021 at 12:05 PM PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>> wrote:  
[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

Case Number: 00696256

Dear ██████████

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Attached is the TPV recording about which we spoke. I would appreciate your comments after you have had a chance to review it. Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)<<http://www.PUCO.ohio.gov>>.

Sincerely,

Michael Coady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://www.puco.ohio.gov/>>

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----- Original Message -----

From: PUCO Consumer Call Center  
[contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>]  
Sent: 6/23/2021 5:03 PM

Case Number: 00696256

155

To: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [  
ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]

[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

1. Please advise the phone number at which the customer was called to complete the TPV.
2. Please also advise the name and contact information for the vendor used in this enrollment.

Sincerely,

Michael Coady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov<https://www.puco.ohio.gov/>

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----- Original Message -----

From: PUCO Consumer Call Center

[contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>]

Sent: 6/22/2021 3:22 PM

To: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]

[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

Sincerely,

Michael Coady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov<https://www.puco.ohio.gov/>](https://www.puco.ohio.gov/)

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----- Original Message -----

From: Alexa Torres  
[[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)<<mailto:atorres@greenchoiceenergy.com>>]  
Sent: 6/22/2021 12:30 PM  
To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)<<mailto:contactthepuco@puco.ohio.gov>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [  
ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy's records show the marketer as Strong Marketing Group, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Aja Willis agent 7708 . It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

The sales agent wears a badge that says Green Choice Energy, has their photo, name and agent ID on the badge. Their shirt and hat also has the Green Choice Energy logo.

I've attached the copy of the TPV and contract authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Mr. [REDACTED] whether he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party

verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch. furthermore the TPV clearly stated he will receive an introductory rate for the first month and thereafter his electric and gas rate can change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment.

Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ([REDACTED] confirmation number ([REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ([REDACTED] was returned to the utility as of 6/18/2021.

Thank you,  
Alexsa Torres

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com/>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<https://www.facebook.com/GreenChoiceEnergy/> [linkedin icon]  
<https://www.linkedin.com/company/green-choice-energy/> [instagram icon]  
<https://www.instagram.com/greenchoiceenergy/>

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From: PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Monday, June 21, 2021 1:48:31 PM  
To: btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
<btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [  
ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business



days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

#### DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

#### CUSTOMER E-MAIL:

"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."

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](http://www.PUCO.ohio.gov)<<https://www.puco.ohio.gov/>>

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----- Original Message -----

From: PUCO Consumer Call Center

[[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)<<mailto:contactthepuco@puc.state.oh.us>>]

Sent: 6/21/2021 11:13 AM

To: [REDACTED] [mailto:\[REDACTED\]](mailto:[REDACTED])

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [

ref: \_00Dt0GzXt.\_500t0mTox5:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://www.puco.ohio.gov/>>.

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://www.puco.ohio.gov/>>

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----- Original Message -----

From: PUCO Consumer Call Center

[noreply@puc.state.oh.us<mailto:noreply@puc.state.oh.us>]

Sent: 6/17/2021 4:57 PM

To: [REDACTED]mailto:[REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://www.puco.ohio.gov/>

[https://puco--Partial--c.cs33.content.force.com/servlet/servlet.ImageServer?id=015350000009ji9&oid=00D35000000ObjE]https://www.facebook.com/PUCOOhio

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ref:\_00Dt0GzXt.\_500t0mTox5:ref

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F4rJR&from=int][https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F4v1g&from=int]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F4vVW&from=int]

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F53QQ&from=int>]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F56PQ&from=int>]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F5BGt&from=int>]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000FtM3j&from=ext>]

**Email Created Date: 8/9/2021 4:30:07 PM**

**Email HTML Version:**



**Initial Submission of a Consumer Complaint  
Please Respond Within 10 Business Days**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with RPA Energy.

1. Please provide a copy of this customer's bill for the service period ended on or about 8/9/21.
2. Please confirm the meter read date after v which this customer will no longer receive service from RPA Energy.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 6/30/2021 1:35 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Good Afternoon,

The phone number used to complete the TPV was [REDACTED] Upon receiving your email yesterday and conducting further review we've identified that initially the TPV attempts were to [REDACTED] and the contract went to the email address [REDACTED] This attempt was marked as an unsuccessful sale. Another attempt under the same account information and customer name on the same day was made using phone number [REDACTED] and that attempt was successful.

We also called [REDACTED] when conducting our Welcome Calls and spoke to the person who completed the TPV, and they confirmed the enrollment once again. We questioned the agent, and she admitted that the TPV was not valid and ultimately have removed her from our campaign and added her to our Do Not Hire List.

Mr. [REDACTED] address is being placed on our Do Not Knock list. In reviewing the account in our database the accounts were never enrolled, and Mr. [REDACTED] will not incur any charges from Green Choice Energy. Furthermore, this agent was onboarded into Green Choice Energy's campaign 2/23 and until June 10th has not submitted enrollments to Green Choice Energy since March 24. In total she has submitted 4 customers to be enrolled, of which the 2 from March are active and the 2 from June 10th and 11th will not be enrolled.

Thank you,



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Tuesday, June 29, 2021 7:40 AM  
**To:** Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>; [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

Please advise the phone number at which the customer was called to complete the TPV.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.



----- Original Message -----

**From:** [REDACTED]  
**Sent:** 6/28/2021 12:39 PM  
**To:** contactthepuco@puco.ohio.gov  
**Subject:** Re: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Hi Michael:

I have 3 primary thoughts:

1. I don't remember having any kind of conversation like this with anybody in recent memory. Being that it's a very unique, formal "please answer yes or no to confirm" conversation, I would remember having it if it had happened.
2. The representative in the recording clearly states that the date of the call is June 10th. My phone records indicate that I received no calls whatsoever on June 10th, let alone a call from anybody who could have been Green Choice Energy.
3. The person in the recording claiming to be [REDACTED] does not sound like me in speech, language, nor mannerism. Nobody who has heard me speak for any extended length of time would confuse the person in the recording for me.

That recording is either of another customer of theirs that happens to have the same name as me, or it was faked. I have not received a call from Green Choice Energy at any time.

I hope that this helps,

[REDACTED]

On Thu, Jun 24, 2021 at 12:05 PM PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us> wrote:



Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Attached is the TPV recording about which we spoke. I would appreciate your comments after you have had a chance to review it. Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

**Sent:** 6/23/2021 5:03 PM

**To:** atorres@greenchoiceenergy.com

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

1. Please advise the phone number at which the customer was called to complete the TPV.
2. Please also advise the name and contact information for the vendor used in this enrollment.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

**Sent:** 6/22/2021 3:22 PM

**To:** atorres@greenchoiceenergy.com

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

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](http://www.PUCO.ohio.gov)

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----- Original Message -----

**From:** Alexa Torres [atorres@greenchoiceenergy.com]  
**Sent:** 6/22/2021 12:30 PM  
**To:** contactthepuco@puco.ohio.gov  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy's records show the marketer as Strong Marketing Group, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Aja Willis agent 7708 . It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

The sales agent wears a badge that says Green Choice Energy, has their photo, name and agent ID on the badge. Their shirt and hat also has the Green Choice Energy logo.

I've attached the copy of the TPV and contract authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Mr. [REDACTED] whether he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch. Furthermore the TPV clearly stated he will receive an introductory rate for the first month and thereafter his electric and gas rate can change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment.

Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ([REDACTED] confirmation number ([REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ([REDACTED] was returned to the utility as of 6/18/2021.

Thank you,  
Alexsa Torres



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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**From:** PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Monday, June 21, 2021 1:48:31 PM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com) <[btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

**DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

**CUSTOMER E-MAIL:**

*"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated*

*who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."*

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](http://www.PUCO.ohio.gov)

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----- Original Message -----

**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

**Sent:** 6/21/2021 11:13 AM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



**Public Utilities  
Commission**



Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

**Michael Coady**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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----- Original Message -----

**From:** PUCO Consumer Call Center [noreply@puc.state.oh.us]

**Sent:** 6/17/2021 4:57 PM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256



**Public Utilities  
Commission**

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOOhio>

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0mTox5:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00696256

COMPANY:

CUSTOMER:

ADDRESS:

Columbus, Ohio 43229

SERVICE ADDRESS:

Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with RPA Energy.

1. Please provide a copy of this customer's bill for the service period ended on or about 8/9/21.
2. Please confirm the meter read date after which this customer will no longer receive service from RPA Energy.

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](http://www.PUCO.ohio.gov)

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----- Original Message -----

From: Alexa Torres [atorres@greenchoiceenergy.com]

Sent: 6/30/2021 1:35 PM

To: contactthepuco@puco.ohio.gov

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Good Afternoon,

The phone number used to complete the TPV was [REDACTED] Upon receiving your email yesterday and conducting further review we've identified that initially the TPV attempts were to [REDACTED] and the contract went to the email address [REDACTED] This attempt was marked as an unsuccessful sale. Another attempt under the same account information and customer name on the same day was made using phone number [REDACTED] and that attempt was successful.

We also called [REDACTED] when conducting our Welcome Calls and spoke to the person who completed the TPV, and they confirmed the enrollment once again. We questioned the agent, and she admitted that the TPV was not valid and ultimately have removed her from our campaign and added her to our Do Not Hire List.

Mr. [REDACTED] address is being placed on our Do Not Knock list. In reviewing the account in our database the accounts were never enrolled, and Mr. [REDACTED] will not incur any charges from Green Choice Energy. Furthermore, this agent was onboarded into Green Choice Energy's campaign 2/23 and until June 10th has not submitted enrollments to Green Choice Energy since March 24. In total she has submitted 4 customers to be enrolled, of which the 2 from March are active and the 2 from June 10th and 11th will not be enrolled.

Thank you,

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Tuesday, June 29, 2021 7:40 AM  
To: Alexa Torres <atorres@greenchoiceenergy.com>; btrombino@greenchoiceenergy.com  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [  
ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED] [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Please advise the phone number at which the customer was called to complete the TPV.

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](http://www.PUCO.ohio.gov)

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----- Original Message -----

From: [REDACTED]

Sent: 6/28/2021 12:39 PM

To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

Subject: Re: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Hi Michael:

I have 3 primary thoughts:

I don't remember having any kind of conversation like this with anybody in recent memory. Being that it's a very unique, formal "please answer yes or no to confirm" conversation, I would remember having it if it had happened.

The representative in the recording clearly states that the date of the call is June 10th. My phone records indicate that I received no calls whatsoever on June 10th, let alone a call from anybody who could have been Green Choice Energy.

The person in the recording claiming to be [REDACTED] does not sound like me in speech, language, nor mannerism. Nobody who has heard me speak for any extended length of time would confuse the person in the recording for me.

That recording is either of another customer of theirs that happens to have the same name as me, or it was faked. I have not received a call from Green Choice Energy at any time.

I hope that this helps,

[REDACTED]

On Thu, Jun 24, 2021 at 12:05 PM PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us> wrote:

Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Attached is the TPV recording about which we spoke. I would appreciate your comments after you have had a chance to review it. Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

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](http://www.PUCO.ohio.gov)



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----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 6/23/2021 5:03 PM

To: atorres@greenchoiceenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

Case Number: 00696256

185

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

1. Please advise the phone number at which the customer was called to complete the TPV.
2. Please also advise the name and contact information for the vendor used in this enrollment.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 6/22/2021 3:22 PM

To: atorres@greenchoiceenergy.com  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED] [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

Sincerely,

Michael Coady

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----- Original Message -----

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 6/22/2021 12:30 PM

To: contactthepuco@puco.ohio.gov

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy's records show the marketer as Strong Marketing Group, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Aja Willis agent 7708 . It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

The sales agent wears a badge that says Green Choice Energy, has their photo, name and agent ID on the badge. Their shirt and hat also has the Green Choice Energy logo.

I've attached the copy of the TPV and contract authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Mr. [REDACTED] whether he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch. furthermore the TPV clearly stated he will receive an introductory rate for the first month and thereafter his electric and gas rate can change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment.

Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ( [REDACTED] confirmation number ( [REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ( [REDACTED] was returned to the utility as of 6/18/2021.

Thank you,

Alexsa Torres

[www.greenchoicenergy.com](http://www.greenchoicenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Monday, June 21, 2021 1:48:31 PM  
To: btrombino@greenchoiceenergy.com <btrombino@greenchoiceenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: 5778 Arborwood Court

Case Number: 00696256

Apt. D,Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

#### DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

#### CUSTOMER E-MAIL:

"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as

listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."

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](http://www.PUCO.ohio.gov)

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----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 6/21/2021 11:13 AM

To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]



Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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----- Original Message -----

From: PUCO Consumer Call Center [noreply@puc.state.oh.us]

Case Number: 00696256

193

Sent: 6/17/2021 4:57 PM

To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOhio>

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0mTox5:ref

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Created Date: 8/13/2021 2:50:22 PM**

**Email HTML Version:**

Hi Michael,

Please see below,

[REDACTED]

COLUMBUS

1. Please provide a copy of this customer's bill for the service period ended on or about 8/9/21.

2. Please confirm the meter read date after v which this customer will no longer receive service from RPA Energy.

**08/09/2021 is the scheduled date**

**Dyceria Drakeford/Customer Care Specialist II/COH**

**290 W. Nationwide Blvd./ Columbus, OH 43215**

**office/614-460-4651---fax/614-460-5901**

**[ddrakeford@nisource.com](mailto:ddrakeford@nisource.com)**

From: PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
To: "customerrelations@nisource.com" <[customerrelations@nisource.com](mailto:customerrelations@nisource.com)>  
Date: 08/09/2021 04:30 PM  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt\_500t0mTox5:ref ]

USE CAUTION: This email was sent from an external source. Think before you click links or open attachments. If suspicious, please forward to [security@nisource.com](mailto:security@nisource.com) for review.

**Initial Submission of a Consumer Complaint  
Please Respond Within 10 Business Days**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with RPA Energy.

1. Please provide a copy of this customer's bill for the service period ended on or about 8/9/21.
2. Please confirm the meter read date after v which this customer will no longer receive service from RPA Energy.

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](http://www.PUCO.ohio.gov)

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----- Original Message -----

**From:** Alexsa Torres [atorres@greenchoiceenergy.com]

**Sent:** 6/30/2021 1:35 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Good Afternoon,

The phone number used to complete the TPV was [REDACTED] Upon receiving your email yesterday and conducting further review we've identified that initially the TPV attempts were to [REDACTED] and the contract went to the email address [REDACTED] This attempt was marked as an unsuccessful sale. Another attempt under the same account information and customer name on the same day was made using phone number [REDACTED] and that attempt was successful.

We also called [REDACTED] when conducting our Welcome Calls and spoke to the person who completed the TPV, and they confirmed the enrollment once again. We questioned the agent, and she admitted that the TPV was not valid and ultimately have removed her from our campaign and added her to our Do Not Hire List.

Mr. [REDACTED] address is being placed on our Do Not Knock list. In reviewing the account in our database the accounts were never enrolled, and Mr. [REDACTED] will not incur any charges from Green Choice Energy. Furthermore, this agent was onboarded into Green Choice Energy's campaign 2/23 and until June 10th has not submitted enrollments to Green Choice Energy since March 24. In total she has submitted 4 customers to be enrolled, of which the 2 from March are active and the 2 from June 10th and 11th will not be enrolled.

Thank you,



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743



This email and any attachments are confidential and intended for the use of the individual or entity to which it was addressed. The information provided is for informational purposes only. Green Choice Energy makes no representation or warranty regarding the accuracy of any data or information provided herein. Any recommendations or opinions provided by Green Choice Energy are not to be considered guarantees, now or in the future. If you are not the intended recipient, or you have received this email in error, any distribution or copying is prohibited. Please notify the sender and delete this email immediately.

**From:** PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
**Sent:** Tuesday, June 29, 2021 7:40 AM  
**To:** Alexa Torres <atorres@greenchoiceenergy.com>; btrombino@greenchoiceenergy.com  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

Please advise the phone number at which the customer was called to complete the TPV.

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](http://www.PUCO.ohio.gov)

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----- Original Message -----

**From:** [REDACTED]  
**Sent:** 6/28/2021 12:39 PM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
**Subject:** Re: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Hi Michael:

I have 3 primary thoughts:

1. I don't remember having any kind of conversation like this with anybody in recent memory. Being that it's a very unique, formal "please answer yes or no to confirm" conversation, I would remember having it if it had happened.
  2. The representative in the recording clearly states that the date of the call is June 10th. My phone records indicate that I received no calls whatsoever on June 10th, let alone a call from anybody who could have been Green Choice Energy.
  3. The person in the recording claiming to be [REDACTED] does not sound like me in speech, language, nor mannerism. Nobody who has heard me speak for any extended length of time would confuse the person in the recording for me.
- That recording is either of another customer of theirs that happens to have the same name as me, or it was faked. I have not received a call from Green Choice Energy at any time.

I hope that this helps,

[REDACTED]

On Thu, Jun 24, 2021 at 12:05 PM PUCO Consumer Call Center  
<[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)> wrote:

Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Attached is the TPV recording about which we spoke. I would appreciate your comments after you have had a chance to review it. Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

**Michael Coady**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
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[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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----- Original Message -----

**From:** PUCO Consumer Call Center [[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)]

**Sent:** 6/23/2021 5:03 PM

**To:** [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

**PUBLIC UTILITIES COMMISSION OF OHIO**  
**Consumer Services Division**  
**Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** 5778 Arborwood Court



Apt. D, Columbus, Ohio 43229

**SERVICE ADDRESS:**

Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

1. Please advise the phone number at which the customer was called to complete the TPV.
2. Please also advise the name and contact information for the vendor used in this enrollment.

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](http://www.PUCO.ohio.gov)

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**From:** PUCO Consumer Call Center [[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)]

**Sent:** 6/22/2021 3:22 PM

**To:** [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

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**DESCRIPTION OF ISSUE:**

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

Sincerely,

**Michael Coady**

Public Utilities Commission of Ohio  
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[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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----- Original Message -----

**From:** Alexa Torres [[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)]

**Sent:** 6/22/2021 12:30 PM

**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy's records show the marketer as Strong Marketing Group, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Aja Willis agent 7708 . It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

The sales agent wears a badge that says Green Choice Energy, has their photo, name and agent ID on the badge. Their shirt and hat also has the Green Choice Energy logo.

I've attached the copy of the TPV and contract authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Mr. [REDACTED] whether he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch. furthermore the TPV clearly stated he will receive an introductory rate for the first month and thereafter his electric and gas rate can change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment.

Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ( [REDACTED] confirmation number ( [REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ( [REDACTED] was returned to the utility as of 6/18/2021.

Thank you,

Alexa Torres



Alexa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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**From:** PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Monday, June 21, 2021 1:48:31 PM  
**To:** [btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com) <[btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the

TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

## **DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

## **CUSTOMER E-MAIL:**

*"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."*

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](http://www.PUCO.ohio.gov)

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----- Original Message -----

**From:** PUCO Consumer Call Center [[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)]

**Sent:** 6/21/2021 11:13 AM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Case Number: 00696256

Dear [REDACTED] [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

**Michael Coady**  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator

(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [[noreply@puc.state.oh.us](mailto:noreply@puc.state.oh.us)]

**Sent:** 6/17/2021 4:57 PM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256

Dear [REDACTED] [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOhio>

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0mTox5:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

Hi Michael,

Please see below,

[REDACTED] [REDACTED] [REDACTED]  
[REDACTED]  
COLUMBUS

1. Please provide a copy of this customer's bill for the service period ended on or about 8/9/21.



2. Please confirm the meter read date after which this customer will no longer receive service from RPA Energy.

08/09/2021 is the scheduled date

Dyceria Drakeford/Customer Care Specialist II/COH  
290 W. Nationwide Blvd./ Columbus, OH 43215  
office/614-460-4651---fax/614-460-5901  
ddrakeford@nisource.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
To: "customerrelations@nisource.com" <customerrelations@nisource.com>  
Date: 08/09/2021 04:30 PM  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

---

USE CAUTION: This email was sent from an external source. Think before you click links or open attachments. If suspicious, please forward to security@nisource.com<mailto:security@nisource.com> for review.

Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

Case Number: 00696256

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with RPA Energy.

1. Please provide a copy of this customer's bill for the service period ended on or about 8/9/21.
2. Please confirm the meter read date after v which this customer will no longer receive service from RPA Energy.

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://urldefense.proofpoint.com/v2/url?u=https-  
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GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R  
sxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7\_mvVlcuNCt1Bv5KxCy5Ekf-BFV9VH-MBw&e=>

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----- Original Message -----

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 6/30/2021 1:35 PM

To: contactthepuco@puco.ohio.gov

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Good Afternoon,

The phone number used to complete the TPV was [REDACTED] Upon receiving your email yesterday and conducting further review we've identified that initially the TPV attempts were to [REDACTED] and the contract went to the email address [REDACTED] This attempt was marked as an unsuccessful sale. Another attempt under the same account information and customer name on the same day was made using phone number [REDACTED] and that attempt was successful.

We also called [REDACTED] when conducting our Welcome Calls and spoke to the person who completed the TPV, and they confirmed the enrollment once again. We questioned the agent,

and she admitted that the TPV was not valid and ultimately have removed her from our campaign and added her to our Do Not Hire List.

Mr. [REDACTED] address is being placed on our Do Not Knock list. In reviewing the account in our database the accounts were never enrolled, and Mr. [REDACTED] will not incur any charges from Green Choice Energy. Furthermore, this agent was onboarded into Green Choice Energy's campaign 2/23 and until June 10th has not submitted enrollments to Green Choice Energy since March 24. In total she has submitted 4 customers to be enrolled, of which the 2 from March are active and the 2 from June 10th and 11th will not be enrolled.

Thank you,

[Logo, company name Description automatically generated]

www.greenchoicenergy.com<https://urldefense.proofpoint.com/v2/url?u=http-3A\_\_www.greenchoicenergy.com\_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R  
sxegVKKP8fe9pdDrgezVI&s=nF9Mtfy6qdYBN3s5WUsinygWJXzgJ0jlz1sz6gqLaR0&e=>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoicenergy.com

14 Wall Street Floor 2

Huntington, NY 11743

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From: PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Tuesday, June 29, 2021 7:40 AM  
To: Alexa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>; [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [  
ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED] [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Please advise the phone number at which the customer was called to complete the TPV.

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://urldefense.proofpoint.com/v2/url?u=https-3A\\_\\_www.puco.ohio.gov\\_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7\\_mvVlcuNCt1Bv5KxCy5Ekf-BFV9VH-MBw&e=>](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.puco.ohio.gov_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7_mvVlcuNCt1Bv5KxCy5Ekf-BFV9VH-MBw&e=>)

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----- Original Message -----

From: [REDACTED]

Sent: 6/28/2021 12:39 PM

To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)<<mailto:contactthepuco@puco.ohio.gov>>

Subject: Re: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Hi Michael:

I have 3 primary thoughts:

1. I don't remember having any kind of conversation like this with anybody in recent memory. Being that it's a very unique, formal "please answer yes or no to confirm" conversation, I would remember having it if it had happened.
2. The representative in the recording clearly states that the date of the call is June 10th. My phone records indicate that I received no calls whatsoever on June 10th, let alone a call from anybody who could have been Green Choice Energy.
3. The person in the recording claiming to be [REDACTED] does not sound like me in speech, language, nor mannerism. Nobody who has heard me speak for any extended length of time would confuse the person in the recording for me.

That recording is either of another customer of theirs that happens to have the same name as me, or it was faked. I have not received a call from Green Choice Energy at any time.

I hope that this helps,

[REDACTED]

On Thu, Jun 24, 2021 at 12:05 PM PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>> wrote:

Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Attached is the TPV recording about which we spoke. I would appreciate your comments after you have had a chance to review it. Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)<[https://urldefense.proofpoint.com/v2/url?u=http-3A\\_\\_www.PUCO.ohio.gov&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgezVI&s=V9w39AMho9dF6bnYdeSiwdSIJ3fMaB8vi2kH\\_iE94i4&e=>](https://urldefense.proofpoint.com/v2/url?u=http-3A__www.PUCO.ohio.gov&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgezVI&s=V9w39AMho9dF6bnYdeSiwdSIJ3fMaB8vi2kH_iE94i4&e=>)>.

Sincerely,



Michael Coady  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
www.PUCO.ohio.gov<https://urldefense.proofpoint.com/v2/url?u=https-  
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sxegVKKP8fe9pdDrgezVI&s=qlOkfduhg7\_mvVlcuNCt1Bv5KxCy5Ekf-BFV9VH-MBw&e=>

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----- Original Message -----

From: PUCO Consumer Call Center  
[contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>]  
Sent: 6/23/2021 5:03 PM  
To: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref: \_00Dt0GzXt.\_500t0mTox5:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

Case Number: 00696256

[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]

[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

1. Please advise the phone number at which the customer was called to complete the TPV.
2. Please also advise the name and contact information for the vendor used in this enrollment.

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://urldefense.proofpoint.com/v2/url?u=https-  
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sxegVKKP8fe9pdDrgezVI&s=qlOkfduhg7\_mvVlcuNCt1Bv5KxCy5Ekf-BFV9VH-MBw&e=>

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----- Original Message -----

From: PUCO Consumer Call Center

[contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>]

Sent: 6/22/2021 3:22 PM

To: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [

ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

Case Number: 00696256

219

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

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sxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7\_mvVlCuNct1Bv5KxCy5Ekf-BFV9VH-MBw&e=>

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: Alexsa Torres

[atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>]

Sent: 6/22/2021 12:30 PM

To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy's records show the marketer as Strong Marketing Group, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as

Aja Willis agent 7708 . It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

The sales agent wears a badge that says Green Choice Energy, has their photo, name and agent ID on the badge. Their shirt and hat also has the Green Choice Energy logo.

I've attached the copy of the TPV and contract authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Mr. [REDACTED] whether he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch. furthermore the TPV clearly stated he will receive an introductory rate for the first month and thereafter his electric and gas rate can change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment.

Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ( [REDACTED] confirmation number ( [REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ( [REDACTED] was returned to the utility as of 6/18/2021.

Thank you,

Alexsa Torres

[Logo, company name Description automatically generated]

www.greenchoicenergy.com<https://urldefense.proofpoint.com/v2/url?u=http-3A\_\_www.greenchoicenergy.com\_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvWIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgezVI&s=nF9Mtfy6qdYBN3s5WUsinygWJXzgJ0jlz1sz6gqLaR0&e=>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066

E: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>

14 Wall Street Floor 2

Huntington, NY 11743

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[linkedin icon] <[https://urldefense.proofpoint.com/v2/url?u=https-3A\\_\\_www.linkedin.com\\_company\\_green-2Dchoice-2Denergy\\_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=n2NtT7EoZ5S8GbX-KzHTECjg9edE5hKAKTDfoUmMJHI&e=>](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.linkedin.com_company_green-2Dchoice-2Denergy_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=n2NtT7EoZ5S8GbX-KzHTECjg9edE5hKAKTDfoUmMJHI&e=>)

[instagram icon] <[https://urldefense.proofpoint.com/v2/url?u=https-3A\\_\\_www.instagram.com\\_greenchoiceenergy\\_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=ubysTvaX4lm8XP3EGMQFCy73DOwccv9VXYFfuqJ1BQ&e=>](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.instagram.com_greenchoiceenergy_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=ubysTvaX4lm8XP3EGMQFCy73DOwccv9VXYFfuqJ1BQ&e=>)

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From: PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>

Sent: Monday, June 21, 2021 1:48:31 PM

To: btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
<btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*



#### DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

#### CUSTOMER E-MAIL:

"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://urldefense.proofpoint.com/v2/url?u=https-  
3A\_\_www.puco.ohio.gov\_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-  
GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwlMxGeZutn00fvuLS5R  
sxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7\_mvVlcuNCt1Bv5KxCy5Ekf-BFV9VH-MBw&e=>

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center

[contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>]

Sent: 6/21/2021 11:13 AM

To: [REDACTED]mailto:[REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov<https://urldefense.proofpoint.com/v2/url?u=https-3A\\_\\_www.puco.ohio.gov\\_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RxsxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7\\_mvVlcuNCt1Bv5KxCy5Ekf-BFV9VH-MBw&e=>](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.puco.ohio.gov_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RxsxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7_mvVlcuNCt1Bv5KxCy5Ekf-BFV9VH-MBw&e=>).

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://urldefense.proofpoint.com/v2/url?u=https-3A\\_\\_www.puco.ohio.gov\\_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RxsxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7\\_mvVlcuNCt1Bv5KxCy5Ekf-BFV9VH-MBw&e=>](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.puco.ohio.gov_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RxsxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7_mvVlcuNCt1Bv5KxCy5Ekf-BFV9VH-MBw&e=>)

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----- Original Message -----

From: PUCO Consumer Call Center

[noreply@puc.state.oh.us<mailto:noreply@puc.state.oh.us>]

Sent: 6/17/2021 4:57 PM

To: [REDACTED]mailto:[REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://urldefense.proofpoint.com/v2/url?u=https-3A\\_\\_www.puco.ohio.gov\\_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.puco.ohio.gov_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-)

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sxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7\_mvVlcuNCt1Bv5KxCy5Ekf-BFV9VH-MBw&e=>

<https://www.facebook.com/PUCOhio><[https://urldefense.proofpoint.com/v2/url?u=https-3A\\_\\_www.facebook.com\\_PUCOhio&d=DwMFAw&c=Y0zCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwlMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=9kRyRATqn17ZNEDPpl\\_odHGQHYTKSvX2fcaHS9H9Iyo&e=>](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.facebook.com_PUCOhio&d=DwMFAw&c=Y0zCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwlMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=9kRyRATqn17ZNEDPpl_odHGQHYTKSvX2fcaHS9H9Iyo&e=>)>

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ref:\_00Dt0GzXt.\_500t0mTox5:ref

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Created Date: 8/13/2021 3:43:42 PM**

**Email HTML Version:**



**PUBLIC UTILITIES COMMISSION OF OHIO**  
**Consumer Services Division**  
**Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

It turns out that this customer's account was enrolled for the period ended from July 8, 2021 to August 6, 2021 and charged a total of \$2.29 by the company.

Please refund this to the customer and advise when he can expect to receive his payment.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** customerrelations@nisource.com [customerrelations@nisource.com]

**Sent:** 8/13/2021 2:49 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** Re: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Hi Michael,

Please see below,

[REDACTED] [REDACTED] [REDACTED]  
[REDACTED]

COLUMBUS

1. Please provide a copy of this customer's bill for the service period ended on or about 8/9/21.

2. Please confirm the meter read date after v which this customer will no longer receive service from RPA Energy.

**08/09/2021 is the scheduled date**

**Dyceria Drakeford/Customer Care Specialist II/COH**  
**290 W. Nationwide Blvd./ Columbus, OH 43215**  
**office/614-460-4651---fax/614-460-5901**  
**[ddrakeford@nisource.com](mailto:ddrakeford@nisource.com)**

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>

To: "customerrelations@nisource.com" <customerrelations@nisource.com>

Date: 08/09/2021 04:30 PM

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

USE CAUTION: This email was sent from an external source. Think before you click links or open attachments. If suspicious, please forward to [security@nisource.com](mailto:security@nisource.com) for review.

**Initial Submission of a Consumer Complaint  
Please Respond Within 10 Business Days**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with RPA Energy.

1. Please provide a copy of this customer's bill for the service period ended on or about 8/9/21.
2. Please confirm the meter read date after v which this customer will no longer receive service from RPA Energy.

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](http://www.PUCO.ohio.gov)



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----- Original Message -----

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 6/30/2021 1:35 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Good Afternoon,

The phone number used to complete the TPV was [REDACTED] Upon receiving your email yesterday and conducting further review we've identified that initially the TPV attempts were to [REDACTED] and the contract went to the email address [REDACTED] This attempt was marked as an unsuccessful sale. Another attempt under the same account information and customer name on the same day was made using phone number [REDACTED] and that attempt was successful.

We also called [REDACTED] when conducting our Welcome Calls and spoke to the person who completed the TPV, and they confirmed the enrollment once again. We questioned the agent, and she admitted that the TPV was not valid and ultimately have removed her from our campaign and added her to our Do Not Hire List.

Mr. [REDACTED] address is being placed on our Do Not Knock list. In reviewing the account in our database the accounts were never enrolled, and Mr. [REDACTED] will not incur any charges from Green Choice Energy. Furthermore, this agent was onboarded into Green Choice Energy's campaign 2/23 and until June 10th has not submitted enrollments to Green Choice Energy since March 24. In total she has submitted 4 customers to be enrolled, of which the 2 from March are active and the 2 from June 10th and 11th will not be enrolled.

Thank you,



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

---

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743



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**From:** PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
**Sent:** Tuesday, June 29, 2021 7:40 AM  
**To:** Alexa Torres <atorres@greenchoiceenergy.com>; btrombino@greenchoiceenergy.com  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

Please advise the phone number at which the customer was called to complete the TPV.

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](http://www.PUCO.ohio.gov)

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----- Original Message -----

**From:** [REDACTED]  
**Sent:** 6/28/2021 12:39 PM  
**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
**Subject:** Re: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Hi Michael:

I have 3 primary thoughts:

1. I don't remember having any kind of conversation like this with anybody in recent memory. Being that it's a very unique, formal "please answer yes or no to confirm" conversation, I would remember having it if it had happened.
2. The representative in the recording clearly states that the date of the call is June 10th. My phone records indicate that I received no calls whatsoever on June 10th, let alone a call from anybody who could have been Green Choice Energy.
3. The person in the recording claiming to be [REDACTED] does not sound like me in speech, language, nor mannerism. Nobody who has heard me speak for any extended length of time would confuse the person in the recording for me.



**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

1. Please advise the phone number at which the customer was called to complete the TPV.
2. Please also advise the name and contact information for the vendor used in this enrollment.

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](http://www.PUCO.ohio.gov)

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----- Original Message -----

**From:** PUCO Consumer Call Center [[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)]

**Sent:** 6/22/2021 3:22 PM

**To:** [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** Alexsa Torres [[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)]

**Sent:** 6/22/2021 12:30 PM

**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy's records show the marketer as Strong Marketing Group, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Aja Willis agent 7708 . It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

The sales agent wears a badge that says Green Choice Energy, has their photo, name and agent ID on the badge. Their shirt and hat also has the Green Choice Energy logo.

I've attached the copy of the TPV and contract authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Mr. [REDACTED] whether he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch. furthermore the TPV clearly stated he will receive an introductory rate for the first month and thereafter his electric and gas rate can

change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment.

Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ([REDACTED] confirmation number ([REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ([REDACTED] was returned to the utility as of 6/18/2021.

Thank you,

Alexsa Torres



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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**From:** PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Monday, June 21, 2021 1:48:31 PM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com) <[btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

**Initial Submission of a Consumer Complaint  
Provider of Electric**



**Please Respond Within 3 Business Days**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

**DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

**CUSTOMER E-MAIL:**

*"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information*

*to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."*

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)]

**Sent:** 6/21/2021 11:13 AM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Case Number: 00696256

Dear [REDACTED] [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

**Michael Coady**  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Lead Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** PUCO Consumer Call Center [[noreply@puc.state.oh.us](mailto:noreply@puc.state.oh.us)]

**Sent:** 6/17/2021 4:57 PM

**To:** [REDACTED]

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256

Dear [REDACTED] [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).

Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOhio>

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0mTox5:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED] [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

It turns out that this customer's account was enrolled for the period ended from July 8, 2021 to August 6, 2021 and charged a total of \$2.29 by the company.

Please refund this to the customer and advise when he can expect to receive his payment.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: customerrelations@nisource.com [customerrelations@nisource.com]

Sent: 8/13/2021 2:49 PM

To: contactthepuco@puco.ohio.gov

Subject: Re: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Hi Michael,

Please see below,

[REDACTED]  
[REDACTED]  
[REDACTED]

COLUMBUS

1. Please provide a copy of this customer's bill for the service period ended on or about 8/9/21.
2. Please confirm the meter read date after v which this customer will no longer receive service from RPA Energy.

08/09/2021 is the scheduled date

Dyceria Drakeford/Customer Care Specialist II/COH  
290 W. Nationwide Blvd./ Columbus, OH 43215  
office/614-460-4651---fax/614-460-5901  
ddrakeford@nisource.com

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
To: "customerrelations@nisource.com" <customerrelations@nisource.com>  
Date: 08/09/2021 04:30 PM  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

USE CAUTION: This email was sent from an external source. Think before you click links or open attachments. If suspicious, please forward to security@nisource.com for review.

Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with RPA Energy.

1. Please provide a copy of this customer's bill for the service period ended on or about 8/9/21.
2. Please confirm the meter read date after which this customer will no longer receive service from RPA Energy.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 6/30/2021 1:35 PM

To: contactthepuco@puco.ohio.gov

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Good Afternoon,

The phone number used to complete the TPV was [REDACTED] Upon receiving your email yesterday and conducting further review we've identified that initially the TPV attempts were to [REDACTED] and the contract went to the email address [REDACTED] This attempt was marked as an unsuccessful sale. Another attempt under the same account information and customer name on the same day was made using phone number [REDACTED] and that attempt was successful.

We also called [REDACTED] when conducting our Welcome Calls and spoke to the person who completed the TPV, and they confirmed the enrollment once again. We questioned the agent,

and she admitted that the TPV was not valid and ultimately have removed her from our campaign and added her to our Do Not Hire List.

Mr. [REDACTED] address is being placed on our Do Not Knock list. In reviewing the account in our database the accounts were never enrolled, and Mr. [REDACTED] will not incur any charges from Green Choice Energy. Furthermore, this agent was onboarded into Green Choice Energy's campaign 2/23 and until June 10th has not submitted enrollments to Green Choice Energy since March 24. In total she has submitted 4 customers to be enrolled, of which the 2 from March are active and the 2 from June 10th and 11th will not be enrolled.

Thank you,

[www.greenchoicenergy.com](http://www.greenchoicenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743

This email and any attachments are confidential and intended for the use of the individual or entity to which it was addressed. The information provided is for informational purposes only. Green Choice Energy makes no representation or warranty regarding the accuracy of any data or information provided herein. Any recommendations or opinions provided by Green Choice Energy are not to be considered guarantees, now or in the future. If you are not the intended recipient, or you have received this email in error, any distribution or copying is prohibited. Please notify the sender and delete this email immediately.

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Tuesday, June 29, 2021 7:40 AM  
To: Alexa Torres <atorres@greenchoiceenergy.com>; btrombino@greenchoiceenergy.com  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Please advise the phone number at which the customer was called to complete the TPV.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: [REDACTED]  
Sent: 6/28/2021 12:39 PM  
To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)  
Subject: Re: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Hi Michael:

I have 3 primary thoughts:

1. I don't remember having any kind of conversation like this with anybody in recent memory. Being that it's a very unique, formal "please answer yes or no to confirm" conversation, I would remember having it if it had happened.

2. The representative in the recording clearly states that the date of the call is June 10th. My phone records indicate that I received no calls whatsoever on June 10th, let alone a call from anybody who could have been Green Choice Energy.

3. The person in the recording claiming to be [REDACTED] [REDACTED] does not sound like me in speech, language, nor mannerism. Nobody who has heard me speak for any extended length of time would confuse the person in the recording for me.

That recording is either of another customer of theirs that happens to have the same name as me, or it was faked. I have not received a call from Green Choice Energy at any time.

I hope that this helps,

[REDACTED] [REDACTED]

On Thu, Jun 24, 2021 at 12:05 PM PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us> wrote:

Case Number: 00696256

Dear [REDACTED] [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Attached is the TPV recording about which we spoke. I would appreciate your comments after you have had a chance to review it. Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

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](http://www.PUCO.ohio.gov)

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----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 6/23/2021 5:03 PM

To: atorres@greenchoiceenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

1. Please advise the phone number at which the customer was called to complete the TPV.

Case Number: 00696256

254

2. Please also advise the name and contact information for the vendor used in this enrollment.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 6/22/2021 3:22 PM

To: atorres@greenchoiceenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER:

ADDRESS:

Columbus, Ohio 43229

SERVICE ADDRESS:

Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 6/22/2021 12:30 PM

To: contactthepuco@puco.ohio.gov

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy's records show the marketer as Strong Marketing Group, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Aja Willis agent 7708 . It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

The sales agent wears a badge that says Green Choice Energy, has their photo, name and agent ID on the badge. Their shirt and hat also has the Green Choice Energy logo.

I've attached the copy of the TPV and contract authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Mr. [REDACTED] whether he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local

utility, and that the customer does not have to switch. furthermore the TPV clearly stated he will receive an introductory rate for the first month and thereafter his electric and gas rate can change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment.

Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ([REDACTED] confirmation number ([REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ([REDACTED] was returned to the utility as of 6/18/2021.

Thank you,

Alexsa Torres

[www.greenchoicenergy.com](http://www.greenchoicenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Monday, June 21, 2021 1:48:31 PM  
To: btrombino@greenchoiceenergy.com <btrombino@greenchoiceenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

DESCRIPTION OF ISSUE:

Case Number: 00696256

259

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

CUSTOMER E-MAIL:

"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."

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](http://www.PUCO.ohio.gov)

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----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 6/21/2021 11:13 AM

To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Case Number: 00696256

Dear [REDACTED] [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Michael Coady

Case Number: 00696256

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center [noreply@puc.state.oh.us]

Sent: 6/17/2021 4:57 PM

To: [REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256

Dear [REDACTED] [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

<https://www.facebook.com/PUCOhio>

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ref:\_00Dt0GzXt.\_500t0mTox5:ref

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**Email Created Date: 8/18/2021 4:08:51 PM**

**Email HTML Version:**

Good Morning – The refund of \$2.29 was mailed on Monday 8/16.

Thank you,  
Alexsa Torres



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy  
P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

**Sent:** Friday, August 13, 2021 3:43:43 PM

**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com) <[btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)>

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

It turns out that this customer's account was enrolled for the period ended from July 8, 2021 to August 6, 2021 and charged a total of \$2.29 by the company.

Please refund this to the customer and advise when he can expect to receive his payment.

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](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.



----- Original Message -----

**From:** [customerrelations@nisource.com](mailto:customerrelations@nisource.com) [customerrelations@nisource.com]

**Sent:** 8/13/2021 2:49 PM

**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

**Subject:** Re: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Hi Michael,

Please see below,

[REDACTED]  
[REDACTED]

COLUMBUS

1. Please provide a copy of this customer's bill for the service period ended on or about 8/9/21.

2. Please confirm the meter read date after v which this customer will no longer receive service from RPA Energy.

**08/09/2021 is the scheduled date**

**Dyceria Drakeford/Customer Care Specialist II/COH**  
**290 W. Nationwide Blvd./ Columbus, OH 43215**  
**office/614-460-4651---fax/614-460-5901**  
**[ddrakeford@nisource.com](mailto:ddrakeford@nisource.com)**

From: PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

To: "[customerrelations@nisource.com](mailto:customerrelations@nisource.com)" <[customerrelations@nisource.com](mailto:customerrelations@nisource.com)>

Date: 08/09/2021 04:30 PM

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

---

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**Initial Submission of a Consumer Complaint**  
**Please Respond Within 10 Business Days**

**CASE ID:** 00696256

**COMPANY:**

**CUSTOMER:** [REDACTED]  
**ADDRESS:** [REDACTED]

[REDACTED] Columbus, Ohio 43229

**SERVICE ADDRESS:** [REDACTED]  
[REDACTED] Columbus, Ohio 43229

**AIQ:** RPA Energy, Inc

**ALTERNATIVE PHONE NUMBER:**

**NIQ:**

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

This customer contacted the PUCO to dispute enrollment with RPA Energy.

1. Please provide a copy of this customer's bill for the service period ended on or about 8/9/21.

2. Please confirm the meter read date after v which this customer will no longer receive service from RPA Energy.

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](http://www.PUCO.ohio.gov)

**Email Text Version:**

Good Morning – The refund of \$2.29 was mailed on Monday 8/16.

Thank you,  
Alexsa Torres

[Logo, company name Description automatically generated]

[https://puco.my.salesforce.com/apex/AFSC\\_\\_UrlCheck?id=05a0qt0000001h5TBAAAY](https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0qt0000001h5TBAAAY)

([www.greenchoiceenergy.com](http://www.greenchoiceenergy.com))<[https://puco.my.salesforce.com/apex/AFSC\\_\\_UrlCheck?id=05a0qt0000001h5TCAAAY](https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0qt0000001h5TCAAAY) (<http://www.greenchoiceenergy.com/>)>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<<https://www.facebook.com/GreenChoiceEnergy/>> [linkedin icon]  
<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoiceenergy/>>

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---

From: PUCO Consumer Call Center  
<[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)<<mailto:contactthepuco@puc.state.oh.us>>>  
Sent: Friday, August 13, 2021 3:43:43 PM  
To: [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)<<mailto:btrombino@greenchoiceenergy.com>>  
<[btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)<<mailto:btrombino@greenchoiceenergy.com>>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [  
ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

Case Number: 00696256

267

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

It turns out that this customer's account was enrolled for the period ended from July 8, 2021 to August 6, 2021 and charged a total of \$2.29 by the company.

Please refund this to the customer and advise when he can expect to receive his payment.

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://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: customerrelations@nisource.com<mailto:customerrelations@nisource.com>  
[customerrelations@nisource.com]

Sent: 8/13/2021 2:49 PM

To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>

Subject: Re: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Hi Michael,

Please see below,

[REDACTED] [REDACTED] [REDACTED]  
[REDACTED]

COLUMBUS

1. Please provide a copy of this customer's bill for the service period ended on or about 8/9/21.
2. Please confirm the meter read date after v which this customer will no longer receive service from RPA Energy.

08/09/2021 is the scheduled date

Dyceria Drakeford/Customer Care Specialist II/COH  
290 W. Nationwide Blvd./ Columbus, OH 43215  
office/614-460-4651---fax/614-460-5901  
ddrakeford@nisource.com<mailto:ddrakeford@nisource.com>

From: PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
To: "customerrelations@nisource.com<mailto:customerrelations@nisource.com>"  
<customerrelations@nisource.com<mailto:customerrelations@nisource.com>>  
Date: 08/09/2021 04:30 PM  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

---

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Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with RPA Energy.

1. Please provide a copy of this customer's bill for the service period ended on or about 8/9/21.
2. Please confirm the meter read date after v which this customer will no longer receive service from RPA Energy.

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://puco.my.salesforce.com/apex/AFSC\_\_UrlCheck?id=05a0q8y00000000PveAAE (https://urldefense.proofpoint.com/v2/url?u=https-3A\_\_www.puco.ohio.gov\_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7\_mvVlcuNCt1Bv5KxCy5Ekf-BFV9VH-MBw&e=)>

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: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 6/30/2021 1:35 PM

To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Good Afternoon,

The phone number used to complete the TPV was [REDACTED] Upon receiving your email yesterday and conducting further review we've identified that initially the TPV attempts were to [REDACTED] and the contract went to the email address [REDACTED] mailto:[REDACTED] This attempt was marked as an unsuccessful sale. Another attempt under the same account information and customer name on the same day was made using phone number [REDACTED] and that attempt was successful.



We also called [REDACTED] when conducting our Welcome Calls and spoke to the person who completed the TPV, and they confirmed the enrollment once again. We questioned the agent, and she admitted that the TPV was not valid and ultimately have removed her from our campaign and added her to our Do Not Hire List.

Mr. [REDACTED] address is being placed on our Do Not Knock list. In reviewing the account in our database the accounts were never enrolled, and Mr. [REDACTED] will not incur any charges from Green Choice Energy. Furthermore, this agent was onboarded into Green Choice Energy's campaign 2/23 and until June 10th has not submitted enrollments to Green Choice Energy since March 24. In total she has submitted 4 customers to be enrolled, of which the 2 from March are active and the 2 from June 10th and 11th will not be enrolled.

Thank you,

[Logo, company name Description automatically generated]

[https://puco.my.salesforce.com/apex/AFSC\\_\\_UrlCheck?id=05a0qt0000001h5TBAAy](https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0qt0000001h5TBAAy)  
(www.greenchoiceenergy.com)<[https://puco.my.salesforce.com/apex/AFSC\\_\\_UrlCheck?id=05a0qt0000001h5TBAAy](https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0qt0000001h5TBAAy)  
(https://urldefense.proofpoint.com/v2/url?u=http-  
3A\_\_www.greenchoiceenergy.com\_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-  
GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwlMxGeZutn00fvuLS5R  
sxegVKKP8fe9pdDrgzVI&s=nF9Mtfy6qdYBN3s5WUsinygWJXzgJ0jlz1sz6gqLaR0&e=)>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066

E: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>

14 Wall Street Floor 2

Huntington, NY 11743

[facebook

icon]<[https://puco.my.salesforce.com/apex/AFSC\\_\\_UrlCheck?id=05a0q8y0000000PvgAAE](https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0q8y0000000PvgAAE)

([https://urldefense.proofpoint.com/v2/url?u=https-](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.facebook.com_GreenChoiceEnergy_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R)

[3A\\_\\_www.facebook.com\\_GreenChoiceEnergy\\_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.facebook.com_GreenChoiceEnergy_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R)  
[sxegVKKP8fe9pdDrgzVI&s=A8gCDxnfeD-S9NS5jASzPqOQJnxYDr8G1MXiIVGv1BE&e=](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.facebook.com_GreenChoiceEnergy_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R))>

[linkedin icon]

<[https://puco.my.salesforce.com/apex/AFSC\\_\\_UrlCheck?id=05a0q8y0000000PvhAAE](https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0q8y0000000PvhAAE)

([https://urldefense.proofpoint.com/v2/url?u=https-3A\\_\\_www.linkedin.com\\_company\\_green-2Dchoice-2Denergy\\_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.linkedin.com_company_green-2Dchoice-2Denergy_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R)

[GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.linkedin.com_company_green-2Dchoice-2Denergy_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R)  
[sxegVKKP8fe9pdDrgzVI&s=n2NtT7EoZ5S8GbX-KzHTECjg9edE5hKAKTDfoUmMJHI&e=](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.linkedin.com_company_green-2Dchoice-2Denergy_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R))>

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([https://urldefense.proofpoint.com/v2/url?u=https-](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.instagram.com_greenchoiceenergy_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R)

[3A\\_\\_www.instagram.com\\_greenchoiceenergy\\_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.instagram.com_greenchoiceenergy_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R)  
[sxegVKKP8fe9pdDrgzVI&s=ubysTvaX4lm8XP3EGMQFCy73DOwccv9VXYFfuuqJ1BQ&e=](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.instagram.com_greenchoiceenergy_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R))>

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From: PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Tuesday, June 29, 2021 7:40 AM  
To: Alexa Torres  
<atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>>;  
btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [  
ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Please advise the phone number at which the customer was called to complete the TPV.

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<[https://puco.my.salesforce.com/apex/AFSC\\_\\_UrlCheck?id=05a0q8y00000000PveAAE](https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0q8y00000000PveAAE) ([>](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.puco.ohio.gov_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7_mvVlcuNCt1Bv5KxCy5Ekf-BFV9VH-MBw&e=))

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: [REDACTED]  
Sent: 6/28/2021 12:39 PM  
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>  
Subject: Re: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Hi Michael:

I have 3 primary thoughts:

1. I don't remember having any kind of conversation like this with anybody in recent memory. Being that it's a very unique, formal "please answer yes or no to confirm" conversation, I would remember having it if it had happened.
2. The representative in the recording clearly states that the date of the call is June 10th. My phone records indicate that I received no calls whatsoever on June 10th, let alone a call from anybody who could have been Green Choice Energy.
3. The person in the recording claiming to be [REDACTED] does not sound like me in speech, language, nor mannerism. Nobody who has heard me speak for any extended length of time would confuse the person in the recording for me.

That recording is either of another customer of theirs that happens to have the same name as me, or it was faked. I have not received a call from Green Choice Energy at any time.

I hope that this helps,

[REDACTED]

On Thu, Jun 24, 2021 at 12:05 PM PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>> wrote:

Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Attached is the TPV recording about which we spoke. I would appreciate your comments after you have had a chance to review it. Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)<[https://puco.my.salesforce.com/apex/AFSC\\_\\_UrlCheck?id=05a0q8y00000000PvjAAE](https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0q8y00000000PvjAAE) ([>](https://urldefense.proofpoint.com/v2/url?u=http-3A__www.PUCO.ohio.gov&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=V9w39AMho9dF6bnYdeSiwdSIJ3fMaB8vi2kH_iE94i4&e=))>).

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](http://www.PUCO.ohio.gov)<[https://puco.my.salesforce.com/apex/AFSC\\_\\_UrlCheck?id=05a0q8y00000000PveAAE](https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0q8y00000000PveAAE) ([>](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.puco.ohio.gov_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7_mvVICuNct1Bv5KxCy5Ekf-BFV9VH-MBw&e=))>

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----- Original Message -----

From: PUCO Consumer Call Center

[contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>]

Sent: 6/23/2021 5:03 PM

To: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

Case Number: 00696256

279

DESCRIPTION OF ISSUE:

1. Please advise the phone number at which the customer was called to complete the TPV.
2. Please also advise the name and contact information for the vendor used in this enrollment.

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<[https://puco.my.salesforce.com/apex/AFSC\\_\\_UrlCheck?id=05a0q8y00000000PveAAE](https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0q8y00000000PveAAE) ([>](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.puco.ohio.gov_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7_mvVlcuNCt1Bv5KxCy5Ekf-BFV9VH-MBw&e=))



This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center

[contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>]

Sent: 6/22/2021 3:22 PM

To: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

Case Number: 00696256

NIQ:

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

I have reviewed the TPV. I did notice that he was not advised that there would be a \$5 monthly charge for gas. His service with the company will end on or about 8/9/21. At that time I will be getting a copy of his bill. If further action is necessary at that time, I will be back in touch with you.

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0q8y00000000PveAAE)<[https://puco.my.salesforce.com/apex/AFSC\\_\\_UrlCheck?id=05a0q8y00000000PveAAE](https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0q8y00000000PveAAE) ([https://urldefense.proofpoint.com/v2/url?u=https-3A\\_\\_www.puco.ohio.gov\\_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.puco.ohio.gov_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-)

GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R  
sxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7\_mvVlcuNCt1Bv5KxCy5Ekf-BFV9VH-MBw&e=)>

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----- Original Message -----

From: Alexsa Torres

[atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>]

Sent: 6/22/2021 12:30 PM

To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

This is in response to CASE #: 00696256 .

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 10, 2021, [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy's records show the marketer as Strong Marketing Group, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Aja Willis agent 7708 . It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

The sales agent wears a badge that says Green Choice Energy, has their photo, name and agent ID on the badge. Their shirt and hat also has the Green Choice Energy logo.

I've attached the copy of the TPV and contract authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Mr. [REDACTED] whether he is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch. furthermore the TPV clearly stated he will receive an introductory rate for the first month and thereafter his electric and gas rate can change from month to month Mr. [REDACTED] agreed to the terms and conditions. The Welcome Letter is included in the contract attachment.

Mr. [REDACTED] cancelled the electric enrollment with his utility and did not cancel the gas enrollment. On 6/21/2021 Green Choice Energy cancelled his gas account number ([REDACTED] confirmation number ([REDACTED] it will take a full billing cycle before the gas account is returned to the utility. If there is a supply charge from Green Choice Energy it will be at the utility price to compare. The electric account number ([REDACTED] was returned to the utility as of 6/18/2021.

Thank you,

Alexsa Torres

[Logo, company name Description automatically generated]

[https://puco.my.salesforce.com/apex/AFSC\\_\\_UrlCheck?id=05a0qt0000001h5TBAAy\(www.greenchoiceenergy.com\)<https://puco.my.salesforce.com/apex/AFSC\\_\\_UrlCheck?id=05a0qt0000000PvfAAE\(https://urldefense.proofpoint.com/v2/url?u=http-3A\\_\\_www.greenchoiceenergy.com\\_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=nF9Mtfy6qdYBN3s5WUsinygWJXzgJ0jlz1sz6gqLaR0&e=\)>](https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0qt0000001h5TBAAy(www.greenchoiceenergy.com)<https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0qt0000000PvfAAE(https://urldefense.proofpoint.com/v2/url?u=http-3A__www.greenchoiceenergy.com_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=nF9Mtfy6qdYBN3s5WUsinygWJXzgJ0jlz1sz6gqLaR0&e=)>)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066

E: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>

14 Wall Street Floor 2

Huntington, NY 11743

[facebook

icon]<https://puco.my.salesforce.com/apex/AFSC\_\_UrlCheck?id=05a0q8y0000000PvgAAE

(https://urldefense.proofpoint.com/v2/url?u=https-

3A\_\_www.facebook.com\_GreenChoiceEnergy\_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R  
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[linkedin icon]

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2Dchoice-2Denergy\_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R  
sxegVKKP8fe9pdDrgzVI&s=n2NtT7EoZ5S8GbX-KzHTECjg9edE5hKAKTDfoUmMJHI&e=)>

[instagram icon]

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(https://urldefense.proofpoint.com/v2/url?u=https-

3A\_\_www.instagram.com\_greenchoiceenergy\_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R  
sxegVKKP8fe9pdDrgzVI&s=ubysTvaX4lm8XP3EGMQFCy73DOwccv9VXYffuuqJ1BQ&e=)>

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From: PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Monday, June 21, 2021 1:48:31 PM  
To: btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
<btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696256 [  
ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00696256

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

SERVICE ADDRESS: [REDACTED]  
[REDACTED] Columbus, Ohio 43229

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

#### DESCRIPTION OF ISSUE:

This customer contacted the PUCO to dispute enrollment with the company and to register a complaint for what he feels was false and misleading information. I have copied his e-mailed complaint below. He says that he was not advised that the rate was merely introductory. He states that they wore no identification. He says that he received an e-mail from the company but did not click on a link to enroll, so he is not sure how he was enrolled.

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.

#### CUSTOMER E-MAIL:

"On 21/06/10 around 16:00 two people knocked on my door to enroll me in a new electric and gas service provider. They had nothing that indicated who they were working for, no logoed apparel, no employee id. They misrepresented the terms of the service, claiming that what is actually a low introductory rate would be my permanent rate, and took down my information to enroll me. I was sent an email from Green Choice Energy with the full terms of the service and a link to finalize my enrollment. I was told that I would not have the opportunity to sit down and read through the terms before accepting, but rather needed to accept them now. Between the high pressure nature of the sales people and the discrepancy in the terms as listed, I turned them away and did not click the link to finalize my enrollment. On 21/06/16 I received an email from AEP notifying me that they had received my finalized request to switch my supplier to Green Choice Energy, which I then had to call AEP to cancel."

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0q8y00000000PveAAE)<[https://puco.my.salesforce.com/apex/AFSC\\_\\_UrlCheck?id=05a0q8y00000000PveAAE](https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0q8y00000000PveAAE) ([>](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.puco.ohio.gov_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7_mvVIcuNCt1Bv5KxCy5Ekf-BFV9VH-MBw&e=))

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----- Original Message -----

From: PUCO Consumer Call Center

[[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)<<mailto:contactthepuco@puc.state.oh.us>>]

Sent: 6/21/2021 11:13 AM

To: [REDACTED] [mailto:\[REDACTED\]](mailto:[REDACTED])



Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00696256 [ ref:\_00Dt0GzXt.\_500t0mTox5:ref ]

Case Number: 00696256

Dear [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding RPA Energy, Inc., a.k.a Green Choice Energy. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has three business days in which to respond to my initial information request.

Your case number is 00696256. If you have questions or need additional information, please contact me at (800) 686-PUCO (7826) or via our web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov) <[https://puco.my.salesforce.com/apex/AFSC\\_\\_UrlCheck?id=05a0q8y00000000PveAAE](https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0q8y00000000PveAAE) ([>](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.puco.ohio.gov_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwlMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7_mvVlcuNCt1Bv5KxCy5Ekf-BFV9VH-MBw&e=))).

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Case Number: 00696256

289

Lead Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<[https://puco.my.salesforce.com/apex/AFSC\\_\\_UrlCheck?id=05a0q8y00000000PveAAE](https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0q8y00000000PveAAE) ([>](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.puco.ohio.gov_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7_mvVlcuNCt1Bv5KxCy5Ekf-BFV9VH-MBw&e=))

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----- Original Message -----

From: PUCO Consumer Call Center

[[noreply@puc.state.oh.us](mailto:noreply@puc.state.oh.us)<<mailto:noreply@puc.state.oh.us>>]

Sent: 6/17/2021 4:57 PM

To: [REDACTED] [mailto:\[REDACTED\]](mailto:[REDACTED])

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256

Dear [REDACTED] [REDACTED]

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00696256.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center

(800) 686-PUCO (7826)

[www.puco.ohio.gov](https://www.puco.ohio.gov)<[https://puco.my.salesforce.com/apex/AFSC\\_\\_UrlCheck?id=05a0q8y0000000PveAAE](https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0q8y0000000PveAAE) ([>](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.puco.ohio.gov_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7_mvVlCuNCt1Bv5KxCy5Ekf-BFV9VH-MBw&e=))

<https://www.facebook.com/PUCOOhio><[https://puco.my.salesforce.com/apex/AFSC\\_\\_UrlCheck?id=05a0q8y0000000PvkAAE](https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0q8y0000000PvkAAE) ([>](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.facebook.com_PUCOOhio&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=9kRyRATqn17ZNEDPpl_odHGQHYTKSvX2fcaHS9H9Iyo&e=))

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[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=0188y000000RV8U&from=ext>]










## Case Images

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Created Date	Images
6/22/2021 12:31:37 PM	
6/22/2021 12:31:37 PM	
6/22/2021 12:31:37 PM	
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6/30/2021 1:35:43 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
8/9/2021 4:30:07 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
8/9/2021 4:30:07 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
8/9/2021 4:30:07 PM	
8/9/2021 4:30:07 PM	
8/9/2021 4:30:07 PM	
8/13/2021 2:50:24 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
8/13/2021 2:50:24 PM	
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8/13/2021 2:50:24 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
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GREEN CHOICE ENERGY  
BETTER ENERGY. BETTER EARTH.

[REDACTED]  
[REDACTED]  
COLUMBUS, 33 43229

Account #: [REDACTED]  
[REDACTED]

Dear [REDACTED]

On behalf of everyone at Green Choice Energy, we would like to thank you for participating in the Retail Choice Program and welcome you as our newest customer. We look forward to providing you with exceptional value and service.

Being a customer with us has never been better or easier:

- ☐ There is no change in delivery service
- ☐ There is no cost to enroll with Green Choice Energy
- ☐ You will receive only one bill from your Utility Company
- ☐ 100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator
- ☐ 100% of the natural gas you purchase is matched with carbon offsets from projects certified under the Verified Carbon Standard
- ☐ Green Choice Energy's Tree Donation Promotion, Green Choice Energy will facilitate the planting of one (1) seedling tree by One Tree Planted, Inc. a verified 501(c)(3) non-profit registered charitable organization, at no cost to the customer.
- ☐ Begin using Green Choice Energy Rewards immediately after your first billing cycle

Your Utility Company will continue to provide your delivery services including meter readings, billing, and payments. You will continue to receive one bill from your Utility Company; our supply charges will be noted separately on that bill. In the event of an emergency, you Utility Company should still be contacted directly.

For access to your Green Choice Energy Rewards please visit [www.greenchoiceenergyrewards.com](http://www.greenchoiceenergyrewards.com).

Again, welcome to Green Choice Energy. If you have any questions, don't hesitate to contact one of our customer service representatives at 1-800-685-0960. We also invite you check to out our website at [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com).

Welcome aboard!

Tanya Jackson

**Tanya Jackson**

Account Services





GREEN CHOICE ENERGY  
BETTER ENERGY. BETTER EARTH.

INTRODUCING...

## GREEN CHOICE ENERGY REWARDS

Congratulations! As a new Green Choice Energy customer, you're getting **\$50 in Reward Dollars every month!**

THAT'S \$600 IN REWARD DOLLARS A YEAR!

### Daily Giveaways



We Give Away A Gift Card Every Day!

### Local Deals



Over 330,000 Deals At Popular Local Shops

### Restaurants



Over 85,000 Deals At Name-Brand Restaurants

### Bonuses & Games



Pick to Win Prizes & Epic \$500 Giveaways

OVER  
**500,000**  
WAYS TO SAVE

### Online Shopping



Savings On Thousands Of Name-Brands

### Grocery Coupons



Grocery Coupons To Save Big At The Store

### Show & Save

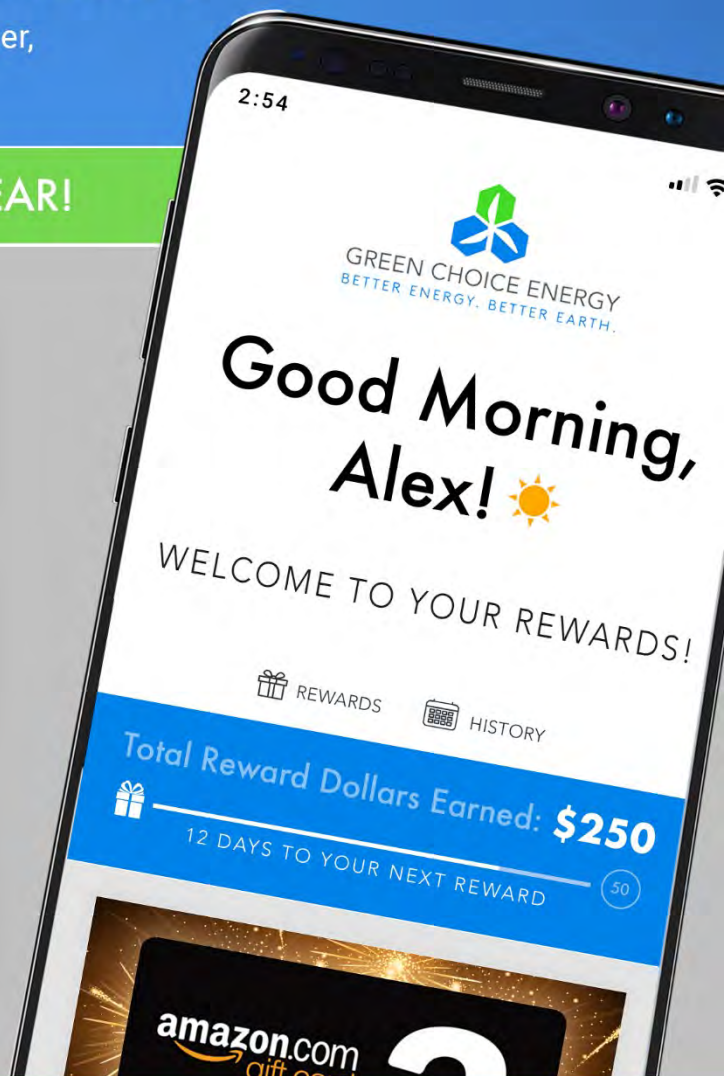


Show & Save On-The-Go Functionality

### Travel Options



Over 1,000,000 Popular Travel Options



### How to Get Started

Visit [greenchoiceenergyrewards.com](http://greenchoiceenergyrewards.com) and login using your credentials.



### How to Login

Your username is your phone number and your password is your zip code.

**Your Rewards Can Be Used to Save on Popular Brands Like...**



SONY

Marriott



SUBWAY



\*Restrictions apply, see [amazon.com/gc-legal](http://amazon.com/gc-legal). All product and company names depicted are trademarks or registered trademarks of their respective holders. Use of them does not imply any affiliation with or endorsement by them. Reward enrollment and online/mobile redemption are required before use of rewards. Participating offers subject to change. Reward Dollars are not gift cards or gift certificates and have no cash value. Odds of winning the Daily Gift Card Giveaway ("DGCG") vary daily, based on the number of DGCG entries received between 9am EST and 9pm EST. Limit one (1) DGCG entry per customer per day. DGCG limited to Green Choice Energy Rewards program customers aged eighteen (18) and over. No purchase necessary for entry in the DGCG. Purchase activity will not increase the odds of winning the daily DGCG prize. Visit [www.greenchoiceenergyrewards.com](http://www.greenchoiceenergyrewards.com) for full terms and conditions.





ONETREEPLANTED

## 1 TREE PLANTED IN THE UNITED STATES

TREES HELP CLEAN THE AIR WE BREATHE, FILTER THE WATER WE DRINK, AND PROVIDE HABITAT TO OVER 80% OF THE WORLD'S TERRESTRIAL BIODIVERSITY. FORESTS PROVIDE JOBS TO OVER 1.6 BILLION PEOPLE, ABSORB HARMFUL CARBON FROM THE ATMOSPHERE, AND ARE KEY INGREDIENTS IN 25% OF ALL MEDICINES.

Customer Name: [REDACTED]

Date: 06-10-2021

DATE

YOU CHANGED THE WORLD




GREEN CHOICE ENERGY  
BETTER ENERGY. BETTER EARTH.

\*THIS CERTIFICATE WAS NOT PRESENTED TO YOU BY ONE TREE PLANTED, AND THEREFORE WE CANNOT GUARANTEE ANY TREES WERE PLANTED.

\*\*CUSTOMERS MUST REMAIN ENROLLED AND ACTIVE FOR ONE BILLING CYCLE FOR THE PLANTING TO OCCUR.

Ohio Contract Summary (Variable Price Agreement)

Electricity Supplier and Natural Gas Supplier Information	<div>RPA Energy, Inc., d/b/a Green Choice Energy Elec. Lic. No. IR-3696 Nat. Gas Lic. No. IR-3695 P.O. Box 1508 Huntington, NY 11743 info@greenchoiceenergy.com <a href="http://www.greenchoiceenergy.com">www.greenchoiceenergy.com</a> 800-685-0960</div> <div></div>	
Price Structure	<b>Electricity:</b> This is a Variable Price Agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins, plus a monthly administrative service fee of \$5.00 per month.	<b>Natural Gas:</b> This is a Variable Price Agreement. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins, plus a monthly administrative service fee of \$5.00 per month.
Supply Price	<b>Electricity:</b> Your electricity supply price for the first month will be <b>5.028 ¢</b> per kWh, plus a \$5 administrative fee.	<b>Natural Gas:</b> Your natural gas supply price for the first month will be <b>46.84 ¢</b> per ccf, plus a \$5 administrative fee.
Statement Regarding Savings	The supply price may not provide a savings relative to the EDU or LDC supply price.	
Environmental attributes/Incentives	100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator. As a customer of Green Choice Energy, you automatically qualify for our Power Perks Rewards Program.	100% of the natural gas you purchase is matched with carbon offsets from projects certified under the Verified Carbon Standard.
Contract Start Date	The contract will begin on the date your utility processes your enrollment with Green Choice Energy, in accordance with the utility's rules and procedures. Electricity enrollments are typically processed within three business days and natural gas enrollments are typically processed on the first day of the next month if the utility has received the enrollment request from Green Choice Energy at least 7 days before the first day of the next month.	
Contract Term/Length	Month-to-Month	
Cancellation/Early Termination Fees	You may cancel this agreement at any time without incurring a termination fee.	
Renewal	Upon completion of the Initial Term, this Agreement will automatically renew on the terms and conditions which Green Choice Energy will mail to you prior to expiration of the Initial Term.	

Please retain this document for your records. If you have any questions regarding this agreement, contact your competitive supplier using the information above.





**GREEN CHOICE ENERGY**  
BETTER ENERGY. BETTER EARTH.

RPA ENERGY, INC. D/B/A GREEN CHOICE ENERGY  
OHIO ELECTRICITY AND NATURAL GAS SUPPLY  
VARIABLE PRICE CONTRACT TERMS AND CONDITIONS

Customer Name: [REDACTED]	Single Bill: <input type="checkbox"/>
Address: [REDACTED]	Address cont'd: COLUMBUS, OH, 43229
Contact Name: [REDACTED]	Contact Tel. #: [REDACTED]
Email: N/A	Date: 06-10-2021
Electric Utility (EDU): AEP Columbus Southern	Electric Utility Account Number: [REDACTED]
Natural Gas Utility (LDC): Columbia Gas OH	Natural Gas Utility Account Number: [REDACTED]

By signing below, Customer agrees to the Terms and Conditions of Service, and authorizes RPA Energy Inc., d/b/a Green Choice Energy to complete the Customer's enrollment and initiate supply service.



**CUSTOMER ACKNOWLEDGEMENT:** The Customer understands that the Sales Representative is representing RPA Energy Inc., d/b/a Green Choice Energy and is not from the Utility. The Customer understands that by choosing RPA Energy Inc., d/b/a Green Choice Energy as their supplier, the Utility will continue to deliver the Customer's electric and/or natural gas supply, read the Customer's meter, bill the Customer and respond to any emergencies. The Customer is the account holder or is authorized to make account decisions. I understand that I have the right to rescind this enrollment as explained in the Terms and Conditions.

**IN WITNESS WHEREOF,** Customer and RPA Energy Inc., d/b/a Green Choice Energy have caused this Agreement to be executed as of the date set forth below.

[REDACTED]  
Customer Signature

[REDACTED]  
Customer Print Name/Title

06-10-2021

Date

[Signature]  
Sales Representative Signature

Aja Wills  
Sales Representative Print Name

7708

Sales Representative ID #

TPV Confirmation #

[REDACTED]



## TERMS AND CONDITIONS

These Terms and Conditions between RPA Energy, Inc., d/b/a Green Choice Energy ("Green Choice Energy"), a competitive retail electricity and natural gas supplier, and the undersigned customer ("Customer" or "You") apply to your electricity generation and/or natural gas service. These Terms and Conditions, along with the accompanying Contract Summary, are the "Agreement." Green Choice Energy's PUCO certificate number for electricity supply is 16-1129E (2) and for natural gas supply is 16-532G (1).

### **1. Agreement to Supply Electricity and/or Natural Gas.**

Green Choice Energy agrees to sell and facilitate delivery of the quantity of electricity or natural gas necessary to meet Customer's requirements based upon consumption data obtained by Green Choice Energy from Customer's Electric Distribution Utility (EDU) or Natural Gas Local Distribution Company (LDC). The EDU will continue to deliver the electricity supplied by Green Choice Energy, and the LDC will continue to deliver the natural gas supplied by Green Choice Energy.

**2. Coordination with EDU/LDC.** You will continue to receive your bill from your EDU for all electricity supply and delivery charges and one bill from your LDC for all natural gas supply and delivery charges. Your EDU and/or LDC will continue to provide all emergency repairs and services. Green Choice Energy is not affiliated with and does not represent your EDU or LDC. In the event of an electricity and/or natural gas emergency or service interruption, contact your EDU or LDC.

**3. Right of Rescission** - Your EDU and/or LDC will send you a notice to confirm your choice of Green Choice Energy. You may cancel your Agreement with no penalty within seven calendar days after your EDU or LDC sends your enrollment confirmation by contacting your EDU or LDC.

**4. Term** - This Agreement shall commence as of the date enrollment with Green Choice Energy is deemed effective by the EDU and/or LDC and shall continue on a month-to-month basis until terminated by either party. Customer may terminate this agreement at any time with no fee or penalty.

**5. Price** - This is a variable price agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins. In addition to the volumetric rate for electricity or natural gas, the Customer will be charged a monthly administrative service fee of \$5.00 per month. Our price does not include EDU or LDC charges. There is no cap on your variable prices for electricity or natural gas, and there is no limit on how much the prices may increase or decrease from one billing cycle to the next.

**6. Billing and Payment** - Customer will receive a single bill from the EDU and/or LDC, which will include both the EDU/LDC delivery charges and Green Choice Energy's supply charges. Your EDU and LDC maintains the right to charge late fees or terminate service for any unpaid utility or supplier charges, pursuant to the regulations of the PUCO. Billing cycle is at a minimum 25 days. Green Choice Energy does not offer budget

billing for the supply portion of the bill.

**7. Delivery Point, Title, and Taxes** – All electricity and/or natural gas sold pursuant to this Agreement shall be delivered to a location (“Point of Delivery”), which shall constitute the point at which the sale occurs and title to the energy or gas passes to You from us. Customer will be liable for and pay all taxes or surcharges which are imposed with respect to the sale of electricity and natural gas. If Customer is exempt from such taxes, Customer is responsible for identifying and requesting any exemption from the collection of the taxes by filing appropriate documentation with Green Choice Energy.

**8. Cancellation**- Customer may terminate this Agreement by contacting the Green Choice Energy Customer Service Department at 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: RPA Energy Inc., d/b/a Green Choice Energy, PO Box 1508, Huntington NY 11743; or by e-mailing us at [info@greenchoicenergy.com](mailto:info@greenchoicenergy.com). Green Choice Energy may cancel this Agreement at any time, for any reason, upon providing 14 days written notice to Customer.

**9. Entire Agreement** - This Agreement, and any attached enrollment forms or Contract Summary, make up the entire Agreement between Customer and Green Choice Energy. Green Choice Energy makes no representations other than those expressly set forth in this Agreement. Green Choice Energy provides no warranties, express or implied, statutory, or otherwise, and Green Choice Energy specifically disclaims any warranty of merchantability or fitness for a particular purpose.

**10. Force Majeure** - In the event that either party is rendered unable, wholly or in part, to perform that party’s obligations under this Agreement due to events not reasonably anticipated or within either party’s control, such as, but not limited to, acts of God, curtailment by Customer’s EDU or LDC, etc., the Parties agree that such nonperformance shall be excused for the duration of the event which caused it. Should the parties have cause to claim force majeure, the claiming

party will notify the other party, in writing, of the cause(s) of such event, the anticipated duration of non-performance and the remedies being taken to eliminate the cause. Financial obligations relating to payment for or delivery of electricity or natural gas under this Agreement cannot be cause for claiming force majeure and obligations cannot be excused as a result of a force majeure event.

**11. Liability** - Our liability shall be limited to direct actual damages only, which will not exceed the amount of your single largest monthly invoice during the preceding 12 months. All other remedies at law or in equity are hereby waived. In no event shall we be liable for any punitive, incidental, consequential, exemplary, indirect, third-party claims, lost profits or other damages whether based on contract, warranty, tort, negligence, strict liability or otherwise any cause of action or claim for any liability, arising from a breach of this Agreement.

**12. Dispute Resolution** - In the event of a dispute or a disagreement involving Green Choice Energy’s service, Customer should contact Green Choice Energy at 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: **RPA Energy Inc., d/b/a Green Choice Energy**, PO Box 1508, Huntington NY 11743; **Web** [www.greenchoicenergy.com](http://www.greenchoicenergy.com). If your complaint is not resolved, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Office of Ohio Consumers’ Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

**13. Assignment** - You may not assign this Agreement, in whole or in part, or any of your rights or obligations without Green Choice Energy’s prior written consent. We may, upon thirty days prior notice and without your

consent: (a) transfer, sell, pledge, encumber or assign this Agreement or the accounts, revenues or proceeds in connection with any financial or billing services agreement; or (b) transfer or assign this Agreement any other approved supplier authorized by the PUCO. This Agreement shall be binding on each party's successors and legal assigns.

**14. Governing Law** - This Agreement is governed by the laws of the state of Ohio. This Agreement is subject to present and future legislation, orders, rules, regulations or decisions of a duly constituted governmental authority having jurisdiction over this agreement or the services to be provided hereunder.

**15. WAIVER OF JURY TRIAL.** THE PARTIES WAIVE THE RIGHT TO A JURY TRIAL. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM ARISING UNDER OR RELATING TO THIS AGREEMENT. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM SUBJECT TO ARBITRATION.

**16. Measurement** - Both Parties agree to accept for purposes of accounting for quantity, quality and measurement of electricity as supplied and reported by the EDU and/or LDC.

**17. Severability** - If any provision of this Agreement is held by a court or regulatory agency of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions shall continue in full force without being invalidated in any way.

**18. Delay or Failure to Exercise Rights** - No partial performance, delay or failure on our part in exercising any rights under this Agreement and no partial or single exercise thereof shall constitute a waiver of such rights or of any other rights hereunder.

**19. Taxes and Laws** - Except as otherwise provided in this Agreement or by law, all taxes due and payable shall be paid by the Customer. Any lawful tax exemption

will only be recognized on a prospective basis from the date that you provide valid tax-exemption certificates to us.

**20. Environmental Disclosures** - Information regarding the generation sources and environmental characteristics of the electricity supplied by Green Choice Energy is available at [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com). "Renewable" energy refers to energy that is generated from renewable sources, such as solar, wind, water or biomass. Green Choice Energy will ensure that 100% of the customer's electricity usage is matched with renewable energy certificates or renewable energy attributes. Green Choice Energy shall have up to 24 months from the end of each calendar year to address any deficiency that may have arisen in the renewable content of electricity sold under this Agreement during such calendar year. Green Choice Energy's carbon neutral natural gas products offset the carbon dioxide footprint of your natural gas usage, as determined in Verified Carbon Units ("VCUs"). Each VCU represents a reduction or removal of one ton of carbon dioxide equivalent ("CO<sub>2</sub>e") achieved by a project, which is certified under the Verified Carbon Standard ("VCS"). The VCS is the world's most widely recognized voluntary greenhouse gas program as it sets rigorous standards that projects must meet. Once certified with the VCS, the project is issued a VCU for every ton of CO<sub>2</sub>e that is reduced/removed. These VCUs are then created, tracked, and retired within the Verra Registry. Green Choice Energy's carbon-neutral natural gas offerings are all backed by projects that have been certified under the VCS.

## Contact Information

**Supplier Information: RPA Energy Inc., d/b/a Green Choice Energy**, 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: **RPA Energy Inc., d/b/a Green Choice Energy**, PO Box 1508, Huntington NY 11743; **Web** [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

## Notice of Cancellation

Date of Transaction 06-10-2021

You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, to Green Choice Energy, P.O. BOX 1508 Huntington, NY 11743, not later than midnight of 06-15-2021.

I hereby cancel this transaction. Buyer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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Notice of Cancellation

Date of Transaction 06-10-2021

You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, to Green Choice Energy, P.O. BOX 1508 Huntington, NY 11743 not later than midnight of 06-15-2021.

I hereby cancel this transaction. Buyer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## Contact Us



**Phone**  
**Emergency Service 24/7**  
1-800-344-4077  
For gas leaks or odors of gas

Customer Service  
1-800-344-4077  
7 a.m. - 7 p.m. Mon. - Fri.

For hearing-impaired relay call 711.



**Web**  
Make payments and access your  
account at [ColumbiaGasOhio.com](http://ColumbiaGasOhio.com)



**Mail Payments**  
Columbia Gas of Ohio  
PO BOX 4629  
Carol Stream IL 60197-4629



**Authorized Payment Locations**  
Find locations online at  
[ColumbiaGasOhio.com](http://ColumbiaGasOhio.com)

## Your Safety

In case of an emergency, such as odor of gas,  
carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their  
positions and avoid doing anything that  
could cause a spark.
3. From a safe area, call **911** and Columbia  
Gas at **1-800-344-4077**.

### Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping  
project, call O.U.P.S. at 8-1-1 at least two  
business days before digging. A representative  
will mark the approximate location of  
underground utility lines for free.



Know what's below.  
Call before you dig.

### Employee Identification

All of our employees and contractors carry  
photo identification. If someone claims to  
represent us, ask to see identification. Call the  
police if you see suspicious activity.

## Account Profile

**Customer Name:**

[REDACTED]

**Your Contact Information:**

Columbus OH 43229-3471

**Type of Customer:**

Residential  
Customer CHOICE Program  
Automatic Payment  
Paperless Billing

**Account Number:**

[REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

## Account Summary

Previous Amount Due on 07/23/2021 \$38.98

Payments Received by 07/23/2021 Thank you - \$38.98

Balance on 08/06/2021 \$0.00

Charges for Gas Service This Period + \$38.31

### Current Charges Due by 08/23/2021

**\$38.31**

- An Automatic Payment of \$38.31 will be made on 08/23/2021 by your bank.
- If paid after 08/23/21, a late payment charge of 1.5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

**We know that the COVID-19 pandemic may cause financial hardship for our customers. Any customer who is having trouble paying his/her bill should call 1-800-344-4077 to discuss payment arrangements and/or financial assistance programs. Flexible payment plans are available to customers who indicate either an impact or hardship as a result of COVID-19.**

### Budget Payment Plan

Remember winter heating bills? Get a jump on next winter and spread the cost of heating more evenly over the year. Since you participate in Autopay, call us at least five days before your due date and authorize us to submit to your bank the budget amount of \$55.00 for your natural gas service, plus any charges for a security deposit, Optional Services, or HeatShare contribution instead of the amount due this month, and you'll be enrolled in the Budget Payment Plan automatically.

## Message Board

- At Columbia Gas of Ohio, we believe saving matters. That's why we provide a variety of energy efficiency offerings that not only keep your family warm in the winter and cool in the summer, but also make sure you have a little extra in your wallet. For more information, visit [ColumbiaGasOhio.com/SavingMatters](http://ColumbiaGasOhio.com/SavingMatters)
- **Want to STOP or MOVE your service? It's never been easier!**  
Our new online tool lets you change your service 24/7. No more calling or holding for a representative. Head to our website now and get it done! **START. STOP. MOVE.** your service at [ColumbiaGasOhio.com/service](http://ColumbiaGasOhio.com/service).

▼ Please fold on the perforation below, detach and return with your payment.



**Web**  
[ColumbiaGasOhio.com](http://ColumbiaGasOhio.com)



**Phone**  
1-800-344-4077

Account Number: [REDACTED]

**Automatic Bill Payment on 08/23/2021: \$38.31**

P.O. BOX 16581  
Columbus, OH 43216-6581

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

[REDACTED]  
[REDACTED]  
COLUMBUS OH 43229-3471

COLUMBIA GAS  
PO BOX 4629  
CAROL STREAM IL 60197-4629



2041070900100090000000383191325

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Fixed Monthly Delivery Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Usage Based Charges** are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

## Legal Information

**Public Utilities Commission of Ohio**  
If your complaint is not resolved after you have called Columbia Gas of Ohio, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

**Office of Ohio Consumers' Counsel**  
The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**Rights and Responsibilities**  
A summary of customer rights and responsibilities is available at [ColumbiaGasOhio.com](http://ColumbiaGasOhio.com) or by calling 1-800-344-4077. Information covers rules regarding service installation, security deposits, billing and payment, payment plans, low-income assistance, disconnection and reconnection of service, meter reading and testing, usage and payment history, natural gas safety, maintenance of customer owned service lines, employee identification, rate information and alternatives, Customer CHOICE, privacy rights, and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO website or phone numbers shown above.

**Apples to Apples**  
For a comparison of available competitive natural gas suppliers, visit the PUCO website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov) or call 1-800-686-7826.

**Bankruptcy Notices**  
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

**Other Correspondence (except payments)**  
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at [ColumbiaGasOhio.com](http://ColumbiaGasOhio.com).

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

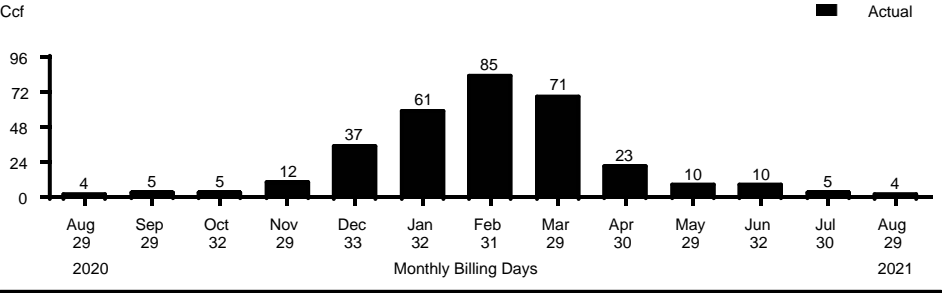
City

StateZip Code

Phone Number

Add or Edit Email

## 13 Month Usage History



Meter Number: [REDACTED]	
Service Address: [REDACTED] Columbus OH 43229-3471	
Meter Readings - 29 Billing Days	
Actual Reading on 8/ 6	1665
Actual Reading on 7/ 8	- 1661
<hr/>	
Gas Used (Ccf)	4

Usage Comparison - Ccf				
Month	Ccf	Avg Temp	Ccf	Per Day
Aug 20	4	77.1 °		0.1
Jul 21	5	75.1 °		0.2
Aug 21	4	74.2 °		0.1
Your Average Monthly Usage = 27 Ccf.				
Your Total Annual Usage = 328 Ccf.				
Your next meter reading date is 09 / 07 / 2021.				

## Detail Charges

Fixed Monthly Delivery Charge	\$16.75
Infrastructure Replacement Program Rider	\$11.98
Capital Expenditure Program Rider	\$5.00
Infrastructure Development Rider	\$0.27
Usage Based Charges	\$0.31

Delivery - Columbia Gas of Ohio +\$34.31

Gross Receipts Tax @ 4.987% \$1.71

Taxes & Fees +\$1.71

Customer CHOICE Program	
Gas Supply Cost Incl Sales Tax	\$2.29

Supply - Green Choice Energy +\$2.29

Total Current Utility Charges \$38.31

- Current billing charges include Green Choice Energy gas supply costs of \$2.13 at the rate of \$0.53170 per Ccf and sales tax of \$0.16.

**Customer CHOICE Program**  
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Green Choice Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Green Choice Energy, P.o Box 1508, Huntington NY 11743, at 1-800-685-0960. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

## HeatShare Contribution

HeatShare, Columbia Gas of Ohio's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is supported through donations from Columbia Gas customers and matching contributions from Columbia Gas.

\* Your donation is tax-deduct ble.

Monthly Contribution

One-Time Contribution

\$10

\$5

\$1

\$



# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

M. Beth Trombold  
Lawrence K. Friedeman  
Dennis P. Deters  
Daniel R. Conway

## Case Detail

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Case Number: 00696561

Account Name: [REDACTED] [REDACTED]

Type:

Status: Closed

Preferred Contact Method: No Preference

Owner: Darita Patterson

Account in Question: RPA Energy, Inc

Account Holder:

Priority: Standard

Service Type: Residential

### CASE DATES:

Date Opened: 06-21-2021

Date Closed: 07-06-2021

Case Age in Business Days: 20

## Contact Information

---

Contact: [REDACTED] [REDACTED]

Preferred Contact Method: No Preference

Phone: [REDACTED]

Preferred Contact Time:

Mobile:

Email:

## Service Address Information

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Service Account Number:

Service Address County: Ashland

Service Address Street: [REDACTED]

Service Address State: Ohio

Service Address City: Ashland

Service Address Zip:

Service Address Country: United States

Service Address Phone: [REDACTED]

## Industry Information

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AIQ Industry: Electric

Territory Account:

AIQ Sub-Industry: Competitive Retail Electric Service  
Provider

General Code: Marketing -- Electric

AIQ Sub-Sub-Industry:

Specific Code: Misleading Information /  
Materials

Non-Jurisdictional Case: ☐

## Additional Information

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PUCO ID: 413741

Case Formal Complaint Specialist Approved:

Docketing Case Number:

Case Formal Complaint Supervisor Approved:

Legacy Case ID:

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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**Description:**

**Resolution:**

Informed Ms. [REDACTED] of cancellation and placement on DNC list.  
She is appreciative.  
ICB if nec.

## Case Comments

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Created Date	Comment
6/21/2021 10:27:40 AM	Despite her "NO SOLICITORS" sign the Green Energy rep knocked on her door and refused to leave without her account information. She fears she has been enrolled and she absolutely does not want a supplier. She has been charged hundreds in ETFs from suppliers which she cannot even pay. She is elderly and wants this all to stop. I stressed the importance of not answering supplier questions or even speaking with them. Opening for investigation to cancel any and all pending enrollments and ensure this co never contacts her in any way ever again.
7/6/2021 8:51:22 AM	Informed Ms. [REDACTED] of cancellation and placement on DNC list. She is appreciative. ICB if nec.

## Web Information

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Web Name:	Web Account in Question:
Web Home Phone:	Web US Dot #:
Web Email:	
Web Company:	
Web Zip Code:	

## System Information

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Created by: Darita Patterson	Last Modified by: Bhasker Kondaveeti
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created:
	Case Grade Target:

---

## Case Emails

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Email Created Date: 6/23/2021 11:19:34 AM

Email HTML Version:



**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00696561

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED] Ashland, Ohio 44805

**SERVICE ADDRESS:** [REDACTED] Ashland, Ohio 44805

**AIQ:** RPA Energy, Inc

**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:**

Despite her "NO SOLICITORS" sign the Green Energy rep knocked on her door and refused to leave without her account information. She fears she has been enrolled and she absolutely does not want a supplier.

- Please address the aggressive behavior of the rep and the fact that her sign was completely ignored.
- Please confirm there are no pending or active enrollments for this customer and place them on all DNC lists.
- Please provide all documentation and recordings related to the enrollment attempt.
- Please provide any additional information which may be useful.

Sincerely,

**Darita Patterson**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0mUGo1:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00696561

COMPANY:

CUSTOMER: [REDACTED] [REDACTED]

Case Number: 00696561



ADDRESS: [REDACTED] Ashland, Ohio 44805

SERVICE ADDRESS: [REDACTED] Ashland, Ohio 44805

AIQ: RPA Energy, Inc

ALTERNATIVE PHONE NUMBER:

NIQ:

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DESCRIPTION OF ISSUE:

Sincerely,

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Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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**Email Created Date: 6/24/2021 10:17:27 AM**

**Email HTML Version:**

Good Morning,

This is in response to case # 00696561.

Green Choice Energy's investigation has revealed that Ms. [REDACTED] enrolled via our door-to-door channel on 6/20/2021.

Attached is the Welcome Letter delivered via email. The contract, terms, and third party verification are also attached.

A Welcome Call was conducted on 6/22 and we spoke with Ms. [REDACTED] to verify the enrollment. She indicated at that time that she did not wish to enroll. The enrollment was canceled by Green Choice Energy's Quality Assurance department, and an email was sent to the door-to-door vendors telling them to place the service address on their Do Not Knock list.

An additional email was sent by the Chief Sales and Marketing officer enforcing our policy to not solicit in No Solicitation areas, and if a customer is not interested in enrolling to thank them and leave the premises.

The information provided in this complaint has been added to our internal Do Not Knock and Do Not Call lists.

Thank you,  
Alexsa Torres



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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**From:** Darita Patterson <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Wednesday, June 23, 2021 11:19:35 AM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com) <[btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696561 [ref:\_00Dt0GzXt.\_500t0mUGo1:ref ]



**Initial Submission of a Consumer Complaint  
Provider of Electric  
Please Respond Within 3 Business Days**

**CASE ID:** 00696561  
**CUSTOMER:** [REDACTED]  
**ADDRESS:** [REDACTED] Ashland, Ohio 44805  
**SERVICE ADDRESS:** [REDACTED] Ashland, Ohio 44805  
**AIQ:** RPA Energy, Inc  
**NIQ:** [REDACTED]

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- Please provide any additional information which may be useful.

Sincerely,

**Darita Patterson**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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ref:\_00Dt0GzXt.\_500t0mUGo1:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

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An additional email was sent by the Chief Sales and Marketing officer enforcing our policy to not solicit in No Solicitation areas, and if a customer is not interested in enrolling to thank them and leave the premises.

The information provided in this complaint has been added to our internal Do Not Knock and Do Not Call lists.

Thank you,  
Alexsa Torres

[Logo, company name Description automatically generated]  
[www.greenchoicenergy.com](http://www.greenchoicenergy.com)<<http://www.greenchoicenergy.com/>>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoicenergy.com](mailto:atorres@greenchoicenergy.com)<<mailto:atorres@greenchoicenergy.com>>  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<<https://www.facebook.com/GreenChoiceEnergy/>> [linkedin icon]  
<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoicenergy/>>

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From: Darita Patterson  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Wednesday, June 23, 2021 11:19:35 AM  
To: btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
<btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00696561 [ ref:\_00Dt0GzXt.\_500t0mUGo1:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Initial Submission of a Consumer Complaint

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CASE ID: 00696561

CUSTOMER: [REDACTED] [REDACTED]

ADDRESS: [REDACTED] Ashland, Ohio 44805

SERVICE ADDRESS: [REDACTED] Ashland, Ohio 44805

AIQ: RPA Energy, Inc

NIQ: [REDACTED] tel: [REDACTED]

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Sincerely,

Darita Patterson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

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[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F5542&from=ext]

ref:\_00Dt0GzXt.\_500t0mUGo1:ref

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## Case Images

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Created Date	Images
6/24/2021 10:17:29 AM	
6/24/2021 10:17:29 AM	
6/24/2021 10:17:29 AM	
6/24/2021 10:17:29 AM	



**GREEN CHOICE ENERGY**  
BETTER ENERGY. BETTER EARTH.

[REDACTED]  
[REDACTED]

ASHLAND, 33 44805

Account #:

[REDACTED]  
[REDACTED]

Dear [REDACTED] [REDACTED]

On behalf of everyone at Green Choice Energy, we would like to thank you for participating in the Retail Choice Program and welcome you as our newest customer. We look forward to providing you with exceptional value and service.

Being a customer with us has never been better or easier:

- ☐ There is no change in delivery service
- ☐ There is no cost to enroll with Green Choice Energy
- ☐ You will receive only one bill from your Utility Company
- ☐ 100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator
- ☐ 100% of the natural gas you purchase is matched with carbon offsets from projects certified under the Verified Carbon Standard
- ☐ Green Choice Energy's Tree Donation Promotion, Green Choice Energy will facilitate the planting of one (1) seedling tree by One Tree Planted, Inc. a verified 501(c)(3) non-profit registered charitable organization, at no cost to the customer.
- ☐ Begin using Green Choice Energy Rewards immediately after your first billing cycle

Your Utility Company will continue to provide your delivery services including meter readings, billing, and payments. You will continue to receive one bill from your Utility Company; our supply charges will be noted separately on that bill. In the event of an emergency, you Utility Company should still be contacted directly.

For access to your Green Choice Energy Rewards please visit [www.greenchoiceenergyrewards.com](http://www.greenchoiceenergyrewards.com).

Again, welcome to Green Choice Energy. If you have any questions, don't hesitate to contact one of our customer service representatives at 1-800-685-0960. We also invite you check to out our website at [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com).

Welcome aboard!

Tanya Jackson

**Tanya Jackson**

Account Services





GREEN CHOICE ENERGY  
BETTER ENERGY. BETTER EARTH.

INTRODUCING...

## GREEN CHOICE ENERGY REWARDS

Congratulations! As a new Green Choice Energy customer, you're getting **\$50 in Reward Dollars every month!**

THAT'S \$600 IN REWARD DOLLARS A YEAR!

### Daily Giveaways



We Give Away A Gift Card Every Day!

### Local Deals



Over 330,000 Deals At Popular Local Shops

### Restaurants



Over 85,000 Deals At Name-Brand Restaurants

### Bonuses & Games



Pick to Win Prizes & Epic \$500 Giveaways

OVER  
**500,000**  
WAYS TO SAVE

### Online Shopping



Savings On Thousands Of Name-Brands

### Grocery Coupons



Grocery Coupons To Save Big At The Store

### Show & Save

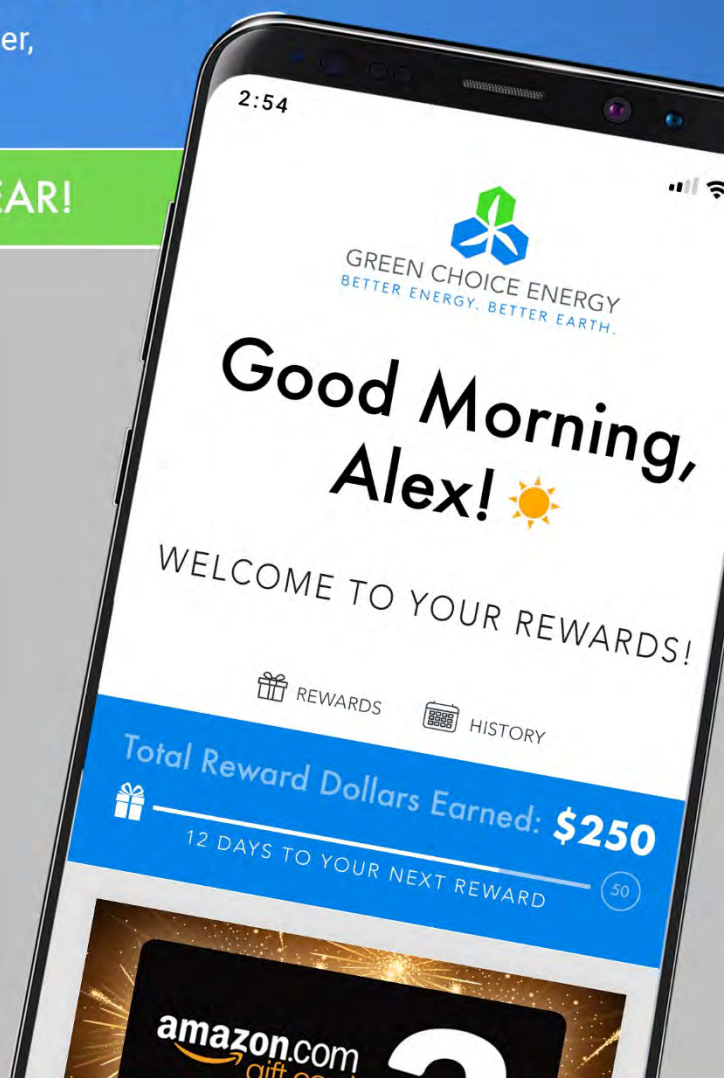


Show & Save On-The-Go Functionality

### Travel Options



Over 1,000,000 Popular Travel Options



### How to Get Started

Visit [greenchoiceenergyrewards.com](http://greenchoiceenergyrewards.com) and login using your credentials.



### How to Login

Your username is your phone number and your password is your zip code.

**Your Rewards Can Be Used to Save on Popular Brands Like...**



SONY

Marriott



SUBWAY



\*Restrictions apply, see [amazon.com/gc-legal](http://amazon.com/gc-legal). All product and company names depicted are trademarks or registered trademarks of their respective holders. Use of them does not imply any affiliation with or endorsement by them. Reward enrollment and online/mobile redemption are required before use of rewards. Participating offers subject to change. Reward Dollars are not gift cards or gift certificates and have no cash value. Odds of winning the Daily Gift Card Giveaway ("DGCG") vary daily, based on the number of DGCG entries received between 9am EST and 9pm EST. Limit one (1) DGCG entry per customer per day. DGCG limited to Green Choice Energy Rewards program customers aged eighteen (18) and over. No purchase necessary for entry in the DGCG. Purchase activity will not increase the odds of winning the daily DGCG prize. Visit [www.greenchoiceenergyrewards.com](http://www.greenchoiceenergyrewards.com) for full terms and conditions.





ONETREEPLANTED

## 1 TREE PLANTED IN THE UNITED STATES

TREES HELP CLEAN THE AIR WE BREATHE, FILTER THE WATER WE DRINK, AND PROVIDE HABITAT TO OVER 80% OF THE WORLD'S TERRESTRIAL BIODIVERSITY. FORESTS PROVIDE JOBS TO OVER 1.6 BILLION PEOPLE, ABSORB HARMFUL CARBON FROM THE ATMOSPHERE, AND ARE KEY INGREDIENTS IN 25% OF ALL MEDICINES.

Customer Name:



Date: 06-20-2021

DATE




GREEN CHOICE ENERGY  
BETTER ENERGY. BETTER EARTH.

YOU CHANGED THE WORLD

\*THIS CERTIFICATE WAS NOT PRESENTED TO YOU BY ONE TREE PLANTED, AND THEREFORE WE CANNOT GUARANTEE ANY TREES WERE PLANTED.

\*\*CUSTOMERS MUST REMAIN ENROLLED AND ACTIVE FOR ONE BILLING CYCLE FOR THE PLANTING TO OCCUR.

Ohio Contract Summary (Variable Price Agreement)

Electricity Supplier and Natural Gas Supplier Information	<div>RPA Energy, Inc., d/b/a Green Choice Energy Elec. Lic. No. IR-3696 Nat. Gas Lic. No. IR-3695 P.O. Box 1508 Huntington, NY 11743 info@greenchoiceenergy.com <a href="http://www.greenchoiceenergy.com">www.greenchoiceenergy.com</a> 800-685-0960</div> <div></div>	
Price Structure	<b>Electricity:</b> This is a Variable Price Agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins, plus a monthly administrative service fee of \$5.00 per month.	<b>Natural Gas:</b> This is a Variable Price Agreement. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins, plus a monthly administrative service fee of \$5.00 per month.
Supply Price	<b>Electricity:</b> Your electricity supply price for the first month will be <b>6.1966 ¢</b> per kWh, plus a \$5 administrative fee.	<b>Natural Gas:</b> Your natural gas supply price for the first month will be <b>46.84 ¢</b> per ccf, plus a \$5 administrative fee.
Statement Regarding Savings	The supply price may not provide a savings relative to the EDU or LDC supply price.	
Environmental attributes/Incentives	100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator. As a customer of Green Choice Energy, you automatically qualify for our Power Perks Rewards Program.	100% of the natural gas you purchase is matched with carbon offsets from projects certified under the Verified Carbon Standard.
Contract Start Date	The contract will begin on the date your utility processes your enrollment with Green Choice Energy, in accordance with the utility's rules and procedures. Electricity enrollments are typically processed within three business days and natural gas enrollments are typically processed on the first day of the next month if the utility has received the enrollment request from Green Choice Energy at least 7 days before the first day of the next month.	
Contract Term/Length	Month-to-Month	
Cancellation/Early Termination Fees	You may cancel this agreement at any time without incurring a termination fee.	
Renewal	Upon completion of the Initial Term, this Agreement will automatically renew on the terms and conditions which Green Choice Energy will mail to you prior to expiration of the Initial Term.	

Please retain this document for your records. If you have any questions regarding this agreement, contact your competitive supplier using the information above.





**GREEN CHOICE ENERGY**  
BETTER ENERGY. BETTER EARTH.

**RPA ENERGY, INC. D/B/A GREEN CHOICE ENERGY**  
**OHIO ELECTRICITY AND NATURAL GAS SUPPLY**  
**VARIABLE PRICE CONTRACT TERMS AND CONDITIONS**

<b>Customer Name:</b> [REDACTED]	<b>Single Bill:</b> <input type="checkbox"/>
<b>Address:</b> [REDACTED]	<b>Address cont'd:</b> ASHLAND, OH, 44805
<b>Contact Name:</b> [REDACTED]	<b>Contact Tel. #:</b> [REDACTED]
<b>Email:</b> [REDACTED]	<b>Date:</b> 06-20-2021
<b>Electric Utility (EDU):</b> Ohio Edison	<b>Electric Utility Account Number:</b> [REDACTED]
<b>Natural Gas Utility (LDC):</b> Columbia Gas OH	<b>Natural Gas Utility Account Number:</b> [REDACTED]

By signing below, Customer agrees to the Terms and Conditions of Service, and authorizes RPA Energy Inc., d/b/a Green Choice Energy to complete the Customer's enrollment and initiate supply service.



**CUSTOMER ACKNOWLEDGEMENT:** The Customer understands that the Sales Representative is representing RPA Energy Inc., d/b/a Green Choice Energy and is not from the Utility. The Customer understands that by choosing RPA Energy Inc., d/b/a Green Choice Energy as their supplier, the Utility will continue to deliver the Customer's electric and/or natural gas supply, read the Customer's meter, bill the Customer and respond to any emergencies. The Customer is the account holder or is authorized to make account decisions. I understand that I have the right to rescind this enrollment as explained in the Terms and Conditions.

**IN WITNESS WHEREOF,** Customer and RPA Energy Inc., d/b/a Green Choice Energy have caused this Agreement to be executed as of the date set forth below.

[REDACTED]  
**Customer Signature**

[REDACTED]  
**Customer Print Name/Title**

**06-20-2021**

**Date**

[REDACTED]  
**Sales Representative Signature**

**Evan Beasley**  
**Sales Representative Print Name**

**21001**

**Sales Representative ID #**

TPV Confirmation #

[REDACTED]



## TERMS AND CONDITIONS

These Terms and Conditions between RPA Energy, Inc., d/b/a Green Choice Energy ("Green Choice Energy"), a competitive retail electricity and natural gas supplier, and the undersigned customer ("Customer" or "You") apply to your electricity generation and/or natural gas service. These Terms and Conditions, along with the accompanying Contract Summary, are the "Agreement." Green Choice Energy's PUCO certificate number for electricity supply is 16-1129E (2) and for natural gas supply is 16-532G (1).

### **1. Agreement to Supply Electricity and/or Natural Gas.**

Green Choice Energy agrees to sell and facilitate delivery of the quantity of electricity or natural gas necessary to meet Customer's requirements based upon consumption data obtained by Green Choice Energy from Customer's Electric Distribution Utility (EDU) or Natural Gas Local Distribution Company (LDC). The EDU will continue to deliver the electricity supplied by Green Choice Energy, and the LDC will continue to deliver the natural gas supplied by Green Choice Energy.

**2. Coordination with EDU/LDC.** You will continue to receive your bill from your EDU for all electricity supply and delivery charges and one bill from your LDC for all natural gas supply and delivery charges. Your EDU and/or LDC will continue to provide all emergency repairs and services. Green Choice Energy is not affiliated with and does not represent your EDU or LDC. In the event of an electricity and/or natural gas emergency or service interruption, contact your EDU or LDC.

**3. Right of Rescission** - Your EDU and/or LDC will send you a notice to confirm your choice of Green Choice Energy. You may cancel your Agreement with no penalty within seven calendar days after your EDU or LDC sends your enrollment confirmation by contacting your EDU or LDC.

**4. Term** - This Agreement shall commence as of the date enrollment with Green Choice Energy is deemed effective by the EDU and/or LDC and shall continue on a month-to-month basis until terminated by either party. Customer may terminate this agreement at any time with no fee or penalty.

**5. Price** - This is a variable price agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins. In addition to the volumetric rate for electricity or natural gas, the Customer will be charged a monthly administrative service fee of \$5.00 per month. Our price does not include EDU or LDC charges. There is no cap on your variable prices for electricity or natural gas, and there is no limit on how much the prices may increase or decrease from one billing cycle to the next.

**6. Billing and Payment** - Customer will receive a single bill from the EDU and/or LDC, which will include both the EDU/LDC delivery charges and Green Choice Energy's supply charges. Your EDU and LDC maintains the right to charge late fees or terminate service for any unpaid utility or supplier charges, pursuant to the regulations of the PUCO. Billing cycle is at a minimum 25 days. Green Choice Energy does not offer budget

billing for the supply portion of the bill.

**7. Delivery Point, Title, and Taxes** – All electricity and/or natural gas sold pursuant to this Agreement shall be delivered to a location (“Point of Delivery”), which shall constitute the point at which the sale occurs and title to the energy or gas passes to You from us. Customer will be liable for and pay all taxes or surcharges which are imposed with respect to the sale of electricity and natural gas. If Customer is exempt from such taxes, Customer is responsible for identifying and requesting any exemption from the collection of the taxes by filing appropriate documentation with Green Choice Energy.

**8. Cancellation**- Customer may terminate this Agreement by contacting the Green Choice Energy Customer Service Department at 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: RPA Energy Inc., d/b/a Green Choice Energy, PO Box 1508, Huntington NY 11743; or by e-mailing us at [info@greenchoicenergy.com](mailto:info@greenchoicenergy.com). Green Choice Energy may cancel this Agreement at any time, for any reason, upon providing 14 days written notice to Customer.

**9. Entire Agreement** - This Agreement, and any attached enrollment forms or Contract Summary, make up the entire Agreement between Customer and Green Choice Energy. Green Choice Energy makes no representations other than those expressly set forth in this Agreement. Green Choice Energy provides no warranties, express or implied, statutory, or otherwise, and Green Choice Energy specifically disclaims any warranty of merchantability or fitness for a particular purpose.

**10. Force Majeure** - In the event that either party is rendered unable, wholly or in part, to perform that party’s obligations under this Agreement due to events not reasonably anticipated or within either party’s control, such as, but not limited to, acts of God, curtailment by Customer’s EDU or LDC, etc., the Parties agree that such nonperformance shall be excused for the duration of the event which caused it. Should the parties have cause to claim force majeure, the claiming

party will notify the other party, in writing, of the cause(s) of such event, the anticipated duration of non-performance and the remedies being taken to eliminate the cause. Financial obligations relating to payment for or delivery of electricity or natural gas under this Agreement cannot be cause for claiming force majeure and obligations cannot be excused as a result of a force majeure event.

**11. Liability** - Our liability shall be limited to direct actual damages only, which will not exceed the amount of your single largest monthly invoice during the preceding 12 months. All other remedies at law or in equity are hereby waived. In no event shall we be liable for any punitive, incidental, consequential, exemplary, indirect, third-party claims, lost profits or other damages whether based on contract, warranty, tort, negligence, strict liability or otherwise any cause of action or claim for any liability, arising from a breach of this Agreement.

**12. Dispute Resolution** - In the event of a dispute or a disagreement involving Green Choice Energy’s service, Customer should contact Green Choice Energy at 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: **RPA Energy Inc., d/b/a Green Choice Energy**, PO Box 1508, Huntington NY 11743; **Web** [www.greenchoicenergy.com](http://www.greenchoicenergy.com). If your complaint is not resolved, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Office of Ohio Consumers’ Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

**13. Assignment** - You may not assign this Agreement, in whole or in part, or any of your rights or obligations without Green Choice Energy’s prior written consent. We may, upon thirty days prior notice and without your

consent: (a) transfer, sell, pledge, encumber or assign this Agreement or the accounts, revenues or proceeds in connection with any financial or billing services agreement; or (b) transfer or assign this Agreement any other approved supplier authorized by the PUCO. This Agreement shall be binding on each party's successors and legal assigns.

**14. Governing Law** - This Agreement is governed by the laws of the state of Ohio. This Agreement is subject to present and future legislation, orders, rules, regulations or decisions of a duly constituted governmental authority having jurisdiction over this agreement or the services to be provided hereunder.

**15. WAIVER OF JURY TRIAL.** THE PARTIES WAIVE THE RIGHT TO A JURY TRIAL. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM ARISING UNDER OR RELATING TO THIS AGREEMENT. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM SUBJECT TO ARBITRATION.

**16. Measurement** - Both Parties agree to accept for purposes of accounting for quantity, quality and measurement of electricity as supplied and reported by the EDU and/or LDC.

**17. Severability** - If any provision of this Agreement is held by a court or regulatory agency of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions shall continue in full force without being invalidated in any way.

**18. Delay or Failure to Exercise Rights** - No partial performance, delay or failure on our part in exercising any rights under this Agreement and no partial or single exercise thereof shall constitute a waiver of such rights or of any other rights hereunder.

**19. Taxes and Laws** - Except as otherwise provided in this Agreement or by law, all taxes due and payable shall be paid by the Customer. Any lawful tax exemption

will only be recognized on a prospective basis from the date that you provide valid tax-exemption certificates to us.

**20. Environmental Disclosures** - Information regarding the generation sources and environmental characteristics of the electricity supplied by Green Choice Energy is available at [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com). "Renewable" energy refers to energy that is generated from renewable sources, such as solar, wind, water or biomass. Green Choice Energy will ensure that 100% of the customer's electricity usage is matched with renewable energy certificates or renewable energy attributes. Green Choice Energy shall have up to 24 months from the end of each calendar year to address any deficiency that may have arisen in the renewable content of electricity sold under this Agreement during such calendar year. Green Choice Energy's carbon neutral natural gas products offset the carbon dioxide footprint of your natural gas usage, as determined in Verified Carbon Units ("VCUs"). Each VCU represents a reduction or removal of one ton of carbon dioxide equivalent ("CO<sub>2</sub>e") achieved by a project, which is certified under the Verified Carbon Standard ("VCS"). The VCS is the world's most widely recognized voluntary greenhouse gas program as it sets rigorous standards that projects must meet. Once certified with the VCS, the project is issued a VCU for every ton of CO<sub>2</sub>e that is reduced/removed. These VCUs are then created, tracked, and retired within the Verra Registry. Green Choice Energy's carbon-neutral natural gas offerings are all backed by projects that have been certified under the VCS.

## Contact Information

**Supplier Information: RPA Energy Inc., d/b/a Green Choice Energy**, 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: **RPA Energy Inc., d/b/a Green Choice Energy**, PO Box 1508, Huntington NY 11743; **Web** [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

## Notice of Cancellation

Date of Transaction 06-20-2021

You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, to Green Choice Energy, P.O. BOX 1508 Huntington, NY 11743, not later than midnight of 06-23-2021.

I hereby cancel this transaction. Buyer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

-----  
Notice of Cancellation

Date of Transaction 06-20-2021

You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, to Green Choice Energy, P.O. BOX 1508 Huntington, NY 11743 not later than midnight of 06-23-2021.

I hereby cancel this transaction. Buyer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

M. Beth Trombold  
Lawrence K. Friedman  
Dennis P. Deters  
Daniel R. Conway

## Case Detail

---

Case Number: 00696617	Owner: Alfred Thompson
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 06-21-2021	Date Closed: 06-21-2021
Case Age in Business Days: 2	

## Contact Information

---

Contact: [REDACTED]	Preferred Contact Method: No Preference
Phone: [REDACTED]	Preferred Contact Time:
Mobile:	Email:

## Service Address Information

---

Service Account Number:	Service Address County: Lucas
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Toledo	Service Address Zip:
Service Address Country: United States	Service Address Phone:

## Industry Information

---

AIQ Industry: Electric	Territory Account: 001t0000008OFZyAAO
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: General -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Competition Issues / Inquiries
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

---

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	



## Transportation Information

---

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

RTC

## Case Comments

---

Created Date	Comment
6/21/2021 12:52:48 PM	Ms [REDACTED] rcvd a letter from TED advising that Green Energy would be her new electric supplier. She didn't authorize this. Also, she has a post card from CGO re: a possible change.  I advised her to call the rescission number from the letter to stop the change from occurring. Also RT CGO and option 4 as the post card states. ICB after she speaks w/ TED and CGO, if she still has any questions.
6/21/2021 12:53:00 PM	Resolution Comments: RTC

## Web Information

---

Web Name:	Web Account in Question:
Web Home Phone:	Web US Dot #:
Web Email:	
Web Company:	
Web Zip Code:	

## System Information

---

Created by: Alfred Thompson	Last Modified by: Bhasker Kondaveeti
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created:
	Case Grade Target:

## Case Emails

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## Case Images

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Created Date	Images
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# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

M. Beth Trombold  
Lawrence K. Friedman  
Dennis P. Deters  
Daniel R. Conway

## Case Detail

Case Number: 00697335	Owner: Leah Lehman - Harris
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 06-23-2021  
Case Age in Business Days: 12

Date Closed: 06-30-2021

## Contact Information

Contact: [REDACTED]	Preferred Contact Method: No Preference
Phone: [REDACTED]	Preferred Contact Time:
Mobile:	Email:

## Service Address Information

Service Account Number:	Service Address County: Stark
Service Address Street: [REDACTED]	Service Address State: Ohio
Northeast	
Service Address City: Canton	Service Address Zip:
Service Address Country: United States	Service Address Phone: [REDACTED]

## Industry Information

AIQ Industry: Electric	Territory Account:
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: Marketing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Enrollment Dispute
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

---

Crossing ID:

Railroad:

Railroad Street Name:

## Description Information

---

**Description:**

**Resolution:**

Green Choice Energy states that the agent that enrolled the account has been coached. The account will not be enrolled with Green Choice Energy and the company has placed the customer on their DNC list.

## Case Comments

---

Created Date	Comment
6/23/2021 8:25:58 AM	Green Choice Energy Rep Jamal, phone number [REDACTED] insisted on enrolling the customer even though he told him he is on PIPP. The rep told him he doesn't care if he's on PIPP, this is free and he needs his account information. After showing his bill he was given Conf [REDACTED] Customer was ignored when he told him his mom is his payee and for him to leave. All solicitation of this customer needs to cease and to confirm PPP prevented enrollment.
6/23/2021 12:27:54 PM	confirmed company name and sent to case assigned. RJS.
6/28/2021 5:13:37 PM	<p>RPA states that This customer was visited by sales agent Jamal Curry, MBM083 of Millennial Brilliant Minds. A third party door-to-door vendor representing Green Choice Energy. The offer was to enroll for electricity under a variable rate option.</p> <p>A request was not submitted to the utility for enrollment. The account was not enrolled because the customer communicated to our Quality Assurance department that he received government assistance when we conducted a Welcome Call.</p> <p>Mr. Curry has been addressed and reminded that per the initial training any customer receiving government assistance including PIPP is not eligible to enroll with a supplier.</p> <p>The account will not be enrolled with Green Choice Energy.</p>
6/30/2021 4:08:08 PM	<p>I called customer and advised that Green Choice Energy states that the agent that enrolled the account has been coached. The account will not be enrolled with Green Choice Energy and the company has placed the customer on their DNC list.</p> <p>He states that the company did contact him.</p>
6/30/2021 4:09:13 PM	Resolution Comments: Green Choice Energy states that the agent that enrolled the account has been coached. The account will not be enrolled with Green Choice Energy and the company has placed the customer on their DNC list.

## Web Information

---

Web Name:  
Web Home Phone:  
Web Email:  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

---

Created by: Darita Patterson  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Bhasker Kondaveeti  
Next Activity Date:  
Case Grade Created:  
Case Grade Target:

## Case Emails

---

**Email Created Date:** 6/23/2021 3:18:20 PM

**Email HTML Version:**



**Initial Submission of a Consumer Complaint  
Provider of Natural Gas or Electric Supply  
Please Respond Within 3 Business Days**

**CASE ID:** 00697335

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED] Northeast, Canton, Ohio 44704

**SERVICE ADDRESS:** [REDACTED] Northeast, Canton, Ohio  
44704

**AIQ:** RPA Energy, Inc

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v) or O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

**DESCRIPTION OF ISSUE:**

This customer states that he told the rep from Green Choice Energy that he was on PIPP, but the representative enrolled his account anyway.

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 solicitation was completed by a third party vendor, which vendor.
3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
4. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
5. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
6. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
7. 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.
8. The IP address if it was internet enrollment.

Sincerely,

**Leah Lehman - Harris**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0nZh5p:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00697335

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Northeast, Canton, Ohio 44704

SERVICE ADDRESS: [REDACTED] Northeast, Canton, Ohio 44704

AIQ: RPA Energy, Inc

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v) or O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

DESCRIPTION OF ISSUE:

This customer states that he told the rep from Green Choice Energy that he was on PIPP, but the representative enrolled his account anyway.

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Please review the account and advise:

When, how, and by whom the enrollment was completed?

If the solicitation was completed by a third party vendor, which vendor.

If the enrollment was for a fixed, variable, or variable with an introductory rate product.

What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?

The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.

Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.

Are there any early termination fees associated with this enrollment? If so, will the fees be waived and if not, why?

Please also provide copies of all enrollment materials to include (as applicable):

The sales script and/or sales call used to market this customer.



The signed agreement for service.  
The Terms and Conditions of Service.  
The signed Acknowledgement form.  
The Welcome Letter mailed to the customer.  
The Third Party Verification recording for this enrollment.  
The contract expiration notices mailed to the customer.  
The IP address if it was internet enrollment.

Sincerely,

Leah Lehman - Harris

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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ref:\_00Dt0GzXt.\_500t0nZh5p:ref

**Email Created Date: 6/28/2021 4:28:54 PM**

**Email HTML Version:**

Good Afternoon,

This is a response to case #00697335.

This customer was visited by sales agent Jamal Curry, MBM083 of Millennial Brilliant Minds. A third party door-to-door vendor representing Green Choice Energy. The offer was to enroll for electricity under a variable rate option.

A request was not submitted to the utility for enrollment. The account was not enrolled because the customer communicated to our Quality Assurance department that he received government assistance when we conducted a Welcome Call.

Mr. Curry has been addressed and reminded that per the initial training any customer receiving government assistance including PIPP is not eligible to enroll with a supplier.

The account will not be enrolled with Green Choice Energy.

Thank you,  
Alexsa Torres



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Wednesday, June 23, 2021 3:19 PM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00697335 [ ref:\_00Dt0GzXt.\_500t0nZh5p:ref ]



**Initial Submission of a Consumer Complaint  
Provider of Natural Gas or Electric Supply  
Please Respond Within 3 Business Days**

**CASE ID:** 00697335

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED] Northeast, Canton, Ohio 44704

**SERVICE ADDRESS:** [REDACTED] Northeast, Canton, Ohio  
44704

**AIQ:** RPA Energy, Inc

\*\*\*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:**

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Please also provide copies of all enrollment materials to include (as applicable):

1. The sales script and/or sales call used to market this customer.
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5. The Welcome Letter mailed to the customer.
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8. The IP address if it was internet enrollment.

Sincerely,

**Leah Lehman - Harris**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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ref:\_00Dt0GzXt.\_500t0nZh5p:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do

not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

Good Afternoon,

This is a response to case #00697335.

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A request was not submitted to the utility for enrollment. The account was not enrolled because the customer communicated to our Quality Assurance department that he received government assistance when we conducted a Welcome Call.

Mr. Curry has been addressed and reminded that per the initial training any customer receiving government assistance including PIPP is not eligible to enroll with a supplier.

The account will not be enrolled with Green Choice Energy.

Thank you,  
Alexsa Torres

[Logo, company name Description automatically generated]  
[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)<<http://www.greenchoiceenergy.com/>>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<<https://www.facebook.com/GreenChoiceEnergy/>> [linkedin icon]  
<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoiceenergy/>>

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From: PUCO Consumer Call Center  
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
Sent: Wednesday, June 23, 2021 3:19 PM  
To: btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00697335 [ref:\_00Dt0GzXt.\_500t0nZh5p:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Initial Submission of a Consumer Complaint  
Provider of Natural Gas or Electric Supply  
Please Respond Within 3 Business Days

CASE ID: 00697335  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Northeast, Canton, Ohio 44704  
SERVICE ADDRESS: [REDACTED] Northeast, Canton, Ohio 44704  
AIQ: RPA Energy, Inc

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v) or O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

#### DESCRIPTION OF ISSUE:

This customer states that he told the rep from Green Choice Energy that he was on PIPP, but the representative enrolled his account anyway.

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1. When, how, and by whom the enrollment was completed?
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7. 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.
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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.
8. The IP address if it was internet enrollment.

Sincerely,

Leah Lehman - Harris  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://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.

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F5619&from=ext>]

ref:\_00Dt0GzXt.\_500t0nZh5p:ref

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) <<mailto:csc@ohio.gov>> or click the Phish Alert Button if available.

**Email Created Date: 6/29/2021 3:23:40 PM**

**Email HTML Version:**



**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00697335

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED] Northeast, Canton, Ohio 44704

**SERVICE ADDRESS:** [REDACTED] Northeast, Canton, Ohio 44704

**AIQ:** RPA Energy, Inc

\*\*\*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 verify that the customer has been placed on the company's Do Not Contact lists.



Sincerely,

**Leah Lehman - Harris**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** Alexsa Torres [atorres@greenchoiceenergy.com]

**Sent:** 6/28/2021 4:28 PM

**To:** contactthepuco@puco.ohio.gov

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00697335 [ ref:\_00Dt0GzXt.\_500t0nZh5p:ref ]

Good Afternoon,

This is a response to case #00697335.

This customer was visited by sales agent Jamal Curry, MBM083 of Millennial Brilliant Minds. A third party door-to-door vendor representing Green Choice Energy. The offer was to enroll for electricity under a variable rate option.

A request was not submitted to the utility for enrollment. The account was not enrolled because the customer communicated to our Quality Assurance department that he received government assistance when we conducted a Welcome Call.

Mr. Curry has been addressed and reminded that per the initial training any customer receiving government assistance including PIPP is not eligible to enroll with a supplier.

The account will not be enrolled with Green Choice Energy.

Thank you,  
Alexsa Torres



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Wednesday, June 23, 2021 3:19 PM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00697335 [ ref:\_00Dt0GzXt.\_500t0nZh5p:ref ]



**Initial Submission of a Consumer Complaint  
Provider of Natural Gas or Electric Supply  
Please Respond Within 3 Business Days**

**CASE ID:** 00697335

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED] Northeast, Canton, Ohio 44704

**SERVICE ADDRESS:** [REDACTED] Northeast, Canton, Ohio  
44704

**AIQ:** RPA Energy, Inc

\*\*\*Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v) or O.A.C. 4901:1-21-06(D)(1)(h)(v)\*\*\*

**DESCRIPTION OF ISSUE:**

This customer states that he told the rep from Green Choice Energy that he was on PIPP, but the representative enrolled his account anyway.

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 solicitation was completed by a third party vendor, which vendor.
3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
4. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
5. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
6. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
7. 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.
8. The IP address if it was internet enrollment.

Sincerely,

**Leah Lehman - Harris**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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ref:\_00Dt0GzXt.\_500t0nZh5p:ref

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not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00697335

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Northeast, Canton, Ohio 44704

SERVICE ADDRESS: [REDACTED] Northeast, Canton, Ohio 44704

AIQ: RPA Energy, Inc

\*\*\*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 verify that the customer has been placed on the company's Do Not Contact lists.

Sincerely,

Leah Lehman - Harris

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Case Number: 00697335

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 6/28/2021 4:28 PM

To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00697335 [ ref:\_00Dt0GzXt.\_500t0nZh5p:ref ]

Good Afternoon,

This is a response to case #00697335.

This customer was visited by sales agent Jamal Curry, MBM083 of Millennial Brilliant Minds. A third party door-to-door vendor representing Green Choice Energy. The offer was to enroll for electricity under a variable rate option.

A request was not submitted to the utility for enrollment. The account was not enrolled because the customer communicated to our Quality Assurance department that he received government assistance when we conducted a Welcome Call.

Mr. Curry has been addressed and reminded that per the initial training any customer receiving government assistance including PIPP is not eligible to enroll with a supplier.

The account will not be enrolled with Green Choice Energy.

Thank you,

Alexsa Torres

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)

14 Wall Street Floor 2

Huntington, NY 11743

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From: PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
Sent: Wednesday, June 23, 2021 3:19 PM  
To: [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00697335 [ ref:\_00Dt0GzXt.\_500t0nZh5p:ref ]

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00697335

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Northeast, Canton, Ohio 44704

SERVICE ADDRESS: [REDACTED] Northeast, Canton, Ohio 44704

AIQ: RPA Energy, Inc

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DESCRIPTION OF ISSUE:

This customer states that he told the rep from Green Choice Energy that he was on PIPP, but the representative enrolled his account anyway.

This customer has contacted the PUCO regarding their enrollment with your company.

Please review the account and advise:

When, how, and by whom the enrollment was completed?

If the solicitation was completed by a third party vendor, which vendor.

If the enrollment was for a fixed, variable, or variable with an introductory rate product.



What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?

The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.

Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.

Are there any early termination fees associated with this enrollment? If so, will the fees be waived and if not, why?

Please also provide copies of all enrollment materials to include (as applicable):

The sales script and/or sales call used to market this customer.

The signed agreement for service.

The Terms and Conditions of Service.

The signed Acknowledgement form.

The Welcome Letter mailed to the customer.

The Third Party Verification recording for this enrollment.

The contract expiration notices mailed to the customer.

The IP address if it was internet enrollment.

Sincerely,

Leah Lehman - Harris

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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**Email Created Date: 6/29/2021 3:35:22 PM**

**Email HTML Version:**

Confirmed. We have placed the following on our internal Do Not Knock list.

██████████ Northeast, Canton, Ohio 44704



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>

**Sent:** Tuesday, June 29, 2021 3:24 PM

**To:** Alexsa Torres <[atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)>

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00697335 [ ref:\_00Dt0GzXt.\_500t0nZh5p:ref ]



**PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum**

**CASE ID:** 00697335

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED] Northeast, Canton, Ohio 44704

**SERVICE ADDRESS:** [REDACTED] Northeast, Canton, Ohio 44704

**AIQ:** RPA Energy, Inc

\*\*\*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 verify that the customer has been placed on the company's Do Not Contact lists.

Sincerely,

**Leah Lehman - Harris**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

**From:** Alexa Torres [atorres@greenchoiceenergy.com]

**Sent:** 6/28/2021 4:28 PM

**To:** [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)

**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00697335 [ ref: \_00Dt0GzXt.\_500t0nZh5p:ref ]

Good Afternoon,

This is a response to case #00697335.

This customer was visited by sales agent Jamal Curry, MBM083 of Millennial Brilliant Minds. A third party door-to-door vendor representing Green Choice Energy. The offer was to enroll for electricity under a variable rate option.

A request was not submitted to the utility for enrollment. The account was not enrolled because the customer communicated to our Quality Assurance department that he received government assistance when we conducted a Welcome Call.

Mr. Curry has been addressed and reminded that per the initial training any customer receiving government assistance including PIPP is not eligible to enroll with a supplier.

The account will not be enrolled with Green Choice Energy.

Thank you,  
Alexa Torres



Alexa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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---

**From:** PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Wednesday, June 23, 2021 3:19 PM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00697335 [ ref:\_00DtOGzXt.\_500t0nZh5p:ref ]



**Initial Submission of a Consumer Complaint  
Provider of Natural Gas or Electric Supply  
Please Respond Within 3 Business Days**

**CASE ID:** 00697335  
**CUSTOMER:** [REDACTED]  
**ADDRESS:** [REDACTED] Northeast, Canton, Ohio 44704  
**SERVICE ADDRESS:** [REDACTED] Northeast, Canton, Ohio 44704  
**AIQ:** RPA Energy, Inc

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**DESCRIPTION OF ISSUE:**

This customer states that he told the rep from Green Choice Energy that he was on PIPP, but the representative enrolled his account anyway.

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 solicitation was completed by a third party vendor, which vendor.
3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
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Please also provide copies of all enrollment materials to include (as applicable):

1. The sales script and/or sales call used to market this customer.
2. The signed agreement for service.
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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.
8. The IP address if it was internet enrollment.

Sincerely,

**Leah Lehman - Harris**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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**Email Text Version:**

Confirmed. We have placed the following on our internal Do Not Knock list.

 Northeast, Canton, Ohio 44704

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com/>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<https://www.facebook.com/GreenChoiceEnergy/> [linkedin icon]  
<https://www.linkedin.com/company/green-choice-energy/> [instagram icon]  
<https://www.instagram.com/greenchoiceenergy/>

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From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>  
Sent: Tuesday, June 29, 2021 3:24 PM  
To: Alexsa Torres <atorres@greenchoiceenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00697335 [ref:\_00Dt0GzXt.\_500t0nZh5p:ref ]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

PUBLIC UTILITIES COMMISSION OF OHIO  
Consumer Services Division  
Memorandum



CASE ID: 00697335

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Northeast, Canton, Ohio 44704

SERVICE ADDRESS: [REDACTED] Northeast, Canton, Ohio 44704

AIQ: RPA Energy, Inc

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DESCRIPTION OF ISSUE:

Please verify that the customer has been placed on the company's Do Not Contact lists.

Sincerely,

Leah Lehman - Harris  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)<<https://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: Alexsa Torres [atorres@greenchoiceenergy.com]

Sent: 6/28/2021 4:28 PM

To: [contactthepuco@puco.ohio.gov](mailto:contactthepuco@puco.ohio.gov)<<mailto:contactthepuco@puco.ohio.gov>>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00697335 [

ref:\_00Dt0GzXt.\_500t0nZh5p:ref ]

Good Afternoon,

This is a response to case #00697335.

This customer was visited by sales agent Jamal Curry, MBM083 of Millennial Brilliant Minds. A third party door-to-door vendor representing Green Choice Energy. The offer was to enroll for electricity under a variable rate option.

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Thank you,  
Alexsa Torres

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com/>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: atorres@greenchoiceenergy.com<mailto:atorres@greenchoiceenergy.com>  
14 Wall Street Floor 2  
Huntington, NY 11743

[facebook icon]<https://www.facebook.com/GreenChoiceEnergy/> [linkedin icon]  
<https://www.linkedin.com/company/green-choice-energy/> [instagram icon]  
<https://www.instagram.com/greenchoiceenergy/>

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<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>  
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To: btrombino@greenchoiceenergy.com<mailto:btrombino@greenchoiceenergy.com>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00697335 [  
ref:\_00Dt0GzXt.\_500t0nZh5p:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Initial Submission of a Consumer Complaint  
Provider of Natural Gas or Electric Supply  
Please Respond Within 3 Business Days

CASE ID: 00697335  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Northeast, Canton, Ohio 44704  
SERVICE ADDRESS: [REDACTED] Northeast, Canton, Ohio 44704  
AIQ: RPA Energy, Inc

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Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
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[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)<<https://www.puco.ohio.gov/>>

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[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000F5619&from=int]





ref:\_00Dt0GzXt.\_500t0nZh5p:ref

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[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000FtNQj&from=ext]

## Case Images

Created Date	Images
6/28/2021 4:28:56 PM	
6/28/2021 4:28:56 PM	
6/28/2021 4:28:56 PM	
6/28/2021 4:28:56 PM	
6/29/2021 3:23:40 PM	
6/29/2021 3:23:40 PM	
6/29/2021 3:23:40 PM	
6/29/2021 3:23:40 PM	
6/29/2021 3:35:24 PM	

6/29/2021 3:35:24 PM	
6/29/2021 3:35:24 PM	
6/29/2021 3:35:24 PM	
6/29/2021 3:35:24 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.



**GREEN CHOICE ENERGY**  
BETTER ENERGY. BETTER EARTH.

[REDACTED]  
CANTON, 33 44704

Account #: [REDACTED]

Dear [REDACTED],

On behalf of everyone at Green Choice Energy, we would like to thank you for participating in the Retail Choice Program and welcome you as our newest customer. We look forward to providing you with exceptional value and service.

Being a customer with us has never been better or easier:

- ☐ There is no change in delivery service
- ☐ There is no cost to enroll with Green Choice Energy
- ☐ You will receive only one bill from your Utility Company
- ☐ 100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator
- ☐ 100% of the natural gas you purchase is matched with carbon offsets from projects certified under the Verified Carbon Standard
- ☐ Green Choice Energy's Tree Donation Promotion, Green Choice Energy will facilitate the planting of one (1) seedling tree by One Tree Planted, Inc. a verified 501(c)(3) non-profit registered charitable organization, at no cost to the customer.
- ☐ Begin using Green Choice Energy Rewards immediately after your first billing cycle

Your Utility Company will continue to provide your delivery services including meter readings, billing, and payments. You will continue to receive one bill from your Utility Company; our supply charges will be noted separately on that bill. In the event of an emergency, you Utility Company should still be contacted directly.

For access to your Green Choice Energy Rewards please visit [www.greenchoiceenergyrewards.com](http://www.greenchoiceenergyrewards.com).

Again, welcome to Green Choice Energy. If you have any questions, don't hesitate to contact one of our customer service representatives at 1-800-685-0960. We also invite you check to out our website at [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com).

Welcome aboard!

Tanya Jackson

**Tanya Jackson**

Account Services



GREEN CHOICE ENERGY  
BETTER ENERGY. BETTER EARTH.

INTRODUCING...

## GREEN CHOICE ENERGY REWARDS

Congratulations! As a new Green Choice Energy customer, you're getting **\$50 in Reward Dollars every month!**

THAT'S \$600 IN REWARD DOLLARS A YEAR!

### Daily Giveaways



We Give Away A Gift Card Every Day!

### Local Deals



Over 330,000 Deals At Popular Local Shops

### Restaurants



Over 85,000 Deals At Name-Brand Restaurants

### Bonuses & Games



Pick to Win Prizes & Epic \$500 Giveaways

OVER  
**500,000**  
WAYS TO SAVE

### Online Shopping



Savings On Thousands Of Name-Brands

### Grocery Coupons



Grocery Coupons To Save Big At The Store

### Show & Save

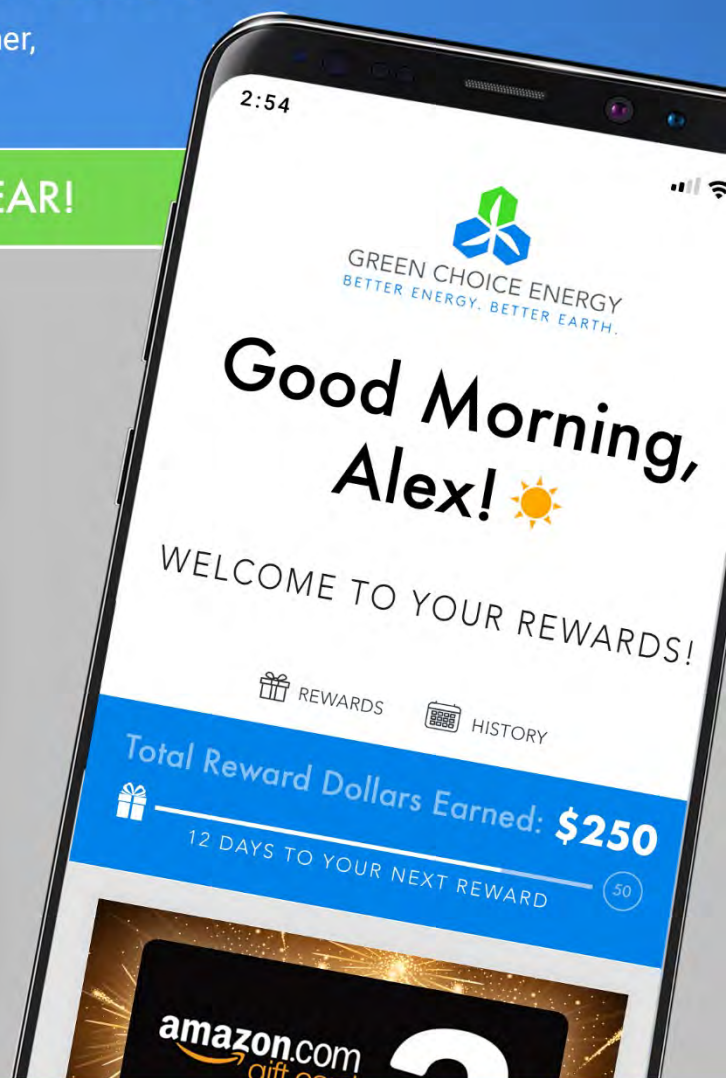


Show & Save On-The-Go Functionality

### Travel Options



Over 1,000,000 Popular Travel Options



### How to Get Started

Visit [greenchoiceenergyrewards.com](http://greenchoiceenergyrewards.com) and login using your credentials.



### How to Login

Your username is your phone number and your password is your zip code.

**Your Rewards Can Be Used to Save on Popular Brands Like...**



SONY



SUBWAY



\*Restrictions apply, see [amazon.com/gc-legal](http://amazon.com/gc-legal). All product and company names depicted are trademarks or registered trademarks of their respective holders. Use of them does not imply any affiliation with or endorsement by them. Reward enrollment and online/mobile redemption are required before use of rewards. Participating offers subject to change. Reward Dollars are not gift cards or gift certificates and have no cash value. Odds of winning the Daily Gift Card Giveaway ("DGCG") vary daily, based on the number of DGCG entries received between 9am EST and 9pm EST. Limit one (1) DGCG entry per customer per day. DGCG limited to Green Choice Energy Rewards program customers aged eighteen (18) and over. No purchase necessary for entry in the DGCG. Purchase activity will not increase the odds of winning the daily DGCG prize. Visit [www.greenchoiceenergyrewards.com](http://www.greenchoiceenergyrewards.com) for full terms and conditions.





ONETREEPLANTED

## 1 TREE PLANTED IN THE UNITED STATES

TREES HELP CLEAN THE AIR WE BREATHE, FILTER THE WATER WE DRINK, AND PROVIDE HABITAT TO OVER 80% OF THE WORLD'S TERRESTRIAL BIODIVERSITY. FORESTS PROVIDE JOBS TO OVER 1.6 BILLION PEOPLE, ABSORB HARMFUL CARBON FROM THE ATMOSPHERE, AND ARE KEY INGREDIENTS IN 25% OF ALL MEDICINES.

Customer Name: [REDACTED]

Date: 06-22-2021



GREEN CHOICE ENERGY  
BETTER ENERGY. BETTER EARTH.


DATE

YOU CHANGED THE WORLD

\*THIS CERTIFICATE WAS NOT PRESENTED TO YOU BY ONE TREE PLANTED, AND THEREFORE WE CANNOT GUARANTEE ANY TREES WERE PLANTED.

\*\*CUSTOMERS MUST REMAIN ENROLLED AND ACTIVE FOR ONE BILLING CYCLE FOR THE PLANTING TO OCCUR.

Ohio Contract Summary (Variable Price Agreement)

Electricity Supplier and Natural Gas Supplier Information	<div>RPA Energy, Inc., d/b/a Green Choice Energy Elec. Lic. No. IR-3696 Nat. Gas Lic. No. IR-3695 P.O. Box 1508 Huntington, NY 11743 info@greenchoiceenergy.com <a href="http://www.greenchoiceenergy.com">www.greenchoiceenergy.com</a> 800-685-0960</div> <div></div>	
Price Structure	<b>Electricity:</b> This is a Variable Price Agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins, plus a monthly administrative service fee of \$5.00 per month.	<b>Natural Gas:</b> This is a Variable Price Agreement. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins, plus a monthly administrative service fee of \$5.00 per month.
Supply Price	<b>Electricity:</b> Your electricity supply price for the first month will be <b>5.028 ¢</b> per kWh, plus a \$5 administrative fee.	<b>Natural Gas:</b> Your natural gas supply price for the first month will be <b>N/A</b> plus a \$5 administrative fee.
Statement Regarding Savings	The supply price may not provide a savings relative to the EDU or LDC supply price.	
Environmental attributes/Incentives	100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator. As a customer of Green Choice Energy, you automatically qualify for our Power Perks Rewards Program.	100% of the natural gas you purchase is matched with carbon offsets from projects certified under the Verified Carbon Standard.
Contract Start Date	The contract will begin on the date your utility processes your enrollment with Green Choice Energy, in accordance with the utility's rules and procedures. Electricity enrollments are typically processed within three business days and natural gas enrollments are typically processed on the first day of the next month if the utility has received the enrollment request from Green Choice Energy at least 7 days before the first day of the next month.	
Contract Term/Length	Month-to-Month	
Cancellation/Early Termination Fees	You may cancel this agreement at any time without incurring a termination fee.	
Renewal	Upon completion of the Initial Term, this Agreement will automatically renew on the terms and conditions which Green Choice Energy will mail to you prior to expiration of the Initial Term.	

Please retain this document for your records. If you have any questions regarding this agreement, contact your competitive supplier using the information above.





**GREEN CHOICE ENERGY**  
BETTER ENERGY. BETTER EARTH.

**RPA ENERGY, INC. D/B/A GREEN CHOICE ENERGY**  
**OHIO ELECTRICITY AND NATURAL GAS SUPPLY**  
**VARIABLE PRICE CONTRACT TERMS AND CONDITIONS**

<b>Customer Name:</b> [REDACTED]	<b>Single Bill:</b> <input checked="" type="checkbox"/>
<b>Address:</b> [REDACTED]	<b>Address cont'd:</b> CANTON, OH, 44704
<b>Contact Name:</b> [REDACTED]	<b>Contact Tel. #:</b> [REDACTED]
<b>Email:</b> [REDACTED]	<b>Date:</b> 06-22-2021
<b>Electric Utility (EDU):</b> AEP Ohio	<b>Electric Utility Account Number:</b> [REDACTED]
<b>Natural Gas Utility (LDC):</b> N/A	<b>Natural Gas Utility Account Number:</b> N/A

By signing below, Customer agrees to the Terms and Conditions of Service, and authorizes RPA Energy Inc., d/b/a Green Choice Energy to complete the Customer's enrollment and initiate supply service.



**CUSTOMER ACKNOWLEDGEMENT:** The Customer understands that the Sales Representative is representing RPA Energy Inc., d/b/a Green Choice Energy and is not from the Utility. The Customer understands that by choosing RPA Energy Inc., d/b/a Green Choice Energy as their supplier, the Utility will continue to deliver the Customer's electric and/or natural gas supply, read the Customer's meter, bill the Customer and respond to any emergencies. The Customer is the account holder or is authorized to make account decisions. I understand that I have the right to rescind this enrollment as explained in the Terms and Conditions.

**IN WITNESS WHEREOF,** Customer and RPA Energy Inc., d/b/a Green Choice Energy have caused this Agreement to be executed as of the date set forth below.

[REDACTED]

**Customer Signature**

[REDACTED]

**Customer Print Name/Title**

**06-22-2021**

**Date**

[Signature]

**Sales Representative Signature**

**Jamal Curry**

**Sales Representative Print Name**

**MBM083**

**Sales Representative ID #**

TPV Confirmation #

[REDACTED]



## TERMS AND CONDITIONS

These Terms and Conditions between RPA Energy, Inc., d/b/a Green Choice Energy ("Green Choice Energy"), a competitive retail electricity and natural gas supplier, and the undersigned customer ("Customer" or "You") apply to your electricity generation and/or natural gas service. These Terms and Conditions, along with the accompanying Contract Summary, are the "Agreement." Green Choice Energy's PUCO certificate number for electricity supply is 16-1129E (2) and for natural gas supply is 16-532G (1).

### **1. Agreement to Supply Electricity and/or Natural Gas.**

Green Choice Energy agrees to sell and facilitate delivery of the quantity of electricity or natural gas necessary to meet Customer's requirements based upon consumption data obtained by Green Choice Energy from Customer's Electric Distribution Utility (EDU) or Natural Gas Local Distribution Company (LDC). The EDU will continue to deliver the electricity supplied by Green Choice Energy, and the LDC will continue to deliver the natural gas supplied by Green Choice Energy.

**2. Coordination with EDU/LDC.** You will continue to receive your bill from your EDU for all electricity supply and delivery charges and one bill from your LDC for all natural gas supply and delivery charges. Your EDU and/or LDC will continue to provide all emergency repairs and services. Green Choice Energy is not affiliated with and does not represent your EDU or LDC. In the event of an electricity and/or natural gas emergency or service interruption, contact your EDU or LDC.

**3. Right of Rescission** - Your EDU and/or LDC will send you a notice to confirm your choice of Green Choice Energy. You may cancel your Agreement with no penalty within seven calendar days after your EDU or LDC sends your enrollment confirmation by contacting your EDU or LDC.

**4. Term** - This Agreement shall commence as of the date enrollment with Green Choice Energy is deemed effective by the EDU and/or LDC and shall continue on a month-to-month basis until terminated by either party. Customer may terminate this agreement at any time with no fee or penalty.

**5. Price** - This is a variable price agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins. In addition to the volumetric rate for electricity or natural gas, the Customer will be charged a monthly administrative service fee of \$5.00 per month. Our price does not include EDU or LDC charges. There is no cap on your variable prices for electricity or natural gas, and there is no limit on how much the prices may increase or decrease from one billing cycle to the next.

**6. Billing and Payment** - Customer will receive a single bill from the EDU and/or LDC, which will include both the EDU/LDC delivery charges and Green Choice Energy's supply charges. Your EDU and LDC maintains the right to charge late fees or terminate service for any unpaid utility or supplier charges, pursuant to the regulations of the PUCO. Billing cycle is at a minimum 25 days. Green Choice Energy does not offer budget

billing for the supply portion of the bill.

**7. Delivery Point, Title, and Taxes** – All electricity and/or natural gas sold pursuant to this Agreement shall be delivered to a location (“Point of Delivery”), which shall constitute the point at which the sale occurs and title to the energy or gas passes to You from us. Customer will be liable for and pay all taxes or surcharges which are imposed with respect to the sale of electricity and natural gas. If Customer is exempt from such taxes, Customer is responsible for identifying and requesting any exemption from the collection of the taxes by filing appropriate documentation with Green Choice Energy.

**8. Cancellation**- Customer may terminate this Agreement by contacting the Green Choice Energy Customer Service Department at 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: RPA Energy Inc., d/b/a Green Choice Energy, PO Box 1508, Huntington NY 11743; or by e-mailing us at [info@greenchoicenergy.com](mailto:info@greenchoicenergy.com). Green Choice Energy may cancel this Agreement at any time, for any reason, upon providing 14 days written notice to Customer.

**9. Entire Agreement** - This Agreement, and any attached enrollment forms or Contract Summary, make up the entire Agreement between Customer and Green Choice Energy. Green Choice Energy makes no representations other than those expressly set forth in this Agreement. Green Choice Energy provides no warranties, express or implied, statutory, or otherwise, and Green Choice Energy specifically disclaims any warranty of merchantability or fitness for a particular purpose.

**10. Force Majeure** - In the event that either party is rendered unable, wholly or in part, to perform that party’s obligations under this Agreement due to events not reasonably anticipated or within either party’s control, such as, but not limited to, acts of God, curtailment by Customer’s EDU or LDC, etc., the Parties agree that such nonperformance shall be excused for the duration of the event which caused it. Should the parties have cause to claim force majeure, the claiming

party will notify the other party, in writing, of the cause(s) of such event, the anticipated duration of non-performance and the remedies being taken to eliminate the cause. Financial obligations relating to payment for or delivery of electricity or natural gas under this Agreement cannot be cause for claiming force majeure and obligations cannot be excused as a result of a force majeure event.

**11. Liability** - Our liability shall be limited to direct actual damages only, which will not exceed the amount of your single largest monthly invoice during the preceding 12 months. All other remedies at law or in equity are hereby waived. In no event shall we be liable for any punitive, incidental, consequential, exemplary, indirect, third-party claims, lost profits or other damages whether based on contract, warranty, tort, negligence, strict liability or otherwise any cause of action or claim for any liability, arising from a breach of this Agreement.

**12. Dispute Resolution** - In the event of a dispute or a disagreement involving Green Choice Energy’s service, Customer should contact Green Choice Energy at 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: **RPA Energy Inc., d/b/a Green Choice Energy**, PO Box 1508, Huntington NY 11743; **Web** [www.greenchoicenergy.com](http://www.greenchoicenergy.com). If your complaint is not resolved, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Office of Ohio Consumers’ Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

**13. Assignment** - You may not assign this Agreement, in whole or in part, or any of your rights or obligations without Green Choice Energy’s prior written consent. We may, upon thirty days prior notice and without your

consent: (a) transfer, sell, pledge, encumber or assign this Agreement or the accounts, revenues or proceeds in connection with any financial or billing services agreement; or (b) transfer or assign this Agreement any other approved supplier authorized by the PUCO. This Agreement shall be binding on each party's successors and legal assigns.

**14. Governing Law** - This Agreement is governed by the laws of the state of Ohio. This Agreement is subject to present and future legislation, orders, rules, regulations or decisions of a duly constituted governmental authority having jurisdiction over this agreement or the services to be provided hereunder.

**15. WAIVER OF JURY TRIAL.** THE PARTIES WAIVE THE RIGHT TO A JURY TRIAL. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM ARISING UNDER OR RELATING TO THIS AGREEMENT. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM SUBJECT TO ARBITRATION.

**16. Measurement** - Both Parties agree to accept for purposes of accounting for quantity, quality and measurement of electricity as supplied and reported by the EDU and/or LDC.

**17. Severability** - If any provision of this Agreement is held by a court or regulatory agency of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions shall continue in full force without being invalidated in any way.

**18. Delay or Failure to Exercise Rights** - No partial performance, delay or failure on our part in exercising any rights under this Agreement and no partial or single exercise thereof shall constitute a waiver of such rights or of any other rights hereunder.

**19. Taxes and Laws** - Except as otherwise provided in this Agreement or by law, all taxes due and payable shall be paid by the Customer. Any lawful tax exemption

will only be recognized on a prospective basis from the date that you provide valid tax-exemption certificates to us.

**20. Environmental Disclosures** - Information regarding the generation sources and environmental characteristics of the electricity supplied by Green Choice Energy is available at [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com). "Renewable" energy refers to energy that is generated from renewable sources, such as solar, wind, water or biomass. Green Choice Energy will ensure that 100% of the customer's electricity usage is matched with renewable energy certificates or renewable energy attributes. Green Choice Energy shall have up to 24 months from the end of each calendar year to address any deficiency that may have arisen in the renewable content of electricity sold under this Agreement during such calendar year. Green Choice Energy's carbon neutral natural gas products offset the carbon dioxide footprint of your natural gas usage, as determined in Verified Carbon Units ("VCUs"). Each VCU represents a reduction or removal of one ton of carbon dioxide equivalent ("CO<sub>2</sub>e") achieved by a project, which is certified under the Verified Carbon Standard ("VCS"). The VCS is the world's most widely recognized voluntary greenhouse gas program as it sets rigorous standards that projects must meet. Once certified with the VCS, the project is issued a VCU for every ton of CO<sub>2</sub>e that is reduced/removed. These VCUs are then created, tracked, and retired within the Verra Registry. Green Choice Energy's carbon-neutral natural gas offerings are all backed by projects that have been certified under the VCS.

## Contact Information

**Supplier Information: RPA Energy Inc., d/b/a Green Choice Energy**, 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: **RPA Energy Inc., d/b/a Green Choice Energy**, PO Box 1508, Huntington NY 11743; **Web** [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

## Notice of Cancellation

Date of Transaction 06-22-2021

You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, to Green Choice Energy, P.O. BOX 1508 Huntington, NY 11743, not later than midnight of 06-25-2021.

I hereby cancel this transaction. Buyer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

-----  
Notice of Cancellation

Date of Transaction 06-22-2021

You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, to Green Choice Energy, P.O. BOX 1508 Huntington, NY 11743 not later than midnight of 06-25-2021.

I hereby cancel this transaction. Buyer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

M. Beth Trombold  
Lawrence K. Friedeman  
Dennis P. Deters  
Daniel R. Conway

## Case Detail

Case Number: 00698115	Owner: Darita Patterson
Account Name: [REDACTED] [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 06-25-2021	Date Closed: 07-02-2021
Case Age in Business Days: 12	

## Contact Information

Contact: [REDACTED] [REDACTED]	Preferred Contact Method: No Preference
Phone:	Preferred Contact Time:
Mobile: [REDACTED]	Email: [REDACTED]@gmail.com

## Service Address Information

Service Account Number:	Service Address County: Hamilton
Service Address Street: [REDACTED] Avenue	Service Address State: Ohio
Service Address City: Cincinnati	Service Address Zip:
Service Address Country: United States	Service Address Phone: [REDACTED]

## Industry Information

AIQ Industry: Gas	Territory Account: 001t0000008OFY3AAO
AIQ Sub-Industry: Competitive Retail Natural Gas Service Provider	General Code: Marketing -- Gas
AIQ Sub-Sub-Industry: Non-Jurisdictional Case: <input type="checkbox"/>	Specific Code: Enrollment Dispute

## Additional Information

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number: Legacy Case ID:	Case Formal Complaint Supervisor Approved:



## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

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**Description:**

**Resolution:**

Customer pleased that the account have been dropped.  
ICB.

## Case Comments

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Created Date	Comment
6/25/2021 1:27:34 PM	Caller lives alone and did not authorize this enrollment. She said she just rc'd this letter from Duke confirming the enrollment and she did not authorize this. Advd sending for invt., advd co time line, gave case #. Caller said she canceled w/Duke.
7/2/2021 2:15:44 PM	Valid TPV
7/2/2021 2:26:09 PM	Customer pleased that the account have been dropped. ICB.

## Web Information

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Web Name:	Web Account in Question:
Web Home Phone:	Web US Dot #:
Web Email:	
Web Company:	
Web Zip Code:	

## System Information

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Created by: Cindi Mack	Last Modified by: Bhasker Kondaveeti
# Tasks Correspondence Review: 0	Next Activity Date:
# Tasks Correspondence Review:0	Case Grade Created:
	Case Grade Target:

## Case Emails

---

**Email Created Date: 6/28/2021 7:57:05 AM**

**Email HTML Version:**

**Initial Submission of a Consumer Complaint  
Provider of Natural Gas or Electric Supply  
Please Respond Within 3 Business Days**

**CASE ID:** 00698115

**CUSTOMER:** [REDACTED]

**ADDRESS:** [REDACTED] Avenue, Cincinnati, Ohio 45231

**AIQ:** RPA Energy, Inc

**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. This customer states that she did not authorize enrollment.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which vendor.
3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
4. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
5. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
6. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
7. 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.
8. The IP address if it was internet enrollment.

Sincerely,

**Angalese Upchurch**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0na0af:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00698115

CUSTOMER: [REDACTED] [REDACTED]

Case Number: 00698115

ADDRESS: [REDACTED] Avenue, Cincinnati, Ohio 45231

AIQ: RPA Energy, Inc

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. This customer states that she did not authorize enrollment.

Please review the account and advise:

When, how, and by whom the enrollment was completed?

If the solicitation was completed by a third party vendor, which vendor.

If the enrollment was for a fixed, variable, or variable with an introductory rate product.

What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?

The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.

Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.

Are there any early termination fees associated with this enrollment? If so, will the fees be waived and if not, why?

Please also provide copies of all enrollment materials to include (as applicable):

The sales script and/or sales call used to market this customer.

The signed agreement for service.

The Terms and Conditions of Service.

The signed Acknowledgement form.  
The Welcome Letter mailed to the customer.  
The Third Party Verification recording for this enrollment.  
The contract expiration notices mailed to the customer.  
The IP address if it was internet enrollment.

Sincerely,

Angalese Upchurch

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0na0af:ref

**Email Created Date: 6/30/2021 12:00:46 PM**

**Email HTML Version:**

This is in response to Case #: 00698115

Green Choice Energy's investigation revealed the following:

On June 7, 2021, [REDACTED] was enrolled in a variable rate supply, electric and gas with Green Choice Energy via our D2D channel.

Green Choice Energy records show the marketer as TI Sales Group 01 an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Eriya James Agent 23000. It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

I've attached the copy of the TPV and contract authorizing enrollment with Green Choice Energy.

Green Choice Energy spoke with Ms [REDACTED] on June 28th 2021 we assured her both accounts would be canceled and returned to the utility. The electric and natural gas accounts returned to Duke on 6/26/21. The enrollment requests were submitted to Duke on 6/15/2021. Any charges incurred by the customer from Green Choice Energy will be at the utility price to compare. There are no early termination fees associated with the cancellation.

Thank you,



[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



This email and any attachments are confidential and intended for the use of the individual or entity to which it was addressed. The information provided is for informational purposes only. Green Choice Energy makes no representation or warranty regarding the accuracy of any data or information provided herein. Any recommendations or opinions provided by Green Choice Energy are not to be considered guarantees, now or in the future. If you are not the intended recipient, or you have received this email in error, any distribution or copying is prohibited. Please notify the sender and delete this email immediately.

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**From:** PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Monday, June 28, 2021 7:58 AM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00698115 [ ref: \_00Dt0GzXt.\_500t0na0af:ref ]



**Initial Submission of a Consumer Complaint  
Provider of Natural Gas or Electric Supply  
Please Respond Within 3 Business Days**

**CASE ID:** 00698115  
**CUSTOMER:** [REDACTED]  
**ADDRESS:** [REDACTED] Avenue, Cincinnati, Ohio 45231  
**AIQ:** RPA Energy, Inc  
**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. This customer states that she did not authorize enrollment.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which vendor.
3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
4. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
5. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
6. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
7. 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.
8. The IP address if it was internet enrollment.

Sincerely,

**Angalese Upchurch**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:\_00Dt0GzXt.\_500t0na0af:ref

**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

**Email Text Version:**

This is in response to Case #: 00698115

Green Choice Energy's investigation revealed the following:

On June 7, 2021, [REDACTED] [REDACTED] was enrolled in a variable rate supply, electric and gas with Green Choice Energy via our D2D channel.

Green Choice Energy records show the marketer as TI Sales Group 01 an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Eriya James Agent 23000. It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

I've attached the copy of the TPV and contract authorizing enrollment with Green Choice Energy.

Green Choice Energy spoke with Ms. [REDACTED] on June 28th 2021 we assured her both accounts would be canceled and returned to the utility. The electric and natural gas accounts returned to Duke on 6/26/21. The enrollment requests were submitted to Duke on 6/15/2021. Any charges incurred by the customer from Green Choice Energy will be at the utility price to compare.

There are no early termination fees associated with the cancellation.

Thank you,

[Logo, company name Description automatically generated]

[www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)<<http://www.greenchoiceenergy.com/>>

Alexsa Torres

Sr. Director, Quality & Customer Experience

Green Choice Energy

P: (347) 748-1066

E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)<<mailto:atorres@greenchoiceenergy.com>>

14 Wall Street Floor 2

Huntington, NY 11743



[facebook icon]<<https://www.facebook.com/GreenChoiceEnergy/>> [linkedin icon]  
<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoicenergy/>>

This email and any attachments are confidential and intended for the use of the individual or entity to which it was addressed. The information provided is for informational purposes only. Green Choice Energy makes no representation or warranty regarding the accuracy of any data or information provided herein. Any recommendations or opinions provided by Green Choice Energy are not to be considered guarantees, now or in the future. If you are not the intended recipient, or you have received this email in error, any distribution or copying is prohibited. Please notify the sender and delete this email immediately.

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From: PUCO Consumer Call Center  
<[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)<<mailto:contactthepuco@puc.state.oh.us>>>  
Sent: Monday, June 28, 2021 7:58 AM  
To: [btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)<<mailto:btrombino@greenchoicenergy.com>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00698115 [ref:\_00Dt0GzXt.\_500t0na0af:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

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AIQ: RPA Energy, Inc

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1. The sales script and/or sales call used to market this customer.
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3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
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Sincerely,

Angalese Upchurch

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](https://www.puco.ohio.gov/)<<https://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.

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000FtG75&from=ext]

ref:\_00Dt0GzXt.\_500t0na0af:ref

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) <<mailto:csc@ohio.gov>> or click the Phish Alert Button if available.

## Case Images

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Created Date	Images
6/30/2021 12:00:52 PM	
6/30/2021 12:00:52 PM	
6/30/2021 12:00:52 PM	
6/30/2021 12:00:52 PM	



GREEN CHOICE ENERGY  
BETTER ENERGY. BETTER EARTH.

[REDACTED] DR  
CINCINNATI, 33 45231

Account #:

[REDACTED]  
[REDACTED]

Dear [REDACTED] [REDACTED]

On behalf of everyone at Green Choice Energy, we would like to thank you for participating in the Retail Choice Program and welcome you as our newest customer. We look forward to providing you with exceptional value and service.

Being a customer with us has never been better or easier:

- ☐ There is no change in delivery service
- ☐ There is no cost to enroll with Green Choice Energy
- ☐ You will receive only one bill from your Utility Company
- ☐ 100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator
- ☐ 100% of the natural gas you purchase is matched with carbon offsets from projects certified under the Verified Carbon Standard
- ☐ Green Choice Energy's Tree Donation Promotion, Green Choice Energy will facilitate the planting of one (1) seedling tree by One Tree Planted, Inc. a verified 501(c)(3) non-profit registered charitable organization, at no cost to the customer.
- ☐ Begin using Green Choice Energy Rewards immediately after your first billing cycle

Your Utility Company will continue to provide your delivery services including meter readings, billing, and payments. You will continue to receive one bill from your Utility Company; our supply charges will be noted separately on that bill. In the event of an emergency, you Utility Company should still be contacted directly.

For access to your Green Choice Energy Rewards please visit [www.greenchoiceenergyrewards.com](http://www.greenchoiceenergyrewards.com).

Again, welcome to Green Choice Energy. If you have any questions, don't hesitate to contact one of our customer service representatives at 1-800-685-0960. We also invite you check to out our website at [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com).

Welcome aboard!

Tanya Jackson

**Tanya Jackson**

Account Services



GREEN CHOICE ENERGY  
BETTER ENERGY. BETTER EARTH.

INTRODUCING...

## GREEN CHOICE ENERGY REWARDS

Congratulations! As a new Green Choice Energy customer, you're getting **\$50 in Reward Dollars every month!**

THAT'S \$600 IN REWARD DOLLARS A YEAR!

### Daily Giveaways



We Give Away A Gift Card Every Day!

### Local Deals



Over 330,000 Deals At Popular Local Shops

### Restaurants



Over 85,000 Deals At Name-Brand Restaurants

### Bonuses & Games



Pick to Win Prizes & Epic \$500 Giveaways

OVER  
**500,000**  
WAYS TO SAVE

### Online Shopping



Savings On Thousands Of Name-Brands

### Grocery Coupons



Grocery Coupons To Save Big At The Store

### Show & Save

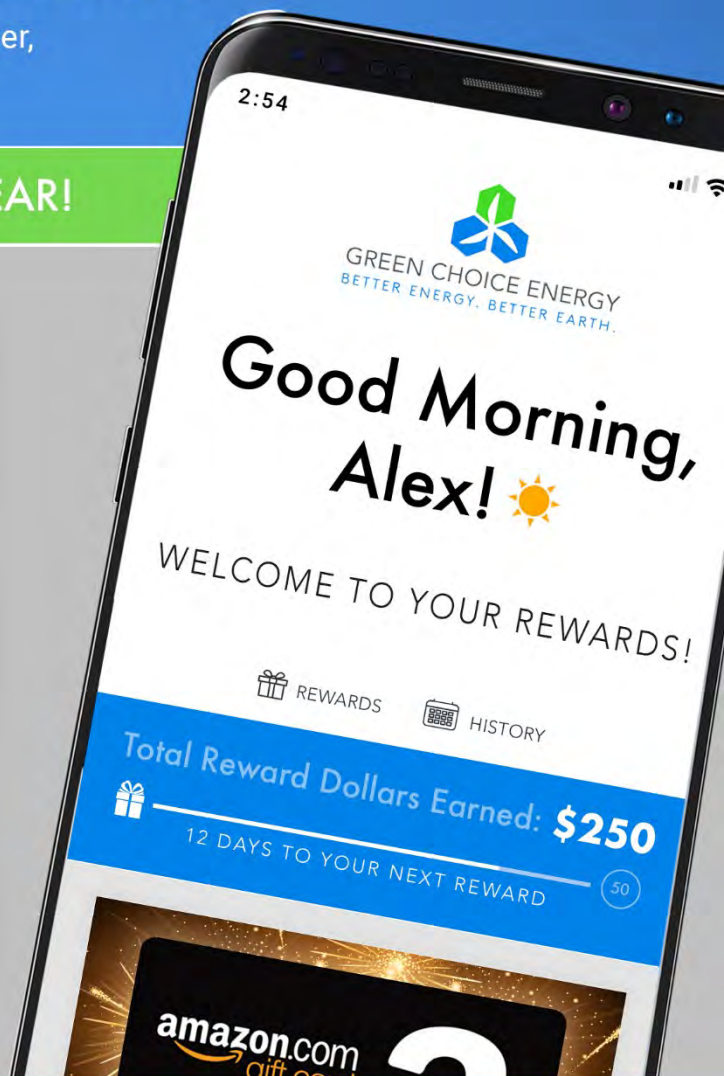


Show & Save On-The-Go Functionality

### Travel Options



Over 1,000,000 Popular Travel Options



### How to Get Started

Visit [greenchoiceenergyrewards.com](http://greenchoiceenergyrewards.com) and login using your credentials.



### How to Login

Your username is your phone number and your password is your zip code.

**Your Rewards Can Be Used to Save on Popular Brands Like...**



SONY

Marriott



SUBWAY



\*Restrictions apply, see [amazon.com/gc-legal](http://amazon.com/gc-legal). All product and company names depicted are trademarks or registered trademarks of their respective holders. Use of them does not imply any affiliation with or endorsement by them. Reward enrollment and online/mobile redemption are required before use of rewards. Participating offers subject to change. Reward Dollars are not gift cards or gift certificates and have no cash value. Odds of winning the Daily Gift Card Giveaway ("DGCG") vary daily, based on the number of DGCG entries received between 9am EST and 9pm EST. Limit one (1) DGCG entry per customer per day. DGCG limited to Green Choice Energy Rewards program customers aged eighteen (18) and over. No purchase necessary for entry in the DGCG. Purchase activity will not increase the odds of winning the daily DGCG prize. Visit [www.greenchoiceenergyrewards.com](http://www.greenchoiceenergyrewards.com) for full terms and conditions.





ONETREEPLANTED

## 1 TREE PLANTED IN THE UNITED STATES

TREES HELP CLEAN THE AIR WE BREATHE, FILTER THE WATER WE DRINK, AND PROVIDE HABITAT TO OVER 80% OF THE WORLD'S TERRESTRIAL BIODIVERSITY. FORESTS PROVIDE JOBS TO OVER 1.6 BILLION PEOPLE, ABSORB HARMFUL CARBON FROM THE ATMOSPHERE, AND ARE KEY INGREDIENTS IN 25% OF ALL MEDICINES.

Customer Name: [REDACTED]

Date: 06-07-2021

DATE

YOU CHANGED THE WORLD




GREEN CHOICE ENERGY  
BETTER ENERGY. BETTER EARTH.

\*THIS CERTIFICATE WAS NOT PRESENTED TO YOU BY ONE TREE PLANTED, AND THEREFORE WE CANNOT GUARANTEE ANY TREES WERE PLANTED.

\*\*CUSTOMERS MUST REMAIN ENROLLED AND ACTIVE FOR ONE BILLING CYCLE FOR THE PLANTING TO OCCUR.

## Ohio Contract Summary (Variable Price Agreement)

Electricity Supplier and Natural Gas Supplier Information	RPA Energy, Inc., d/b/a Green Choice Energy Elec. Lic. No. IR-3696 Nat. Gas Lic. No. IR-3695 P.O. Box 1508 Huntington, NY 11743 info@greenchoiceenergy.com <a href="http://www.greenchoiceenergy.com">www.greenchoiceenergy.com</a> 800-685-0960		
Price Structure	<b>Electricity:</b> This is a Variable Price Agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins, plus a monthly administrative service fee of \$5.00 per month.	<b>Natural Gas:</b> This is a Variable Price Agreement. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins, plus a monthly administrative service fee of \$5.00 per month.	
Supply Price	<b>Electricity:</b> Your electricity supply price for the first month will be <b>5.36 ¢</b> per kWh, plus a \$5 administrative fee.	<b>Natural Gas:</b> Your natural gas supply price for the first month will be <b>55.65 ¢</b> per ccf, plus a \$5 administrative fee.	
Statement Regarding Savings	The supply price may not provide a savings relative to the EDU or LDC supply price.		
Environmental attributes/Incentives	100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator. As a customer of Green Choice Energy, you automatically qualify for our Power Perks Rewards Program.	100% of the natural gas you purchase is matched with carbon offsets from projects certified under the Verified Carbon Standard.	
Contract Start Date	The contract will begin on the date your utility processes your enrollment with Green Choice Energy, in accordance with the utility's rules and procedures. Electricity enrollments are typically processed within three business days and natural gas enrollments are typically processed on the first day of the next month if the utility has received the enrollment request from Green Choice Energy at least 7 days before the first day of the next month.		
Contract Term/Length	Month-to-Month		
Cancellation/Early Termination Fees	You may cancel this agreement at any time without incurring a termination fee.		
Renewal	Upon completion of the Initial Term, this Agreement will automatically renew on the terms and conditions which Green Choice Energy will mail to you prior to expiration of the Initial Term.		

**Please retain this document for your records. If you have any questions regarding this agreement, contact your competitive supplier using the information above.**





**GREEN CHOICE ENERGY**  
BETTER ENERGY. BETTER EARTH.

**RPA ENERGY, INC. D/B/A GREEN CHOICE ENERGY**  
**OHIO ELECTRICITY AND NATURAL GAS SUPPLY**  
**VARIABLE PRICE CONTRACT TERMS AND CONDITIONS**

<b>Customer Name:</b> [REDACTED]	<b>Single Bill:</b> <input type="checkbox"/>
<b>Address:</b> [REDACTED] DR	<b>Address cont'd:</b> CINCINNATI, OH, 45231
<b>Contact Name:</b> [REDACTED]	<b>Contact Tel. #</b> [REDACTED]
<b>Email:</b> N/A	<b>Date:</b> 06-07-2021
<b>Electric Utility (EDU):</b> Duke Energy	<b>Electric Utility Account Number:</b> [REDACTED]
<b>Natural Gas Utility (LDC):</b> Duke Energy	<b>Natural Gas Utility Account Number:</b> [REDACTED]

By signing below, Customer agrees to the Terms and Conditions of Service, and authorizes RPA Energy Inc., d/b/a Green Choice Energy to complete the Customer's enrollment and initiate supply service.



**CUSTOMER ACKNOWLEDGEMENT:** The Customer understands that the Sales Representative is representing RPA Energy Inc., d/b/a Green Choice Energy and is not from the Utility. The Customer understands that by choosing RPA Energy Inc., d/b/a Green Choice Energy as their supplier, the Utility will continue to deliver the Customer's electric and/or natural gas supply, read the Customer's meter, bill the Customer and respond to any emergencies. The Customer is the account holder or is authorized to make account decisions. I understand that I have the right to rescind this enrollment as explained in the Terms and Conditions.

**IN WITNESS WHEREOF,** Customer and RPA Energy Inc., d/b/a Green Choice Energy have caused this Agreement to be executed as of the date set forth below.

[REDACTED]  
**Customer Signature**

[REDACTED]  
**Customer Print Name/Title**

**06-07-2021**

**Date**

  
**Sales Representative Signature**

**Eriya James**  
**Sales Representative Print Name**

**23000**

**Sales Representative ID #**

TPV Confirmation #

[REDACTED]



## TERMS AND CONDITIONS

These Terms and Conditions between RPA Energy, Inc., d/b/a Green Choice Energy ("Green Choice Energy"), a competitive retail electricity and natural gas supplier, and the undersigned customer ("Customer" or "You") apply to your electricity generation and/or natural gas service. These Terms and Conditions, along with the accompanying Contract Summary, are the "Agreement." Green Choice Energy's PUCO certificate number for electricity supply is 16-1129E (2) and for natural gas supply is 16-532G (1).

### **1. Agreement to Supply Electricity and/or Natural Gas.**

Green Choice Energy agrees to sell and facilitate delivery of the quantity of electricity or natural gas necessary to meet Customer's requirements based upon consumption data obtained by Green Choice Energy from Customer's Electric Distribution Utility (EDU) or Natural Gas Local Distribution Company (LDC). The EDU will continue to deliver the electricity supplied by Green Choice Energy, and the LDC will continue to deliver the natural gas supplied by Green Choice Energy.

**2. Coordination with EDU/LDC.** You will continue to receive your bill from your EDU for all electricity supply and delivery charges and one bill from your LDC for all natural gas supply and delivery charges. Your EDU and/or LDC will continue to provide all emergency repairs and services. Green Choice Energy is not affiliated with and does not represent your EDU or LDC. In the event of an electricity and/or natural gas emergency or service interruption, contact your EDU or LDC.

**3. Right of Rescission** - Your EDU and/or LDC will send you a notice to confirm your choice of Green Choice Energy. You may cancel your Agreement with no penalty within seven calendar days after your EDU or LDC sends your enrollment confirmation by contacting your EDU or LDC.

**4. Term** - This Agreement shall commence as of the date enrollment with Green Choice Energy is deemed effective by the EDU and/or LDC and shall continue on a month-to-month basis until terminated by either party. Customer may terminate this agreement at any time with no fee or penalty.

**5. Price** - This is a variable price agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins. In addition to the volumetric rate for electricity or natural gas, the Customer will be charged a monthly administrative service fee of \$5.00 per month. Our price does not include EDU or LDC charges. There is no cap on your variable prices for electricity or natural gas, and there is no limit on how much the prices may increase or decrease from one billing cycle to the next.

**6. Billing and Payment** - Customer will receive a single bill from the EDU and/or LDC, which will include both the EDU/LDC delivery charges and Green Choice Energy's supply charges. Your EDU and LDC maintains the right to charge late fees or terminate service for any unpaid utility or supplier charges, pursuant to the regulations of the PUCO. Billing cycle is at a minimum 25 days. Green Choice Energy does not offer budget

billing for the supply portion of the bill.

**7. Delivery Point, Title, and Taxes** – All electricity and/or natural gas sold pursuant to this Agreement shall be delivered to a location ("Point of Delivery"), which shall constitute the point at which the sale occurs and title to the energy or gas passes to You from us. Customer will be liable for and pay all taxes or surcharges which are imposed with respect to the sale of electricity and natural gas. If Customer is exempt from such taxes, Customer is responsible for identifying and requesting any exemption from the collection of the taxes by filing appropriate documentation with Green Choice Energy.

**8. Cancellation**- Customer may terminate this Agreement by contacting the Green Choice Energy Customer Service Department at 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: RPA Energy Inc., d/b/a Green Choice Energy, PO Box 1508, Huntington NY 11743; or by e-mailing us at [info@greenchoicenergy.com](mailto:info@greenchoicenergy.com). Green Choice Energy may cancel this Agreement at any time, for any reason, upon providing 14 days written notice to Customer.

**9. Entire Agreement** - This Agreement, and any attached enrollment forms or Contract Summary, make up the entire Agreement between Customer and Green Choice Energy. Green Choice Energy makes no representations other than those expressly set forth in this Agreement. Green Choice Energy provides no warranties, express or implied, statutory, or otherwise, and Green Choice Energy specifically disclaims any warranty of merchantability or fitness for a particular purpose.

**10. Force Majeure** - In the event that either party is rendered unable, wholly or in part, to perform that party's obligations under this Agreement due to events not reasonably anticipated or within either party's control, such as, but not limited to, acts of God, curtailment by Customer's EDU or LDC, etc., the Parties agree that such nonperformance shall be excused for the duration of the event which caused it. Should the parties have cause to claim force majeure, the claiming

party will notify the other party, in writing, of the cause(s) of such event, the anticipated duration of non-performance and the remedies being taken to eliminate the cause. Financial obligations relating to payment for or delivery of electricity or natural gas under this Agreement cannot be cause for claiming force majeure and obligations cannot be excused as a result of a force majeure event.

**11. Liability** - Our liability shall be limited to direct actual damages only, which will not exceed the amount of your single largest monthly invoice during the preceding 12 months. All other remedies at law or in equity are hereby waived. In no event shall we be liable for any punitive, incidental, consequential, exemplary, indirect, third-party claims, lost profits or other damages whether based on contract, warranty, tort, negligence, strict liability or otherwise any cause of action or claim for any liability, arising from a breach of this Agreement.

**12. Dispute Resolution** - In the event of a dispute or a disagreement involving Green Choice Energy's service, Customer should contact Green Choice Energy at 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: **RPA Energy Inc., d/b/a Green Choice Energy**, PO Box 1508, Huntington NY 11743; **Web** [www.greenchoicenergy.com](http://www.greenchoicenergy.com). If your complaint is not resolved, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Office of Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

**13. Assignment** - You may not assign this Agreement, in whole or in part, or any of your rights or obligations without Green Choice Energy's prior written consent. We may, upon thirty days prior notice and without your

consent: (a) transfer, sell, pledge, encumber or assign this Agreement or the accounts, revenues or proceeds in connection with any financial or billing services agreement; or (b) transfer or assign this Agreement any other approved supplier authorized by the PUCO. This Agreement shall be binding on each party's successors and legal assigns.

**14. Governing Law** - This Agreement is governed by the laws of the state of Ohio. This Agreement is subject to present and future legislation, orders, rules, regulations or decisions of a duly constituted governmental authority having jurisdiction over this agreement or the services to be provided hereunder.

**15. WAIVER OF JURY TRIAL.** THE PARTIES WAIVE THE RIGHT TO A JURY TRIAL. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM ARISING UNDER OR RELATING TO THIS AGREEMENT. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM SUBJECT TO ARBITRATION.

**16. Measurement** - Both Parties agree to accept for purposes of accounting for quantity, quality and measurement of electricity as supplied and reported by the EDU and/or LDC.

**17. Severability** - If any provision of this Agreement is held by a court or regulatory agency of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions shall continue in full force without being invalidated in any way.

**18. Delay or Failure to Exercise Rights** - No partial performance, delay or failure on our part in exercising any rights under this Agreement and no partial or single exercise thereof shall constitute a waiver of such rights or of any other rights hereunder.

**19. Taxes and Laws** - Except as otherwise provided in this Agreement or by law, all taxes due and payable shall be paid by the Customer. Any lawful tax exemption

will only be recognized on a prospective basis from the date that you provide valid tax-exemption certificates to us.

**20. Environmental Disclosures** - Information regarding the generation sources and environmental characteristics of the electricity supplied by Green Choice Energy is available at [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com). "Renewable" energy refers to energy that is generated from renewable sources, such as solar, wind, water or biomass. Green Choice Energy will ensure that 100% of the customer's electricity usage is matched with renewable energy certificates or renewable energy attributes. Green Choice Energy shall have up to 24 months from the end of each calendar year to address any deficiency that may have arisen in the renewable content of electricity sold under this Agreement during such calendar year. Green Choice Energy's carbon neutral natural gas products offset the carbon dioxide footprint of your natural gas usage, as determined in Verified Carbon Units ("VCUs"). Each VCU represents a reduction or removal of one ton of carbon dioxide equivalent ("CO<sub>2</sub>e") achieved by a project, which is certified under the Verified Carbon Standard ("VCS"). The VCS is the world's most widely recognized voluntary greenhouse gas program as it sets rigorous standards that projects must meet. Once certified with the VCS, the project is issued a VCU for every ton of CO<sub>2</sub>e that is reduced/removed. These VCUs are then created, tracked, and retired within the Verra Registry. Green Choice Energy's carbon-neutral natural gas offerings are all backed by projects that have been certified under the VCS.

## Contact Information

**Supplier Information: RPA Energy Inc., d/b/a Green Choice Energy**, 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: **RPA Energy Inc., d/b/a Green Choice Energy**, PO Box 1508, Huntington NY 11743; **Web** [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

## Notice of Cancellation

Date of Transaction 06-07-2021

You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, to Green Choice Energy, P.O. BOX 1508 Huntington, NY 11743, not later than midnight of 06-10-2021.

I hereby cancel this transaction. Buyer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

-----  
Notice of Cancellation

Date of Transaction 06-07-2021

You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

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# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

M. Beth Trombold  
Lawrence K. Friedman  
Dennis P. Deters  
Daniel R. Conway

## Case Detail

Case Number: 00698524	Owner: Shawn Thompson
Account Name: [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 06-28-2021  
Case Age in Business Days: 26

Date Closed: 07-16-2021

## Contact Information

Contact: [REDACTED]	Preferred Contact Method: No Preference
Phone: [REDACTED]	Preferred Contact Time:
Mobile:	Email:

## Service Address Information

Service Account Number:	Service Address County: Hamilton
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Cincinnati	Service Address Zip:
Service Address Country: United States	Service Address Phone: [REDACTED]

## Industry Information

AIQ Industry: Electric	Territory Account: 001t0000008OFY3AAO
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: Marketing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Enrollment Dispute
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	



## Transportation Information

---

Crossing ID:

Railroad:

Railroad Street Name:

## Description Information

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**Description:**

**Resolution:**

LM for cust - close case

## Case Comments

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Created Date	Comment
6/28/2021 3:15:16 PM	Caller states that a man came to the door last week from RPG - she states that she and her fiancé' (female) are terrified of men – she states the he put his foot in the door the entire time – said that she had to talk to his boss on the phone – she did not like his foot in the way of the door and did not like him being that close - she states that he did not even wear a mask - she states that her fiancé' signed something - she states that the acct is in her name and she did not want it switched to RPG - gas/electric - adv of inv process/timeline.
6/30/2021 10:35:36 AM	* consult with MC - inquired on RPG - he states to try RPA *
6/30/2021 10:42:42 AM	* sent initial email *
7/2/2021 3:55:31 PM	* confirm call recording plays *
7/8/2021 8:11:45 AM	* review company response *
7/16/2021 12:27:58 PM	<p>I called the cust and left a message - adv of company response - invited call back if she had any further questions.</p> <p>* On June 16, 2021, you were enrolled in a variable rate supply, electric and gas via a door to door sale. The sales agent did have a complaint against him in April, and based on that, they placed him a 30 day performance improvement plan. Although the 30 days passed without incident, based on this complaint, they have made the decision to remove him from their campaign and add him to their internal Do Not Hire list.</p> <p>* RPA (Green Choice Energy) cancelled the electric service and the gas service. The enrollment request was sent on 6/22/2021 to the utility. However, both accounts have a drop effective date as of 6/29/2021. There are no early termination fees associated with the cancellation.</p>
7/16/2021 12:29:39 PM	Resolution Comments: LM for cust - close case

## Web Information

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Web Name:  
Web Home Phone:  
Web Email:  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

---

Created by: Shawn Thompson  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Bhasker Kondaveeti  
Next Activity Date:  
Case Grade Created:  
Case Grade Target:

## Case Emails

---

**Email Created Date:** 6/30/2021 10:38:17 AM

**Email HTML Version:**



**Initial Submission of a Consumer Complaint  
Provider of Natural Gas or Electric Supply  
Please Respond Within 3 Business Days**

**CASE ID:** 00698524

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED] Cincinnati, Ohio 45205

**AIQ:** RPA Energy, Inc

**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 morning,



This customer has contacted the PUCO regarding their enrollment with your company. Caller states that a man came to the door last week from RPA. She states that she and her fiancé (female) are terrified of men. She states that he put his foot in the door the entire time and said that she had to talk to his boss on the phone. She states that she did not like his foot in the way of the door and did not like him being that close. She states that he did not even wear a mask and her fiancé signed something. She states that the account is in her name and she did not want it switched to RPG for gas and/or electric.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the solicitation was completed by a third party vendor, which vendor.
3. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
4. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?
5. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
6. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
7. Are there any early termination fees associated with this enrollment? If so, will the fees be waived and if not, why?
8. Do you show other complaints on the sales agent?

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.
8. The IP address if it was internet enrollment.

Sincerely,

**Shawn Thompson**  
Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department  
Customer Service Investigator  
800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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.\_500t0nXGTG:ref

**Email Text Version:**

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00698524

CUSTOMER: [REDACTED] [REDACTED]

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45205

AIQ: RPA Energy, Inc

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:

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What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?

The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.

Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.

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**Email Created Date: 7/2/2021 10:35:48 AM**

**Email HTML Version:**

This is in response to CASE #: 00693651.

RPA Energy D/B/A Green Choice Energy's investigation revealed the following:

On June 16, 2021, [REDACTED] [REDACTED] was enrolled in a variable rate supply, electric and gas with RPA Energy D/B/A Green Choice Energy via our D2D channel.

Green Choice Energy records show the marketer as US Direct Marketing Corp, an independent marketing vendor performing sales on behalf of Green Choice Energy, and the salesperson as Amir

Khreisheh Agent 1048. It is Green Choice Energy's understanding that this vendor is only performing sales for Green Choice Energy.

I've attached the copy of the TPV authorizing enrollment with RPA Energy D/B/A Green Choice Energy. The attached third party verification also asks Ms. [REDACTED] whether she is voluntarily choosing to switch to RPA Energy D/B/A Green Choice Energy. The third party verification also states that RPA Energy D/B/A Green Choice Energy does not represent the local utility, and that the customer does not have to switch.

The sales agent did have a complaint against him in April, and based on that we placed him a 30 day performance improvement plan. Although the 30 days passed without incident based on this complaint we have made the decision to remove him from our campaign and add him to our internal Do Not Hire list.

Green Choice Energy cancelled the electric service confirmation number [REDACTED] and the gas service confirmation number [REDACTED]. The enrollment request was sent on 6/22/2021 to the utility. However, both accounts have a drop effective date as of 6/29/2021. There are no early termination fees associated with the cancellation.

Thank you,



Alexsa Torres  
Sr. Director, Quality & Customer  
Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2  
Huntington, NY 11743



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**From:** PUCO Consumer Call Center <[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)>  
**Sent:** Wednesday, June 30, 2021 10:42:32 AM  
**To:** [btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com) <[btrombino@greenchoiceenergy.com](mailto:btrombino@greenchoiceenergy.com)>  
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00698524 [ref:\_00Dt0GzXt.\_500t0nXGTG:ref ]



**Initial Submission of a Consumer Complaint  
Provider of Natural Gas or Electric Supply  
Please Respond Within 3 Business Days**

**CASE ID:** 00698524

**CUSTOMER:** [REDACTED]

**SERVICE ADDRESS:** [REDACTED] Cincinnati, Ohio 45205

**AIQ:** RPA Energy, Inc

**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:**

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This customer has contacted the PUCO regarding their enrollment with your company. Caller states that a man came to the door last week from RPA. She states that she and her fiancé (female) are terrified of men. She states that he put his foot in the door the entire time and said that she had to talk to his boss on the phone. She states that she did not like his foot in the way of the door and did not like him being that close. She states that he did not even wear a mask and her fiancé signed something. She states that the account is in her name and she did not want it switched to RPG for gas and/or electric.

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5. The Welcome Letter mailed to the customer.
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8. The IP address if it was internet enrollment.

Sincerely,

**Shawn Thompson**

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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**CAUTION:** This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

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Green Choice Energy cancelled the electric service confirmation number ([REDACTED]) and the gas service confirmation number ([REDACTED]). The enrollment request was sent on 6/22/2021 to the utility. However, both accounts have a drop effective date as of 6/29/2021. There are no early termination fees associated with the cancellation.

Thank you,

[Logo, company name Description automatically generated]  
www.greenchoiceenergy.com<http://www.greenchoiceenergy.com/>

Alexsa Torres  
Sr. Director, Quality & Customer Experience  
Green Choice Energy

P: (347) 748-1066  
E: [atorres@greenchoiceenergy.com](mailto:atorres@greenchoiceenergy.com)  
14 Wall Street Floor 2



Huntington, NY 11743

[facebook icon]<<https://www.facebook.com/GreenChoiceEnergy/>> [linkedin icon]  
<<https://www.linkedin.com/company/green-choice-energy/>> [instagram icon]  
<<https://www.instagram.com/greenchoicenergy/>>

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From: PUCO Consumer Call Center  
<[contactthepuco@puc.state.oh.us](mailto:contactthepuco@puc.state.oh.us)<<mailto:contactthepuco@puc.state.oh.us>>>  
Sent: Wednesday, June 30, 2021 10:42:32 AM  
To: [btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)<<mailto:btrombino@greenchoicenergy.com>>  
<[btrombino@greenchoicenergy.com](mailto:btrombino@greenchoicenergy.com)<<mailto:btrombino@greenchoicenergy.com>>>  
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00698524 [  
ref:\_00Dt0GzXt.\_500t0nXGTG:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Initial Submission of a Consumer Complaint

Provider of Natural Gas or Electric Supply

Please Respond Within 3 Business Days

CASE ID: 00698524

CUSTOMER: [REDACTED]

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45205

Case Number: 00698524

AIQ: RPA Energy, Inc

NIQ: [REDACTED]

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DESCRIPTION OF ISSUE:

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5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
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Sincerely,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)<<https://www.puco.ohio.gov/>>





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ref:\_00Dt0GzXt.\_500t0nXGTG:ref

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## Case Images

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Created Date	Images
7/2/2021 10:35:50 AM	
7/2/2021 10:35:50 AM	
7/2/2021 10:35:50 AM	
7/2/2021 10:35:50 AM	



**GREEN CHOICE ENERGY**  
BETTER ENERGY. BETTER EARTH.

[REDACTED]  
CINCINNATI, 33 45205

Account #:

[REDACTED]  
[REDACTED]

Dear [REDACTED] [REDACTED]

On behalf of everyone at Green Choice Energy, we would like to thank you for participating in the Retail Choice Program and welcome you as our newest customer. We look forward to providing you with exceptional value and service.

Being a customer with us has never been better or easier:

- ☐ There is no change in delivery service
- ☐ There is no cost to enroll with Green Choice Energy
- ☐ You will receive only one bill from your Utility Company
- ☐ 100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator
- ☐ 100% of the natural gas you purchase is matched with carbon offsets from projects certified under the Verified Carbon Standard
- ☐ Green Choice Energy's Tree Donation Promotion, Green Choice Energy will facilitate the planting of one (1) seedling tree by One Tree Planted, Inc. a verified 501(c)(3) non-profit registered charitable organization, at no cost to the customer.
- ☐ Begin using Green Choice Energy Rewards immediately after your first billing cycle

Your Utility Company will continue to provide your delivery services including meter readings, billing, and payments. You will continue to receive one bill from your Utility Company; our supply charges will be noted separately on that bill. In the event of an emergency, you Utility Company should still be contacted directly.

For access to your Green Choice Energy Rewards please visit [www.greenchoiceenergyrewards.com](http://www.greenchoiceenergyrewards.com).

Again, welcome to Green Choice Energy. If you have any questions, don't hesitate to contact one of our customer service representatives at 1-800-685-0960. We also invite you check to out our website at [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com).

Welcome aboard!

Tanya Jackson

**Tanya Jackson**

Account Services



GREEN CHOICE ENERGY  
BETTER ENERGY. BETTER EARTH.

INTRODUCING...

## GREEN CHOICE ENERGY REWARDS

Congratulations! As a new Green Choice Energy customer, you're getting **\$50 in Reward Dollars every month!**

THAT'S \$600 IN REWARD DOLLARS A YEAR!

### Daily Giveaways



We Give Away A Gift Card Every Day!

### Local Deals



Over 330,000 Deals At Popular Local Shops

### Restaurants



Over 85,000 Deals At Name-Brand Restaurants

### Bonuses & Games



Pick to Win Prizes & Epic \$500 Giveaways

OVER  
**500,000**  
WAYS TO SAVE

### Online Shopping



Savings On Thousands Of Name-Brands

### Grocery Coupons



Grocery Coupons To Save Big At The Store

### Show & Save

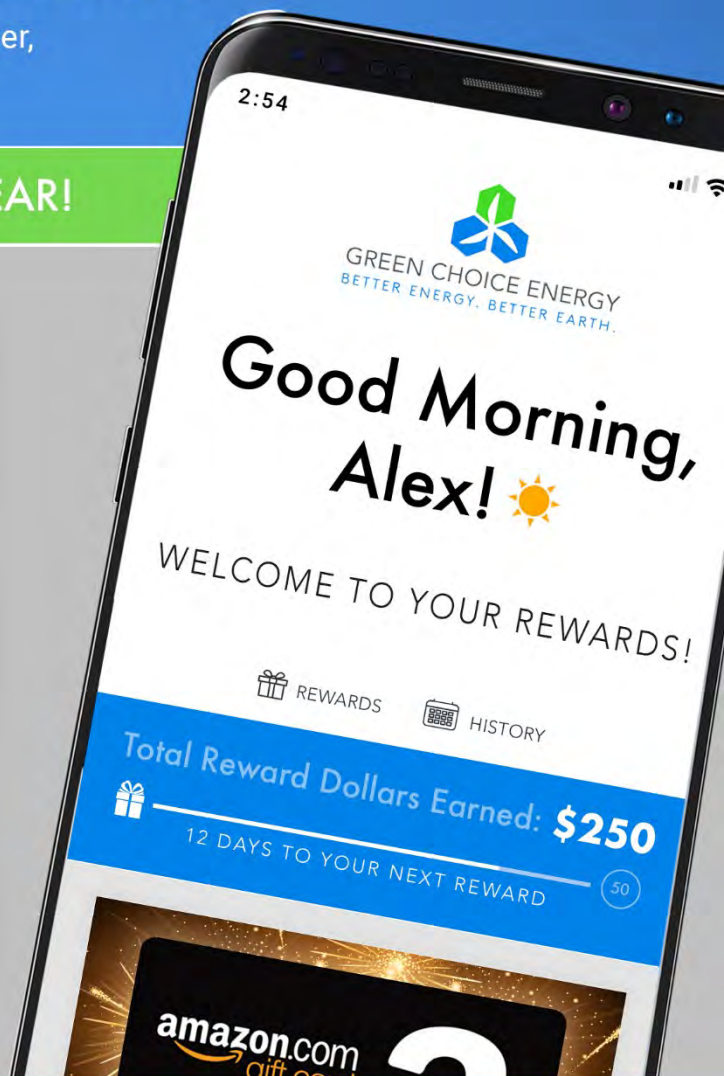


Show & Save On-The-Go Functionality

### Travel Options



Over 1,000,000 Popular Travel Options



### How to Get Started

Visit [greenchoiceenergyrewards.com](http://greenchoiceenergyrewards.com) and login using your credentials.



### How to Login

Your username is your phone number and your password is your zip code.

**Your Rewards Can Be Used to Save on Popular Brands Like...**



SONY

Marriott



SUBWAY



\*Restrictions apply, see [amazon.com/gc-legal](http://amazon.com/gc-legal). All product and company names depicted are trademarks or registered trademarks of their respective holders. Use of them does not imply any affiliation with or endorsement by them. Reward enrollment and online/mobile redemption are required before use of rewards. Participating offers subject to change. Reward Dollars are not gift cards or gift certificates and have no cash value. Odds of winning the Daily Gift Card Giveaway ("DGCG") vary daily, based on the number of DGCG entries received between 9am EST and 9pm EST. Limit one (1) DGCG entry per customer per day. DGCG limited to Green Choice Energy Rewards program customers aged eighteen (18) and over. No purchase necessary for entry in the DGCG. Purchase activity will not increase the odds of winning the daily DGCG prize. Visit [www.greenchoiceenergyrewards.com](http://www.greenchoiceenergyrewards.com) for full terms and conditions.





ONETREEPLANTED

## 1 TREE PLANTED IN THE UNITED STATES

TREES HELP CLEAN THE AIR WE BREATHE, FILTER THE WATER WE DRINK, AND PROVIDE HABITAT TO OVER 80% OF THE WORLD'S TERRESTRIAL BIODIVERSITY. FORESTS PROVIDE JOBS TO OVER 1.6 BILLION PEOPLE, ABSORB HARMFUL CARBON FROM THE ATMOSPHERE, AND ARE KEY INGREDIENTS IN 25% OF ALL MEDICINES.

Customer Name: [REDACTED]

Date: 06-16-2021

DATE

YOU CHANGED THE WORLD




GREEN CHOICE ENERGY  
BETTER ENERGY. BETTER EARTH.

\*THIS CERTIFICATE WAS NOT PRESENTED TO YOU BY ONE TREE PLANTED, AND THEREFORE WE CANNOT GUARANTEE ANY TREES WERE PLANTED.

\*\*CUSTOMERS MUST REMAIN ENROLLED AND ACTIVE FOR ONE BILLING CYCLE FOR THE PLANTING TO OCCUR.

Ohio Contract Summary (Variable Price Agreement)

Electricity Supplier and Natural Gas Supplier Information	<div>RPA Energy, Inc., d/b/a Green Choice Energy Elec. Lic. No. IR-3696 Nat. Gas Lic. No. IR-3695 P.O. Box 1508 Huntington, NY 11743 info@greenchoiceenergy.com <a href="http://www.greenchoiceenergy.com">www.greenchoiceenergy.com</a> 800-685-0960</div> <div></div>	
Price Structure	<b>Electricity:</b> This is a Variable Price Agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins, plus a monthly administrative service fee of \$5.00 per month.	<b>Natural Gas:</b> This is a Variable Price Agreement. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins, plus a monthly administrative service fee of \$5.00 per month.
Supply Price	<b>Electricity:</b> Your electricity supply price for the first month will be <b>5.44 ¢</b> per kWh, plus a \$5 administrative fee.	<b>Natural Gas:</b> Your natural gas supply price for the first month will be <b>55.65 ¢</b> per ccf, plus a \$5 administrative fee.
Statement Regarding Savings	The supply price may not provide a savings relative to the EDU or LDC supply price.	
Environmental attributes/Incentives	100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator. As a customer of Green Choice Energy, you automatically qualify for our Power Perks Rewards Program.	100% of the natural gas you purchase is matched with carbon offsets from projects certified under the Verified Carbon Standard.
Contract Start Date	The contract will begin on the date your utility processes your enrollment with Green Choice Energy, in accordance with the utility's rules and procedures. Electricity enrollments are typically processed within three business days and natural gas enrollments are typically processed on the first day of the next month if the utility has received the enrollment request from Green Choice Energy at least 7 days before the first day of the next month.	
Contract Term/Length	Month-to-Month	
Cancellation/Early Termination Fees	You may cancel this agreement at any time without incurring a termination fee.	
Renewal	Upon completion of the Initial Term, this Agreement will automatically renew on the terms and conditions which Green Choice Energy will mail to you prior to expiration of the Initial Term.	

Please retain this document for your records. If you have any questions regarding this agreement, contact your competitive supplier using the information above.





**GREEN CHOICE ENERGY**  
BETTER ENERGY. BETTER EARTH.

**RPA ENERGY, INC. D/B/A GREEN CHOICE ENERGY**  
**OHIO ELECTRICITY AND NATURAL GAS SUPPLY**  
**VARIABLE PRICE CONTRACT TERMS AND CONDITIONS**

<b>Customer Name:</b> [REDACTED]	<b>Single Bill:</b> <input type="checkbox"/>
<b>Address:</b> [REDACTED]	<b>Address cont'd:</b> CINCINNATI, OH, 45205
<b>Contact Name:</b> [REDACTED]	<b>Contact Tel. #:</b> [REDACTED]
<b>Email:</b> [REDACTED]	<b>Date:</b> 06-16-2021
<b>Electric Utility (EDU):</b> Duke Energy	<b>Electric Utility Account Number:</b> [REDACTED]
<b>Natural Gas Utility (LDC):</b> Duke Energy	<b>Natural Gas Utility Account Number:</b> [REDACTED]

By signing below, Customer agrees to the Terms and Conditions of Service, and authorizes RPA Energy Inc., d/b/a Green Choice Energy to complete the Customer's enrollment and initiate supply service.



**CUSTOMER ACKNOWLEDGEMENT:** The Customer understands that the Sales Representative is representing RPA Energy Inc., d/b/a Green Choice Energy and is not from the Utility. The Customer understands that by choosing RPA Energy Inc., d/b/a Green Choice Energy as their supplier, the Utility will continue to deliver the Customer's electric and/or natural gas supply, read the Customer's meter, bill the Customer and respond to any emergencies. The Customer is the account holder or is authorized to make account decisions. I understand that I have the right to rescind this enrollment as explained in the Terms and Conditions.

**IN WITNESS WHEREOF,** Customer and RPA Energy Inc., d/b/a Green Choice Energy have caused this Agreement to be executed as of the date set forth below.

[REDACTED]

**Customer Signature**

[REDACTED]

**Customer Print Name/Title**

**06-16-2021**

**Date**

[REDACTED]

**Sales Representative Signature**

**Amir Khreisheh**

**Sales Representative Print Name**

**1048**

**Sales Representative ID #**

TPV Confirmation #

[REDACTED]



## TERMS AND CONDITIONS

These Terms and Conditions between RPA Energy, Inc., d/b/a Green Choice Energy ("Green Choice Energy"), a competitive retail electricity and natural gas supplier, and the undersigned customer ("Customer" or "You") apply to your electricity generation and/or natural gas service. These Terms and Conditions, along with the accompanying Contract Summary, are the "Agreement." Green Choice Energy's PUCO certificate number for electricity supply is 16-1129E (2) and for natural gas supply is 16-532G (1).

### **1. Agreement to Supply Electricity and/or Natural Gas.**

Green Choice Energy agrees to sell and facilitate delivery of the quantity of electricity or natural gas necessary to meet Customer's requirements based upon consumption data obtained by Green Choice Energy from Customer's Electric Distribution Utility (EDU) or Natural Gas Local Distribution Company (LDC). The EDU will continue to deliver the electricity supplied by Green Choice Energy, and the LDC will continue to deliver the natural gas supplied by Green Choice Energy.

**2. Coordination with EDU/LDC.** You will continue to receive your bill from your EDU for all electricity supply and delivery charges and one bill from your LDC for all natural gas supply and delivery charges. Your EDU and/or LDC will continue to provide all emergency repairs and services. Green Choice Energy is not affiliated with and does not represent your EDU or LDC. In the event of an electricity and/or natural gas emergency or service interruption, contact your EDU or LDC.

**3. Right of Rescission** - Your EDU and/or LDC will send you a notice to confirm your choice of Green Choice Energy. You may cancel your Agreement with no penalty within seven calendar days after your EDU or LDC sends your enrollment confirmation by contacting your EDU or LDC.

**4. Term** - This Agreement shall commence as of the date enrollment with Green Choice Energy is deemed effective by the EDU and/or LDC and shall continue on a month-to-month basis until terminated by either party. Customer may terminate this agreement at any time with no fee or penalty.

**5. Price** - This is a variable price agreement. The price you are charged for electricity supply will reflect the following factors: the cost of electricity obtained from the PJM Interconnection (including energy, capacity, prior period balancing, settlement, ancillaries), related transmission and distribution charges plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins. The price that you will be charged for natural gas will vary from month to month and be based on the wholesale cost of natural gas from the NYMEX exchange (including commodity, capacity, storage and balancing), transportation to the Delivery Point, plus all applicable taxes, fees, charges or other assessments and Green Choice Energy's costs, expenses and margins. In addition to the volumetric rate for electricity or natural gas, the Customer will be charged a monthly administrative service fee of \$5.00 per month. Our price does not include EDU or LDC charges. There is no cap on your variable prices for electricity or natural gas, and there is no limit on how much the prices may increase or decrease from one billing cycle to the next.

**6. Billing and Payment** - Customer will receive a single bill from the EDU and/or LDC, which will include both the EDU/LDC delivery charges and Green Choice Energy's supply charges. Your EDU and LDC maintains the right to charge late fees or terminate service for any unpaid utility or supplier charges, pursuant to the regulations of the PUCO. Billing cycle is at a minimum 25 days. Green Choice Energy does not offer budget

billing for the supply portion of the bill.

**7. Delivery Point, Title, and Taxes** – All electricity and/or natural gas sold pursuant to this Agreement shall be delivered to a location (“Point of Delivery”), which shall constitute the point at which the sale occurs and title to the energy or gas passes to You from us. Customer will be liable for and pay all taxes or surcharges which are imposed with respect to the sale of electricity and natural gas. If Customer is exempt from such taxes, Customer is responsible for identifying and requesting any exemption from the collection of the taxes by filing appropriate documentation with Green Choice Energy.

**8. Cancellation**- Customer may terminate this Agreement by contacting the Green Choice Energy Customer Service Department at 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: RPA Energy Inc., d/b/a Green Choice Energy, PO Box 1508, Huntington NY 11743; or by e-mailing us at [info@greenchoicenergy.com](mailto:info@greenchoicenergy.com). Green Choice Energy may cancel this Agreement at any time, for any reason, upon providing 14 days written notice to Customer.

**9. Entire Agreement** - This Agreement, and any attached enrollment forms or Contract Summary, make up the entire Agreement between Customer and Green Choice Energy. Green Choice Energy makes no representations other than those expressly set forth in this Agreement. Green Choice Energy provides no warranties, express or implied, statutory, or otherwise, and Green Choice Energy specifically disclaims any warranty of merchantability or fitness for a particular purpose.

**10. Force Majeure** - In the event that either party is rendered unable, wholly or in part, to perform that party’s obligations under this Agreement due to events not reasonably anticipated or within either party’s control, such as, but not limited to, acts of God, curtailment by Customer’s EDU or LDC, etc., the Parties agree that such nonperformance shall be excused for the duration of the event which caused it. Should the parties have cause to claim force majeure, the claiming

party will notify the other party, in writing, of the cause(s) of such event, the anticipated duration of non-performance and the remedies being taken to eliminate the cause. Financial obligations relating to payment for or delivery of electricity or natural gas under this Agreement cannot be cause for claiming force majeure and obligations cannot be excused as a result of a force majeure event.

**11. Liability** - Our liability shall be limited to direct actual damages only, which will not exceed the amount of your single largest monthly invoice during the preceding 12 months. All other remedies at law or in equity are hereby waived. In no event shall we be liable for any punitive, incidental, consequential, exemplary, indirect, third-party claims, lost profits or other damages whether based on contract, warranty, tort, negligence, strict liability or otherwise any cause of action or claim for any liability, arising from a breach of this Agreement.

**12. Dispute Resolution** - In the event of a dispute or a disagreement involving Green Choice Energy’s service, Customer should contact Green Choice Energy at 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: **RPA Energy Inc., d/b/a Green Choice Energy**, PO Box 1508, Huntington NY 11743; **Web** [www.greenchoicenergy.com](http://www.greenchoicenergy.com). If your complaint is not resolved, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Office of Ohio Consumers’ Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

**13. Assignment** - You may not assign this Agreement, in whole or in part, or any of your rights or obligations without Green Choice Energy’s prior written consent. We may, upon thirty days prior notice and without your

consent: (a) transfer, sell, pledge, encumber or assign this Agreement or the accounts, revenues or proceeds in connection with any financial or billing services agreement; or (b) transfer or assign this Agreement any other approved supplier authorized by the PUCO. This Agreement shall be binding on each party's successors and legal assigns.

**14. Governing Law** - This Agreement is governed by the laws of the state of Ohio. This Agreement is subject to present and future legislation, orders, rules, regulations or decisions of a duly constituted governmental authority having jurisdiction over this agreement or the services to be provided hereunder.

**15. WAIVER OF JURY TRIAL.** THE PARTIES WAIVE THE RIGHT TO A JURY TRIAL. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM ARISING UNDER OR RELATING TO THIS AGREEMENT. CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM SUBJECT TO ARBITRATION.

**16. Measurement** - Both Parties agree to accept for purposes of accounting for quantity, quality and measurement of electricity as supplied and reported by the EDU and/or LDC.

**17. Severability** - If any provision of this Agreement is held by a court or regulatory agency of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions shall continue in full force without being invalidated in any way.

**18. Delay or Failure to Exercise Rights** - No partial performance, delay or failure on our part in exercising any rights under this Agreement and no partial or single exercise thereof shall constitute a waiver of such rights or of any other rights hereunder.

**19. Taxes and Laws** - Except as otherwise provided in this Agreement or by law, all taxes due and payable shall be paid by the Customer. Any lawful tax exemption

will only be recognized on a prospective basis from the date that you provide valid tax-exemption certificates to us.

**20. Environmental Disclosures** - Information regarding the generation sources and environmental characteristics of the electricity supplied by Green Choice Energy is available at [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com). "Renewable" energy refers to energy that is generated from renewable sources, such as solar, wind, water or biomass. Green Choice Energy will ensure that 100% of the customer's electricity usage is matched with renewable energy certificates or renewable energy attributes. Green Choice Energy shall have up to 24 months from the end of each calendar year to address any deficiency that may have arisen in the renewable content of electricity sold under this Agreement during such calendar year. Green Choice Energy's carbon neutral natural gas products offset the carbon dioxide footprint of your natural gas usage, as determined in Verified Carbon Units ("VCUs"). Each VCU represents a reduction or removal of one ton of carbon dioxide equivalent ("CO<sub>2</sub>e") achieved by a project, which is certified under the Verified Carbon Standard ("VCS"). The VCS is the world's most widely recognized voluntary greenhouse gas program as it sets rigorous standards that projects must meet. Once certified with the VCS, the project is issued a VCU for every ton of CO<sub>2</sub>e that is reduced/removed. These VCUs are then created, tracked, and retired within the Verra Registry. Green Choice Energy's carbon-neutral natural gas offerings are all backed by projects that have been certified under the VCS.

## Contact Information

**Supplier Information: RPA Energy Inc., d/b/a Green Choice Energy**, 1-800-685-0960 between 9:00 a.m. – 5 p.m. ET Monday–Friday (Hours subject to change); by writing to us at: **RPA Energy Inc., d/b/a Green Choice Energy**, PO Box 1508, Huntington NY 11743; **Web** [www.greenchoiceenergy.com](http://www.greenchoiceenergy.com)

## Notice of Cancellation

Date of Transaction 06-16-2021

You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, to Green Choice Energy, P.O. BOX 1508 Huntington, NY 11743, not later than midnight of 06-21-2021.

I hereby cancel this transaction. Buyer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

-----  
Notice of Cancellation

Date of Transaction 06-16-2021

You may cancel this transaction, without any penalty or obligation, within three business days from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale; or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, to Green Choice Energy, P.O. BOX 1508 Huntington, NY 11743 not later than midnight of 06-21-2021.

I hereby cancel this transaction. Buyer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

M. Beth Trombold  
Lawrence K. Friedman  
Dennis P. Deters  
Daniel R. Conway

## Case Detail

Case Number: 00701524	Owner: LYshanya Davis
Account Name: [REDACTED] [REDACTED]	Account in Question: RPA Energy, Inc
Type:	Account Holder: [REDACTED] [REDACTED]
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

### CASE DATES:

Date Opened: 07-12-2021	Date Closed: 07-12-2021
Case Age in Business Days: 2	

## Contact Information

Contact: [REDACTED] [REDACTED]	Preferred Contact Method: No Preference
Phone: [REDACTED]	Preferred Contact Time:
Mobile:	Email:

## Service Address Information

Service Account Number:	Service Address County: Coshocton
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: West Lafayette	Service Address Zip:
Service Address Country: United States	Service Address Phone:

## Industry Information

AIQ Industry: Electric	Territory Account: 001t0000008OFZLAA4
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: Marketing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Cancellation Issues
Non-Jurisdictional Case: <input type="checkbox"/>	

## Additional Information

PUCO ID: 413741	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

## Transportation Information

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Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

---

Description:

Resolution:

icb

## Case Comments

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Created Date	Comment
7/12/2021 2:14:20 PM	<p>██████ is calling the PUCO b/c she enrolled with a supplier via door2door sale, about 2 months ago, but she has since changed her mind and want to cancel the supplier from her AEP acct</p> <p>when asked, caller says Green Choice</p> <p>Inv could not locate a supplier by the name of Green Choice</p> <p>when asked, caller says she's the acct holder</p> <p>when asked, caller says per her July billing statement, it does not provide the name of the company, although caller provided #866-258-3782, which is contact info to reach AEP Energy</p> <p>referred caller to AEP Energy to inquire about canceling, etc.&gt;&gt; make sure to ask if any ETFs to cancel, etc.</p> <p>invited call back, if necessary</p>
7/12/2021 2:25:15 PM	<p>Customer is calling back about RPA, dba Green Choice. She had enrolled with them and now wants to cancel. Advised that she could either call the company or AEP Ohio. She wants to return to AEP Ohio. Provided ea number to do it through AEP and provided RPA's number. She said that she cannot get anyone to answer the phone there. Advised that AEP Ohio will answer the ea phone. Invited a call back.</p>

## Web Information

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Web Name:  
Web Home Phone:  
Web Email:  
Web Company:  
Web Zip Code:

Web Account in Question:  
Web US Dot #:

## System Information

---

Created by: LYshanya Davis  
# Tasks Correspondence Review: 0  
# Tasks Correspondence Review:0

Last Modified by: Bhasker Kondaveeti  
Next Activity Date:  
Case Grade Created:  
Case Grade Target:

## Case Emails

---

## Case Images

---

Created Date	Images
--------------	--------



**From:** [Mark Whitt](#)  
**To:** [Ramsey, Nedra](#)  
**Cc:** [Brian Trombino](#); [Alexsa Torres](#)  
**Subject:** RPA Energy dba Green Choice  
**Date:** Friday, June 25, 2021 5:16:54 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[RPA Resp. to Straff DRs 6.25.21.pdf](#)

---

Nedra –

Please see the attached letter regarding RPA's responses to your requests of June 22. Please note that we are still finalizing the attachments referenced in the letter. We will send those separately—if not today, then first thing Monday. (I have the attachments from the company, but the remaining work is on my end with formatting and labelling).

Have a good weekend.

**Mark A. Whitt**

**whittsturtevant** LLP

The KeyBank Building  
88 E. Broad Street, Suite 1590  
Columbus, Ohio 43215  
614.224.3911 (direct)  
614.804.6034 (mobile)

[whitt@whitt-sturtevant.com](mailto:whitt@whitt-sturtevant.com)



**CAUTION:** This is an external email and may not be safe. If the email looks suspicious,

please do not click links or open attachments and forward the email to [csc@ohio.gov](mailto:csc@ohio.gov) or click the Phish Alert Button if available.

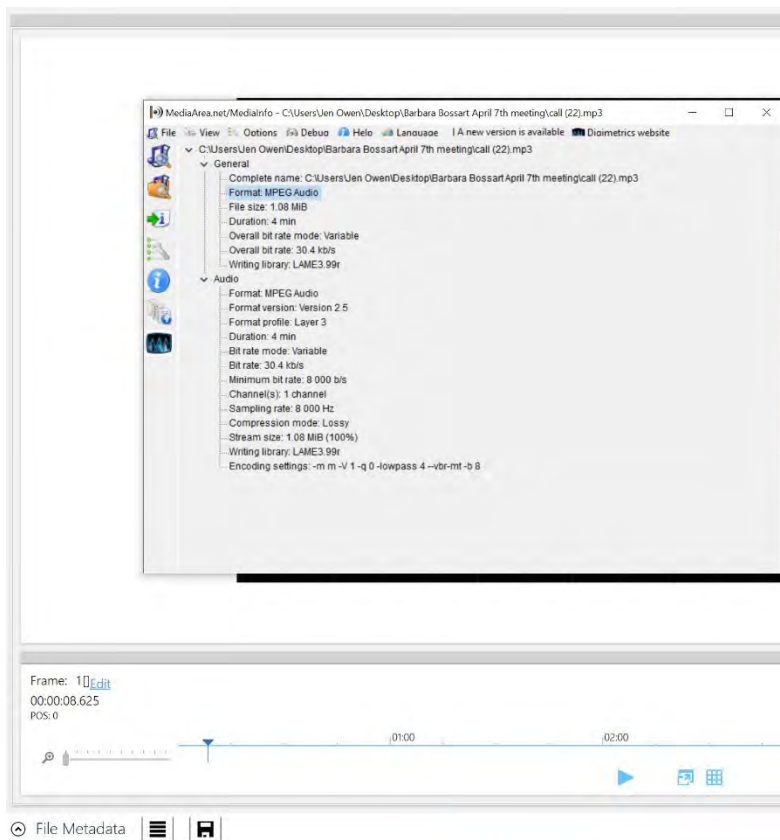
[REDACTED] Sales Call / Call (22).mp3  
005103301\_513 [REDACTED].mp3

Owen Forensic Services, LLC

April 25, 2022



## Media Information call (22).mp3



### File Information

File Name call (22).mp3  
File Size 1.08 MB  
File Hash 3ac5e5fb576971d1acd16bc0db842810

### Audio Stream # 1

Audio Codec mp3  
Number of Channels 1  
Audio Bit Rate 30394  
Stream Hash 7a218ce3bb4130cba5e0c3859ce95bc8

10



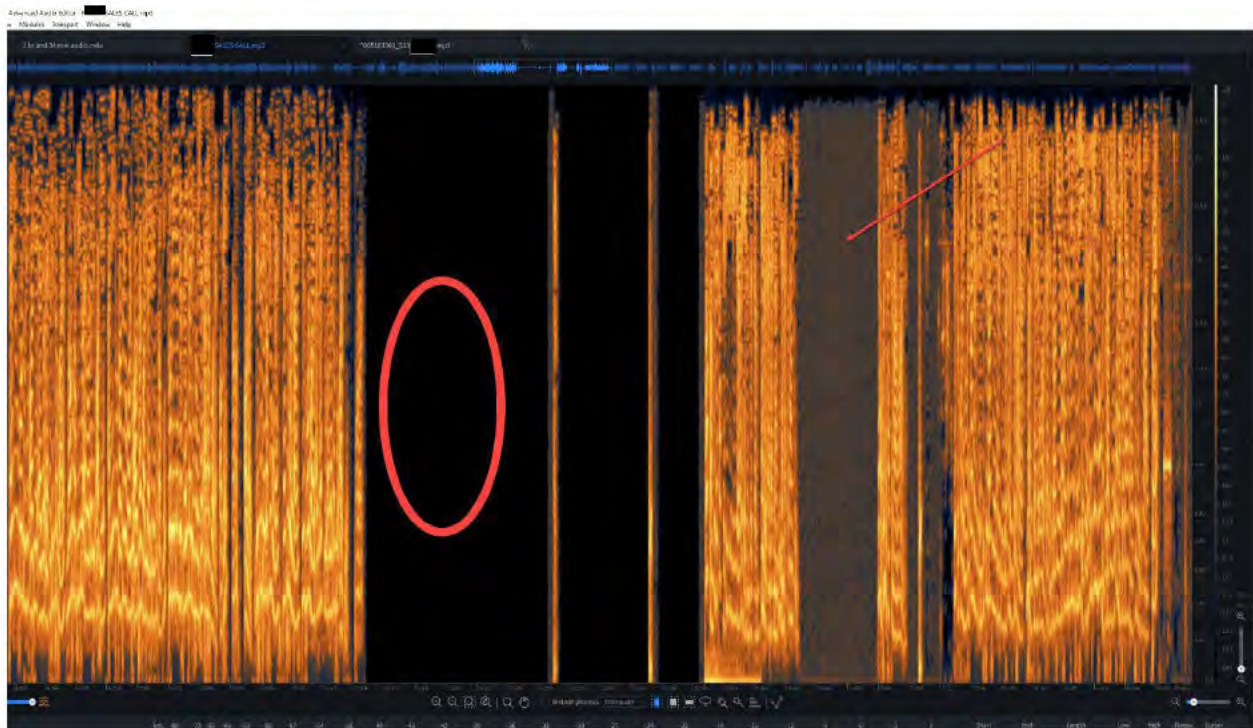
software/hardware have been requested for all three phone calls.



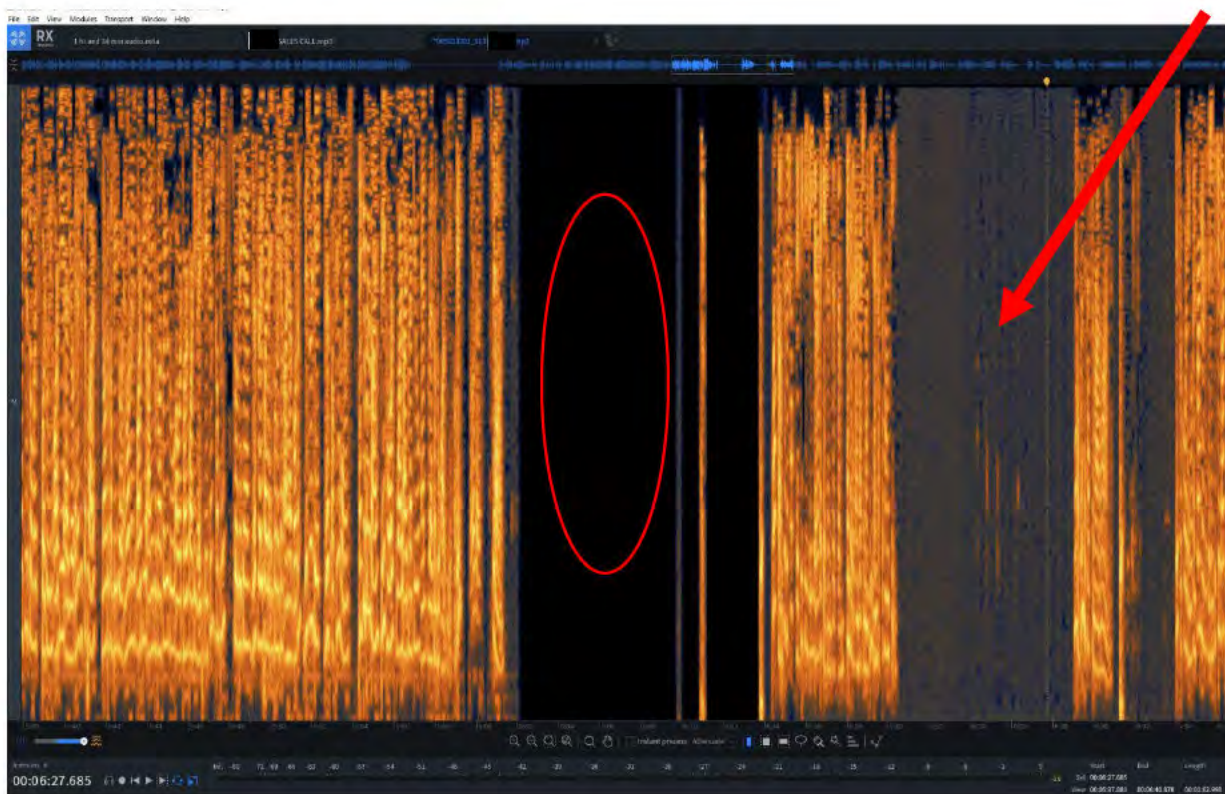
### Findings:

The [REDACTED] Sales call and 005103301\_513 [REDACTED].mp3 appear to similarities in their media info. They both have the same file format, audio bit rate, have one audio channel each, encoded by the same program for mp3's, and the same sampling rate. Call22 had different characteristics to its file and a different bit rate which suggests it may have been a different program or was exported or uploaded differently.

**Acoustic Anomalies:** Looking at the waveform of the [REDACTED] recording, the arrow designates a section where the client was put on "hold" and their remained to have "floor noise and an audio signal that was present, even if it was one-sided. In several sections, that I labelled as acoustic anomalies (and is shown by the red circle) , there was complete lack of audio present. This is a picture of the Farris phone recording. The red circle indicates there was no "audio" from about 5:15 to 5:26 in the recording. This is a visual representation of what the audio "looks like" when different settings occur on the user end. All files show digital compression.

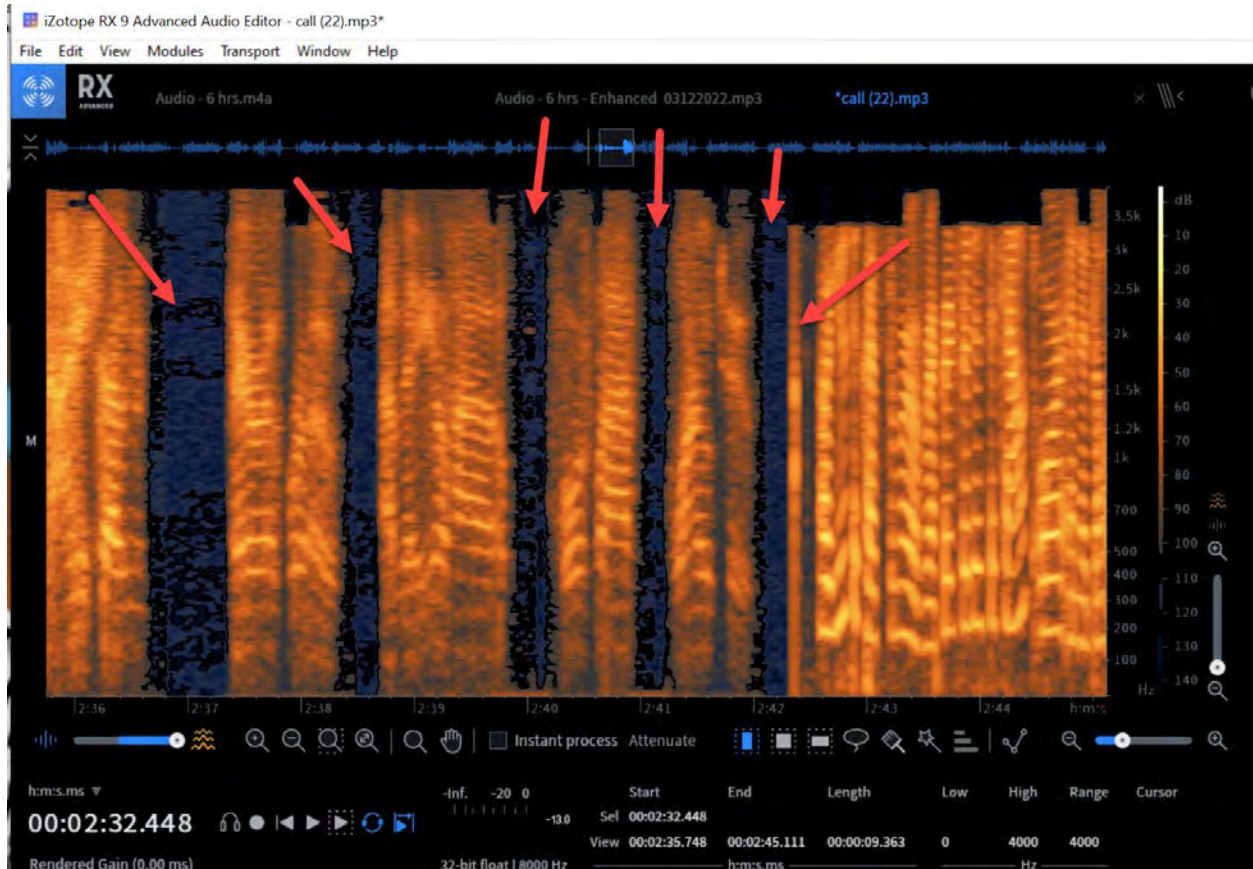


005103301\_513[REDACTED].mp3 also has acoustic anomalies in the body of its recording. In this example there is no audio recording on either end, from 6:02 to about 6:10. Whereas there was still recording in the region of interest where the arrow is pointed in the Range of 6:20 to 6:27. Different functions (hold, mute, stop record etc.) leave different “signatures” on the waveform during a recording. This is one of many reasons it is imperative to know make, model and the complete audit trail of that file and its recorder to help authenticate and verify the integrity of the audio recording.





Call 22 was completely automated and here is the visual representation between speech which means it was actively recording during the whole phone call.



Respectfully Submitted,

Jennifer E. Owen

STATE OF OHIO                    )  
  )SS:  
COUNTY OF FRANKLIN        )

AFFIDAVIT OF [REDACTED]

I, [REDACTED] being first duly sworn, hereby state that I have personal knowledge of all the facts contained in this Affidavit, that I am competent to testify to the matters stated herein, and that the following is true to the best of my knowledge and belief.

1. I am currently a resident of the State of Ohio.
2. On June 10, 2021, at approximately 4:00 P.M., two door-to-door sales agents knocked on the door of my home, located at [REDACTED] Columbus, Ohio 43229. The two agents did not wear anything that identified who they were employed by, or what company they represented. The two agents marketed a low fixed-rate service contract and attempted to enroll me with a new electric and natural gas service provider.
3. I provided my information to the two door-to-door sales agents for purposes of enrolling in a low fixed-rate service contract for electric and natural gas service.
4. On date, I received an email from Green Choice Energy containing the full terms of the service contract and a link to complete my enrollment with Green Choice Energy.
5. Upon reviewing the email from Green Choice Energy, I realized that the

service contract was not for a low fixed rate, but was actually a low introductory rate that would increase after a set time. For that and other reasons, I changed my mind and did not finalize the enrollment.

6. I never received a phone call from Green Choice Energy to confirm or verify my enrollment with Green Choice Energy.

7. On June 16, 2021, I received an email from American Electric Power ("AEP"), notifying me that AEP received a request from Green Choice Energy to switch my electric supplier to Green Choice Energy.

8. I called AEP to cancel the unauthorized switch of my electric supplier with Green Choice Energy.

9. On June 17, 2021, I contact the Public Utilities Commission of Ohio ("PUCO") to dispute this alleged enrollment with Green Choice Energy and complain about the misleading and deceptive conduct of Green Choice Energy's door-to-door sales agents.

10. On June 24, 2021, I received an audio recording of a phone call from the PUCO investigator that was working on my complaint (audio recording attached hereto as Exhibit A). The PUCO investigator asked me to listen to the audio recording and respond to the PUCO investigator with my comments and impressions. I listened to the audio recording, which purported to be a recording of me verifying my enrollment with Green Choice Energy.

11. I have no recollection of completing a phone call verifying this enrollment with Green Choice Energy. After listening to the call, I can verify that the person on the

audio recording claiming to be [REDACTED] is not me.

12. I never gave the two door-to-door sales agents my phone number on June 10, 2021.

13. My phone records indicate that I did not receive any calls on June 10, 2021.

14. It is my opinion that the audio recording is either a recording verifying the enrollment of another Green Choice Energy customer that happens to have the same name as me, or the audio recording was falsified.

AFFIANT SAYETH NAUGHT.

[REDACTED]  
[REDACTED]

Sworn to before me and subscribed in my presence this 8<sup>TH</sup>  
day of SEPTEMBER, 2021.

[Signature]  
NOTARY PUBLIC



CHANDLER SPECHT  
Notary Public, State of Ohio  
My Commission Expires  
April 8, 2024

**From:** [Ramsey, Nedra](#)  
**To:** [btrombino@rpaenergy.com](mailto:btrombino@rpaenergy.com)  
**Cc:** [Ramsey, Nedra](#); [Boerstler, Samantha](#)  
**Subject:** Urgent Data Request from the Staff of the PUCO  
**Date:** Tuesday, June 22, 2021 3:40:38 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[8ca38b9d2014c5737467b69084502465.pdf](#)  
**Importance:** High

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Brian,

A member of PUCO staff has been solicited by agents representing RPA Energy (dba Green Choice Energy) numerous times. These calls were initiated with an automated message instructing her to press 1 to get a \$50 discount and a gift card. When she pressed 1 and spoke to a sales agent, in each instance, she was told that she was being billed a commercial rate and the representative was going to place her on a residential rate. The sales representatives made many false and misleading statements during these solicitations. When she was solicited on June 7, the representative stated he was Adam Smith “for customer choice program for your electric company”. He also stated that the staff member was on a commercial rate, and he was switching her to a residential rate which would be 30 to 40% off. This time she completed the TPV and enrolled. The caller ID showed the telephone number 614-478-5676.

Staff requested the sales call, TPV, and contract through case number 00695063. Staff listened to the sales call, and it was clearly altered. The conversation that she had with the sales representative does not reflect what is heard in the provided recording.

As you are aware, Staff reached out to RPA in February of 2019 related to a similar solicitation (spoofing Duke Energy’s number, using a misleading automated message, as well as sales agents providing false and/or misleading claims). As a result, Staff is requesting that RPA Energy Inc dba Green Choice Energy cease all telephonic and door-to-door enrollment in Ohio immediately. We are including door to door solicitation as well because of the number of complaints we have received from consumers stating representatives are telling them that they were with the utility, they are paying too much for service, and even a complaint where it appeared a consumer’s husband signed a contract when he was deceased. Additionally, please provide the following information:

1. Is the phone number 614-478-5676 assigned to RPA Energy or any of its sales vendors?
2. The staff member received a contract via text message (which she requested not to) and the initials “BB” appear in the document. Please explain how that occurred. I’ve attached the document for reference.
3. Has RPA authorized the use of an autodial with a message to solicit consumers in Ohio?
  - a. If so, what is the message that was authorized?
  - b. If not, how does RPA ensure this is not occurring?
4. Provide the names of all vendors soliciting on behalf of RPA and specify which marketing channel they are using (door-to-door, telemarketing, in-store marketing, etc.).
5. Since our communication in February of 2019, has RPA continued to require agents to follow a sales script approved by the company?
6. Provide the following scripts and include the date each one was first used:

- a. All third-party verification scripts. If multiple verification scripts are used, please indicate which vendor is using each script.
  - b. Any door-to-door sales scripts, including which vendor uses each, if applicable.
  - c. Any telemarketing sales scripts, including which vendor uses each, if applicable.
7. When did RPA begin marketing door-to-door in Ohio?
8. How has RPA complied with the Commission order issued on June 3, 2020 in case number 20-0591-AU-UNC?
9. How does RPA monitor compliance of the OAC by their sales agents?
10. Enrollment information:
  - a. How many enrollments has RPA submitted to Ohio utility companies in the last 12 months?
  - b. How many of the enrollments submitted in the last 12 months were rescinded prior to beginning flow with RPA?
  - c. How many customers dropped RPA as a supplier within three months of starting flow?
  - d. Provide all sales calls placed by RPA, whether or not the consumer enrolled, for the week of June 6, 2021.
  - e. Also provide a list of customers enrolled during the week of June 6, 2021.

Please acknowledge this email as soon as possible and let us know the company's position on marketing in Ohio. Staff looks forward to receiving the other information by Tuesday, July 6, 2021.

Nedra Ramsey

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Dept.

Public Utilities Administrator

(614) 466-8526

[PUCO.ohio.gov](http://PUCO.ohio.gov)



**From:** [Mark Whitt](#)  
**To:** [Ramsey, Nedra](#); [Brian Trombino](#)  
**Cc:** [Kern, Kyle](#); [Robert.Eubanks](#); [Bossart, Barbara](#)  
**Subject:** Re: 22-0441-GE-COI Data Request  
**Date:** Tuesday, June 21, 2022 4:35:39 PM  
**Attachments:** [image003.png](#)  
[image004.png](#)  
[image005.png](#)  
[image006.png](#)

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Nedra,

The company is not obligated to respond to Staff DRs at this stage of the proceeding and, based on my advice, will not be revisiting prior DRs or responses.

Rule 4901:1-24-04 requires the company to establish and maintain records and data sufficient to “support any investigation of customer complaints.” The company complied with this obligation throughout Staff’s investigation, and this included the production of records and answering questions about the same matters raised below. To the extent the company was unable to produce something Staff asked for, the company explained why. I would have thought that Staff’s decision to initiate a formal proceeding meant that Staff had everything it thought it needed, so I am surprised to be revisiting these DRs again.

In any case, Staff’s election to request a formal proceeding triggered OAC Chapter 4901:1-23, which states that enforcement proceedings are to be conducted in accordance with Chapter 4901-1. Chapter 4901-1 includes rules allowing parties to a proceeding to obtain information through discovery, but the rules exempt Staff from the definition of a “party” for discovery purposes. Consequently, the same rules that prevent Green Choice from serving discovery to Staff also prohibit Staff from serving discovery to Green Choice. (Staff’s data requests do not meet the formal requirements of a interrogatories or document requests in any event.) There is no basis for Staff to seek an order compelling Green Choice to perform a discovery obligation that does not exist.

Additionally, the Staff Report is supposed to represent the “report of investigation” and disclose Staff’s “findings.” To the extent Staff is seeking additional information to modify its report, findings, or recommendations, the data requests are improper for that reason as well.

Let me know if you have any questions or would like to discuss.

**Mark A. Whitt**

**whittsturtevant** LLP

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**From:** nedra.ramsey@puco.ohio.gov <nedra.ramsey@puco.ohio.gov>

**Date:** Friday, June 17, 2022 at 3:41 PM

**To:** Mark Whitt <whitt@whitt-sturtevant.com>, Brian Trombino  
<btrombino@greenchoiceenergy.com>

**Cc:** Kyle.Kern@OhioAGO.gov <Kyle.Kern@OhioAGO.gov>, Robert.Eubanks@OhioAGO.gov  
<Robert.Eubanks@OhioAGO.gov>, Barbara.Bossart@puco.ohio.gov  
<Barbara.Bossart@puco.ohio.gov>

**Subject:** 22-0441-GE-COI Data Request

Good afternoon,

Now that the case is open before the Commission, Staff would like to resolve the issue of our previous data request. This information is pertinent to our investigation, and it is the responsibility of RPA to have this information or knowledge even when they hire a third party to act on their behalf when marketing in Ohio. We would like to resolve the matter without having to bring it before the Commission. As requested on March 14, 2022, please provide the following:

1. In what file format are the recordings archived on the server?
2. And in what file format are they exported and sent to others?
3. How many file formats can you choose between to export to others or are they only saved one way and exported one way? Can you choose in what file format to send to others? Can you choose how they are saved or is it automatic?
4. What kind of access do the employees have to these recordings?
5. If all calls are recorded and logged (in real time) please provide a copy of those logs to verify the time (length) of the call that has been provided to compare to the real time of the recorded conversation?

Lastly, as conveyed previously, Staff has requested the sales call and third party-verification call for



[REDACTED]. We were provided with 2 third party-verification calls. Please provide the sales call. As I tried to explain, although one call's title implies that it is the sales call, if you play the call, you will hear that it is the third-party verification call. I have attached the file provided for your review.

I look forward to receiving the information by June 23, 2022.

Nedra Ramsey

Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Dept.  
Public Utilities Administrator  
(614) 466-8526  
[PUCO.ohio.gov](http://PUCO.ohio.gov)



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Commission of Ohio Docketing Information System on**

**7/21/2022 11:48:37 AM**

**in**

**Case No(s). 22-0441-GE-COI**

Summary: Staff Report Filed Amended - In the Matter of the Commission's Investigation into RPA Energy, Inc.'s Compliance with the Ohio Administrative Code and Potential Remedial Actions for Non-Compliance electronically electronically filed by Mrs. Barbara J. Bossart on behalf of PUCO Staff