

Nedra Ramsey

Testimony

Footnotes 7



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

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

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

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

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

System Information

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

Case Images

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



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: 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

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: [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

Description:

Resolution:

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

Case Comments

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&E). She is now being charged higher rates.</p> <p>I asked if she has called APG&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.</p> <p>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.</p> <p>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

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]

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

DESCRIPTION OF ISSUE:

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

Please review the account and advise:

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

If the 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)

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

Email Created Date: 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



The information in this transmission may contain proprietary and non-public information and may be subject to protection under the law. The message is intended for the sole use of the individual or entity to which it is addressed. If you are not the intended recipient, or it has been sent to you in error, you are notified that any use, distribution or copying of the message is strictly

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)

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

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 or click the Phish Alert Button if available.

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>]

The information in this transmission may contain proprietary and non-public information and may be subject to protection under the law. The message is intended for the sole use of the individual or entity to which it is addressed. If you are not the intended recipient, or it has been sent to you in error, you are notified that any use, distribution or copying of the message is strictly 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.

[<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<<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=018t000000D12ed&from=ext]

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: 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]

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

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: 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)

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.

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

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

Email Created Date: 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



The information in this transmission may contain proprietary and non-public information and may be subject to protection under the law. The message is intended for the sole use of the individual or entity to which it is addressed. If you are not the intended recipient, or it has been sent to you in error, you are notified that any use, distribution or copying of the message is strictly 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)

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

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 or click the Phish Alert Button if available.

Email Text 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

The information in this transmission may contain proprietary and non-public information and may be subject to protection under the law. The message is intended for the sole use of the individual or entity to which it is addressed. If you are not the intended recipient, or it has been sent to you in error, you are notified that any use, distribution or copying of the message is strictly 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)

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

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 or click the Phish Alert Button if available.

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



The information in this transmission may contain proprietary and non-public information and may be subject to protection under the law. The message is intended for the sole use of the individual or entity to which it is addressed. If you are not the intended recipient, or it has been sent to you in error, you are notified that any use, distribution or copying of the message is strictly 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 <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

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:

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



The information in this transmission may contain proprietary and non-public information and may be subject to protection under the law. The message is intended for the sole use of the individual or entity to which it is addressed. If you are not the intended recipient, or it has been sent to you in error, you are notified that any use, distribution or copying of the message is strictly 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], 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

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 or click the Phish Alert Button if available.

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]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>]

The information in this transmission may contain proprietary and non-public information and may be subject to protection under the law. The message is intended for the sole use of the individual or entity to which it is addressed. If you are not the intended recipient, or it has been sent to you in error, you are notified that any use, distribution or copying of the message is strictly 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 <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]

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,

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
[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]

The information in this transmission may contain proprietary and non-public information and may be subject to protection under the law. The message is intended for the sole use of the individual or entity to which it is addressed. If you are not the intended recipient, or it has been sent to you in error, you are notified that any use, distribution or copying of the message is strictly 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.

[<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/)

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=018t000000D12ed&from=ext>]

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.

[<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>
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], 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

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 or click the Phish Alert Button if available.

Email Text 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]

[<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/>>

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=ext>]

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 or click the Phish Alert Button if available.

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:

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]

[REDACTED] 13) 615-7218

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

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 or click the Phish Alert Button if available.

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

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.

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

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 or click the Phish Alert Button if available.

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@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

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 or click the Phish Alert Button if available.

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.
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=018t000000D15qN&from=ext>]

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.

[<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.

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

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 or click the Phish Alert Button if available.

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: 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)

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 or click the Phish Alert Button if available.

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

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,

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,
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, 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

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 or click the Phish Alert Button if available.

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/>>

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=ext>]

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.

[<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

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

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

Email Created Date: 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**



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: 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

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 or click the Phish Alert Button if available.

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]

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: 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.

[<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<<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=018t000000D2cds&from=ext>]

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: 3/2/2021 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**



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: 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

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 or click the Phish Alert Button if available.

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

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: 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!

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

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 or click the Phish Alert Button if available.

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**



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: 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

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



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: 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

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 or click the Phish Alert Button if available.

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]

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: 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]

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: 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/>>

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=018t000000D2cds&from=ext>]

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.

[<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

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 or click the Phish Alert Button if available.

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)

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 or click the Phish Alert Button if available.

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,



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



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: 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: 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

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 or click the Phish Alert Button if available.

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>>

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/>>

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: 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<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: 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](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=ext>]

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.

[<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,



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



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: 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]

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>

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

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 or click the Phish Alert Button if available.

Email Text Version:

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

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

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: 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: 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)

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 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
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: 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,



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



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: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Thursday, March 4, 2021 7:21 AM
To: Alexsa Torres <atorres@greenchoicenergy.com>
Cc: 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
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:

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

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 or click the Phish Alert Button if available.

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>>

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/>>

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: 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,

Shawn

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

From: Alexa 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>>
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: 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/>>

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

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=018t000000D1ADG&from=int>]

[<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



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



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: 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,

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
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: 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

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 or click the Phish Alert Button if available.

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

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

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

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: 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

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

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: 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.

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

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 or click the Phish Alert Button if available.

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>
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



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



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: 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,

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,



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



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: 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.

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

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 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>
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>>

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/>>

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: 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>>

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: 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: 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<<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

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=018t000000D1ADG&from=int>]

[<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=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 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



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



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: 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,



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



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: 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.

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>
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,

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: 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

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 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

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

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: 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

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

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: 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: 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]

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

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 or click the Phish Alert Button if available.

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

GREEN CHOICE ENERGY
BETTER ENERGY. BETTER EARTH.

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

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: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Monday, March 22, 2021 8:20 AM
To: Alexsa 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

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 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



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



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

Sent: Monday, March 8, 2021 10:41 AM

To: Alexsa Torres <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: 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,



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



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: 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: 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.

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>
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]

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>
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

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 or click the Phish Alert Button if available.

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
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: 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,
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>>

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/>>

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: 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@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]
Sent: 3/4/2021 3:04 PM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Cc: 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.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

[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.

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]

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/>>

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

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=018t000000D1ADG&from=int>]

[<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>]

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
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: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Monday, March 22, 2021 8:20 AM
To: Alexsa Torres <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]
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

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



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: 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,



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



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: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Thursday, March 4, 2021 7:21 AM
To: Alexa Torres <atorres@greenchoicenergy.com>
Cc: 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]
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: Alexa 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]

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>
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

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 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
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: 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/>>

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: 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@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]
Sent: 3/4/2021 3:04 PM
To: contactthepuco@puco.ohio.gov<<mailto:contactthepuco@puco.ohio.gov>>
Cc: 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]
<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: 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: 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](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

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=018t000000D1ADG&from=int>]

[<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	
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	
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	
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	
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	
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	
Utility Supply Charge Total	Total Diff		
\$ 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
Total amount due Sep 08	\$430.00

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]
Start date	Mar 9, 2020
Starting balance	\$1,468.82
Previous balance	\$532.82
Payment received	\$-134.00
Plan balance	\$398.82



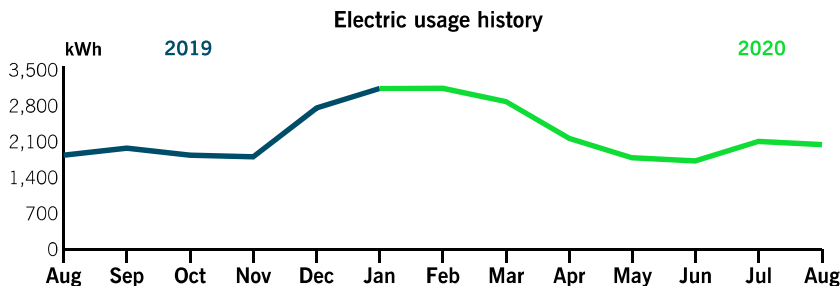
Thank you for your payment.

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 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 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

99097300701217000220000000000000004300000000430006



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.

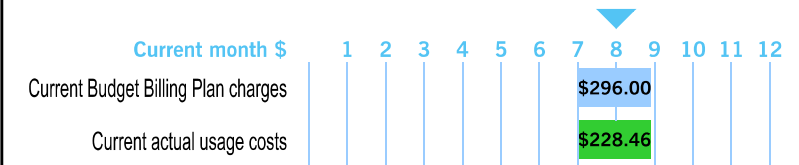
Para nuestros clientes que hablan Español

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

Meter - [REDACTED]	
Rate RS - Residential Svc-Summer	
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
Total Charges	\$112.19

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

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. To learn more about Price to Compare, visit 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	
Jul 14 - Aug 12	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 2038.00 KH @ 0.054597645	111.27
Total Charges	\$116.27



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
Total amount due Feb 10	\$2,294.41

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.

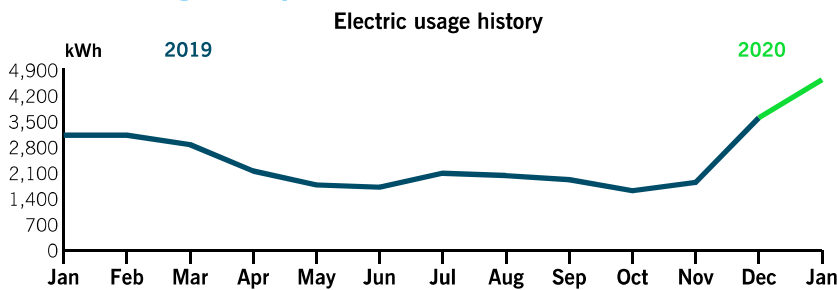
The late-payment charge is a 1.5 percent fee added for the overdue amount of the regulated portion of your previous month's bill.

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. 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

99097300701217000220000057595000017184600002294416



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 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	
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
Total Charges	\$259.38

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

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. To learn more about Price to Compare, visit 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
Total Charges	\$606.53



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

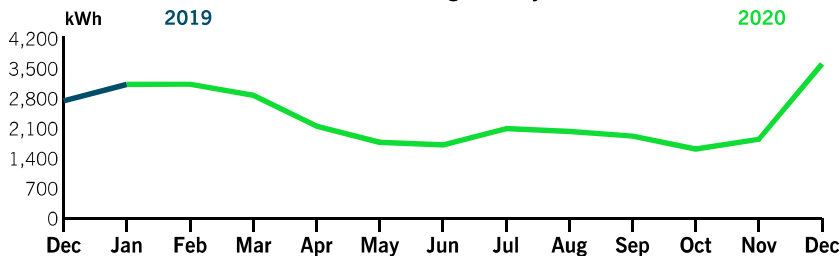
Previous amount due	\$296.00
Late Payment Charge(s)	4.44
Budget Billing Amt Due	267.00
Total amount due Jan 07	\$567.44

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.

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

CINCINNATI OH 45240

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**

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

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: Jan 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 [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

Meter - [REDACTED]	
Rate RS - Residential Svc-Winter	
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
Total Charges	\$196.64

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

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. To learn more about Price to Compare, visit 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.

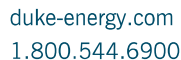
Billing details - Electric

RPA Energy, Inc	
Nov 10 - Dec 14	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 3614.00 KH @ 0.129499170	468.01
Total Charges	\$473.01



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

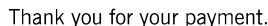
Account number

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
Total amount due Dec 07	\$296.00

The chart displays monthly electricity usage in kWh. The y-axis ranges from 0 to 3,500 kWh with major gridlines every 700 kWh. The x-axis shows months from November 2019 to November 2020. The 2019 data is shown in dark blue, and the 2020 data is shown in green.

Month	Year	kWh Usage (approx.)
Nov	2019	1,800
Dec	2019	2,750
Jan	2020	3,300
Feb	2020	3,300
Mar	2020	3,000
Apr	2020	2,100
May	2020	1,700
Jun	2020	1,650
Jul	2020	2,100
Aug	2020	2,050
Sep	2020	2,000
Oct	2020	1,550
Nov	2020	1,800

	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				



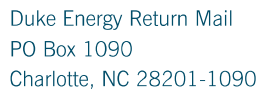
Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

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.

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
-------------------------	--------------

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.

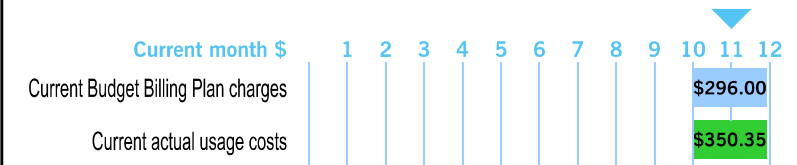
Para nuestros clientes que hablan Español

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

Meter -	
Rate RS - Residential Svc-Winter	
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
Total Charges	\$105.26

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

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. To learn more about Price to Compare, visit 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 @ 5.0000000000	\$5.00
ENERGY CHARGE: 1854.00 KH @ 0.129498382	240.09
Total Charges	\$245.09



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
Total amount due Nov 05	\$879.97

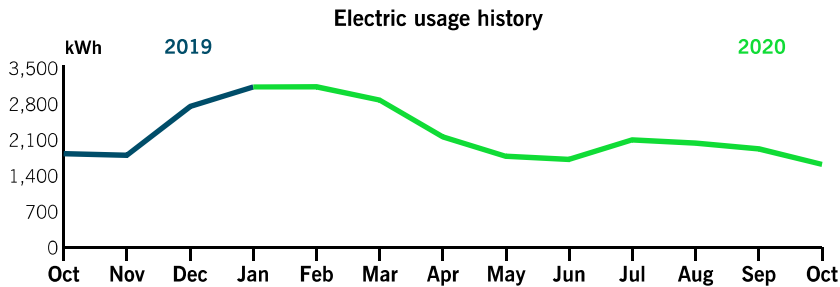
Installment Plan Tracker

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
Plan balance	\$264.82

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				



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.

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

\$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

Duke Energy Payment Processing
PO Box 1326
Charlotte, NC 28201-1326



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Account number

CINCINNATI OH 45240

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

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 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.



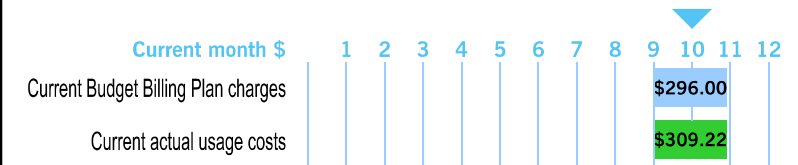
duke-energy.com
1.800.544.6900

page 3 of 3

Account number 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

Meter - [REDACTED]	
Rate RS - Residential Svc-Winter	
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
Total Charges	\$93.65

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

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. To learn more about Price to Compare, visit 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 11 - Oct 12	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 1626.00 KH @	
0.129501845	210.57
Total Charges	\$215.57



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
Total amount due Oct 07	\$866.45

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)

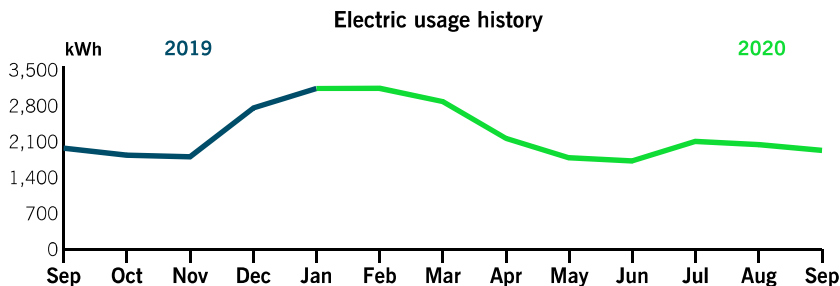
Start date	Mar 9, 2020
Starting balance	\$1,468.82
Previous balance	\$398.82
Plan balance	\$398.82

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 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

	1	2	3	4	5	6	7	8	9	10	11	12
Current month \$												
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. 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

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: 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

Current electric usage for meter number [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

Meter - [REDACTED]	
Rate RS - Residential Svc-Summer	
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
Total Charges	\$106.56

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

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. To learn more about Price to Compare, visit 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 12 - Sep 11	
ENERGY CHARGE: 0.00 @ 5.000000000	\$5.00
ENERGY CHARGE: 1927.00 KH @	
0.122008303	235.11
Total Charges	\$240.11



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
Total amount due Mar 11	\$412.00

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.

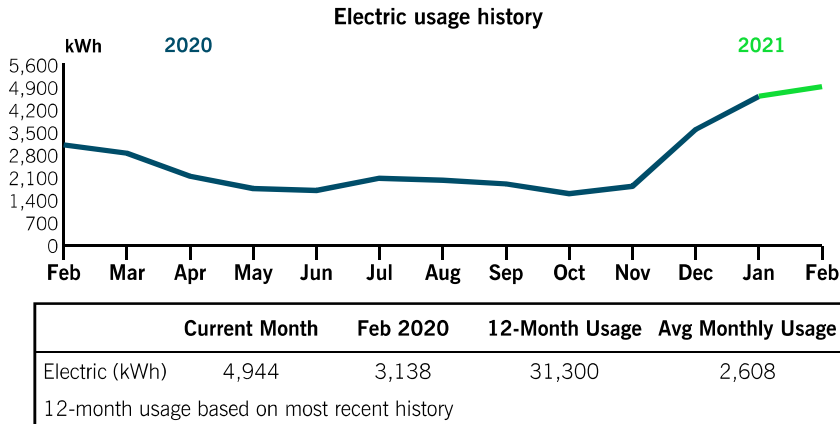
Plan number [REDACTED] (12-month agreement)

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

[REDACTED]
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.

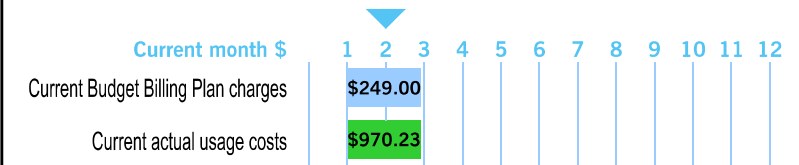
Para nuestros clientes que hablan Español

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
Total Charges	\$275.54

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

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. To learn more about Price to Compare, visit 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
Total Charges	\$694.69



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

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

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:

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

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

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

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

[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

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 or click the Phish Alert Button if available.

Email Text Version:

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/>>

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=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>> or click the Phish Alert Button if available.

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

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.
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

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 or click the Phish Alert Button if available.

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

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], 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

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 or click the Phish Alert Button if available.

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

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

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

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: 2/11/2021 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**



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: 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

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 or click the Phish Alert Button if available.

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]

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: 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.

[<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<<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=018t000000D2ZcS&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 or click the Phish Alert Button if available.

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>
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

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: 2/10/2021 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

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 or click the Phish Alert Button if available.

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
(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@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.

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/>>

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=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 or click the Phish Alert Button if available.

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000D2ZaW&from=ext>]

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	
Total			\$ 215.17		\$ 555.44	\$
				\$ 340.27		
				\$360.27		

Sincerely,

Maureen Harbolt

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

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

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

From: 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

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

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 or click the Phish Alert Button if available.

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:

Good morning,

Thank you for the information provided, however, the calculation you provided do not correctly reflect the re-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.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

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

From: 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

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: 2/10/2021 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

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 or click the Phish Alert Button if available.

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>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00664386 [ref:_00Dt0GzXt._500t0ggdFl:ref]

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



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: 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

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 or click the Phish Alert Button if available.

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]

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>
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]

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: 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/>>

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=018t000000D2ZcS&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>> or click the Phish Alert Button if available.

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
Total			\$ 294.78		\$ 684.11	\$25
				\$414.33		

Sincerely,

Maureen Harbolt

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

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

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

From: 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

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

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 or click the Phish Alert Button if available.

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

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] 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

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: 2/10/2021 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

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 or click the Phish Alert Button if available.

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>
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]



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
Total			\$ 294.78		\$ 684.11	\$25
				\$414.33		

Sincerely,

Maureen Harbolt

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

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

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

From: 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], 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

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: 2/10/2021 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], 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

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 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/>>

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<<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: 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.

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<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@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.

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/>>

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=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>> 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.

Sincerely,

Maureen Harbolt

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

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

ref:_00Dt0GzXt._500t0ggdFl:ref

Email Text 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.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._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.

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

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 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

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 or click the Phish Alert Button if available.



[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.

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 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. 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. 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.

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



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
Total amount due Nov 05	\$230.21

Important Disconnect Information

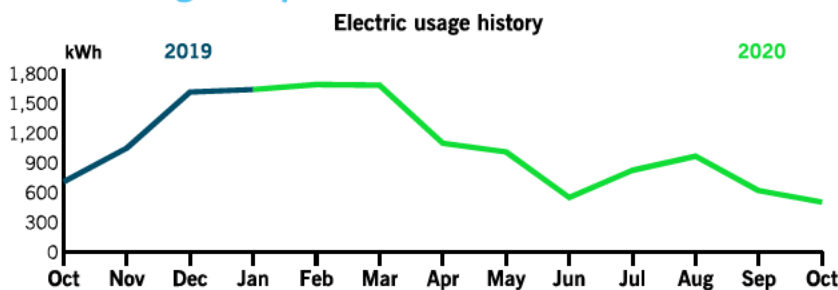
Your service may be disconnected if your past due amount of **\$160.53** is not paid by **10/29/2020**. A reconnection charge will be required. In addition, a service deposit may be required; In this situation, **payment arrangements may be available by calling us at the number above.**

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.

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	Oct 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	503	708	13,249	1,104
12-month usage based on most recent history				



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. Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.

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 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
-------------------------	--------------

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 [REDACTED]

facing economic hardship may qualify for financial help. Visit 211.org or call 211 to find local agencies that can assist.

Your usage snapshot - continued

Current electric usage for meter number [REDACTED]	
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

Meter - [REDACTED]	
Rate RS - Residential Svc-Winter	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
503 KWH @ \$0.031482	15.84
Delivery Riders	12.74
Generation Riders	0.23
Total Charges	\$34.81

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

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. To learn more about Price to Compare, visit 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 11 - Oct 12	
ENERGY CHARGE: 0.00 @ 5.000000000	\$5.00
ENERGY CHARGE: 503.00 KH @ 0.054592445	27.46
Total Charges	\$32.46



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
Total amount due Feb 10	\$456.92

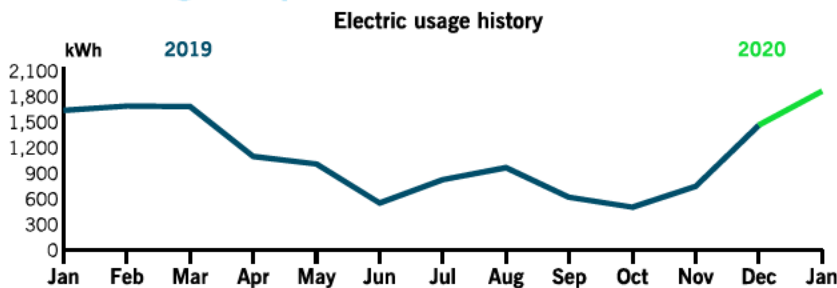


Thank you for your payment.

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. Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.

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**

Duke Energy Payment Processing
PO Box 1326
Charlotte, NC 28201-1326



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Account number

AMELIA OH 45102-9185

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.

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
Total Charges	\$109.39

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

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. To learn more about Price to Compare, visit 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
Total Charges	\$246.26



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



AMELIA OH 45102

Bill date Dec 16, 2020

For service Nov 10 - Dec 14
34 days

Account number



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
Total amount due Jan 07	\$431.11

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.

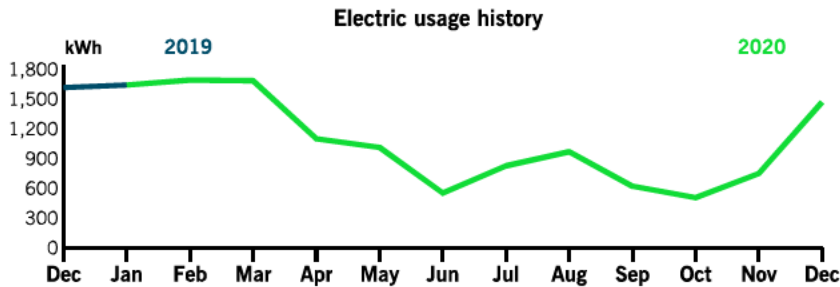
Additional information on payment assistance can also be found on the enclosed disconnect notice or at duke-energy.com/home/billing/special-assistance.

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.

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. Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.

Amount due



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Account number



\$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**

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
-------------------------	--------------

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 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 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 - [REDACTED]	
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
Total Charges	\$84.92

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

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. To learn more about Price to Compare, visit 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.

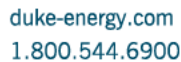
Billing details - Electric

RPA Energy, Inc	
Nov 10 - Dec 14	
ENERGY CHARGE: 0.00 @ 5.000000000	\$5.00
ENERGY CHARGE: 1466.00 KH @	
0.129502046	189.85
Total Charges	\$194.85



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

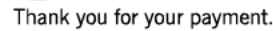
Your Electric Supplier Charges of \$194.85 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.



Bill date Nov 13, 2020
For service Oct 12 - Nov 10
29 days

Account number [REDACTED]

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
Total amount due Dec 07	\$149.10

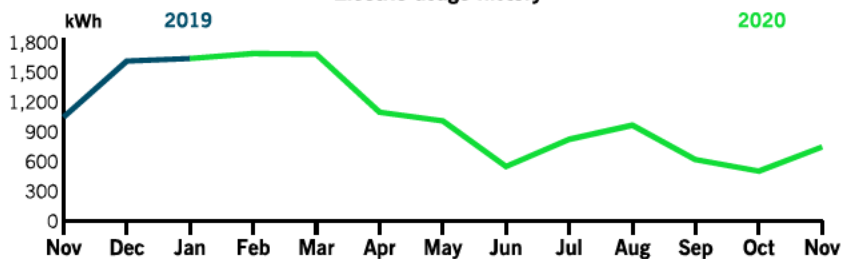


Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

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.

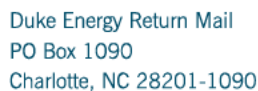
Electric usage history



	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. Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.



██████████

\$149.10
by Dec 7

After Dec 7, the amount due will increase to \$151.34.

\$ _____ \$ _____
Add here, to help others with **Amount enclosed**
a contribution to HeatShare.

AMELIA OH 45102-9185

Duke Energy Payment Processing
PO Box 1326
Charlotte, NC 28201-1326

9909380030638600022000000000000000001492400000149101



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: 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 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
Total Charges	\$47.37

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

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. To learn more about Price to Compare, visit 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
Total Charges	\$101.87



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
Total amount due Mar 11	\$696.16

Important Disconnect Information

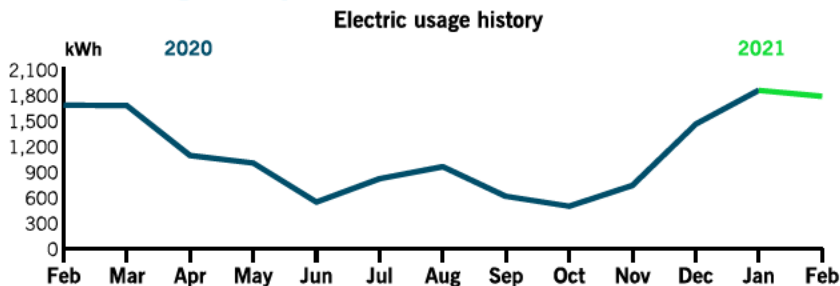
Your service may be disconnected if your past due amount of **\$456.92** is not paid by **03/04/2021**. A reconnection charge will be required. In addition, a service deposit may be required; In this situation, **payment arrangements may be available by calling us at the number above.**

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.

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. Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.

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



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Account number

AMELIA OH 45102

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
-------------------------	--------------

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 usage snapshot - continued

Current electric usage for meter number [REDACTED]	
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

Meter - [REDACTED]	
Rate RS - Residential Svc-Winter	
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
Total Charges	\$105.57

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

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. To learn more about Price to Compare, visit 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 @ 5.000000000	\$5.00
ENERGY CHARGE: 1793.00 KH @	
0.071762409	128.67
Total Charges	\$133.67



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 \$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.

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 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. 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. 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.

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



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: 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

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

see closing comment

Case Comments

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 & 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

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: 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

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

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 Created Date: 3/2/2021 6:49:52 PM

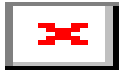
Email HTML Version:

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

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



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: LYshanya Davis <contactthepuco@puc.state.oh.us>

Sent: Monday, March 1, 2021 4:10 PM

To: 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:

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

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 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/>>

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: 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:_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]
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<<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=018t000000D47IO&from=ext]

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.

Case Images

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



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
[REDACTED]	
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

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:

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

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._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:

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

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._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

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



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: 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

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._500t0iSDvq: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 or click the Phish Alert Button if available.

Email Text 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.

[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/>

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: 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]

[<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:

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

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=018t000000D4qVX&from=ext>]

ref:_00Dt0GzXt._500t0iSDvq: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 or click the Phish Alert Button if available.

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

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: 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

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



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: 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

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._500t0iSDvq: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 or click the Phish Alert Button if available.

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:

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

Case Number: 00671118

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: 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:

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.

██████ has been placed on both RPA Energy's DO NOT CALL and DO NOT KNOCK lists.

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

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: 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 #: 006711118 [ref:_00Dt0GzXt._500t0iSDvq:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 006711118

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

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._500t0iSDvq: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 or click the Phish Alert Button if available.

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
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: 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

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: 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

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



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: 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

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._500t0iSDvq: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 or click the Phish Alert Button if available.

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/>>

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: 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>>

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>>

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/>>

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: Michael Coady
<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>>
<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/>>

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=018t000000D4qVX&from=int>]

ref:_00Dt0GzXt._500t0iSDvq: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 or click the Phish Alert Button if available.

[<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.

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: 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



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



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: 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

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: 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

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



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: 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

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._500t0iSDvq: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 or click the Phish Alert Button if available.

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>.

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.

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: 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

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: 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

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

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.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

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: 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

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._500t0iSDvq: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 or click the Phish Alert Button if available.

Email Created Date: 3/11/2021 10:28:27 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.

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: 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



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



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: 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

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: 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

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



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: 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

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._500t0iSDvq: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 or click the Phish Alert Button if available.

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.

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: 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

Case Number: 00671118

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

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: 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,

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

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

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

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

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: 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





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._500t0iSDvq: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 or click the Phish Alert Button if available.

Case Images

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.

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

[REDACTED]

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.

[REDACTED]

Customer Signature

[REDACTED]

Customer Print Name/Title

02-11-2020
Date

Sales Representative Signature

Diego Perez
Sales Representative Print Name

1013
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. 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 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. 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. 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.

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**

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.

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 443, New York NY 10272, 1-800-685-0960 not later than midnight of _____

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!

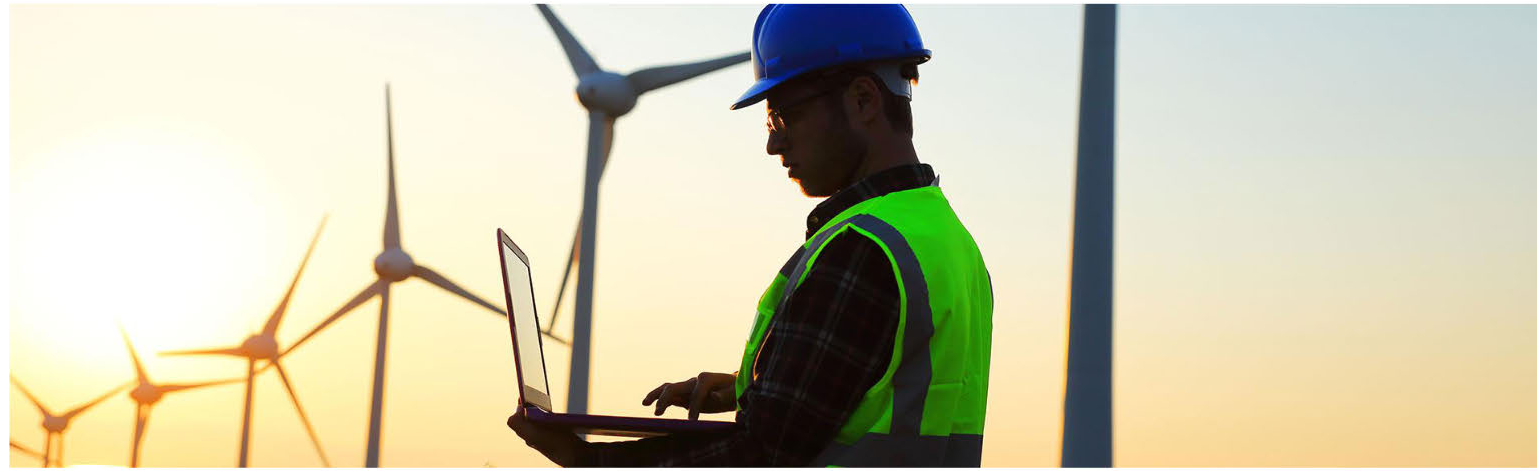
- **RPA ENERGY** OFFERS TOP NOTCH CUSTOMER SERVICE. WE OFFER A VARIETY OF PRICING OPTIONS FOR ELECTRICITY, NATURAL GAS, AND GREEN ENERGY PRODUCTS FOR YOUR HOME.

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

UTILITY AND CUSTOMER SERVICE PHONE NUMBERS BY STATE:

IL: COMED 800.334.7661 NICOR 888.642.6748

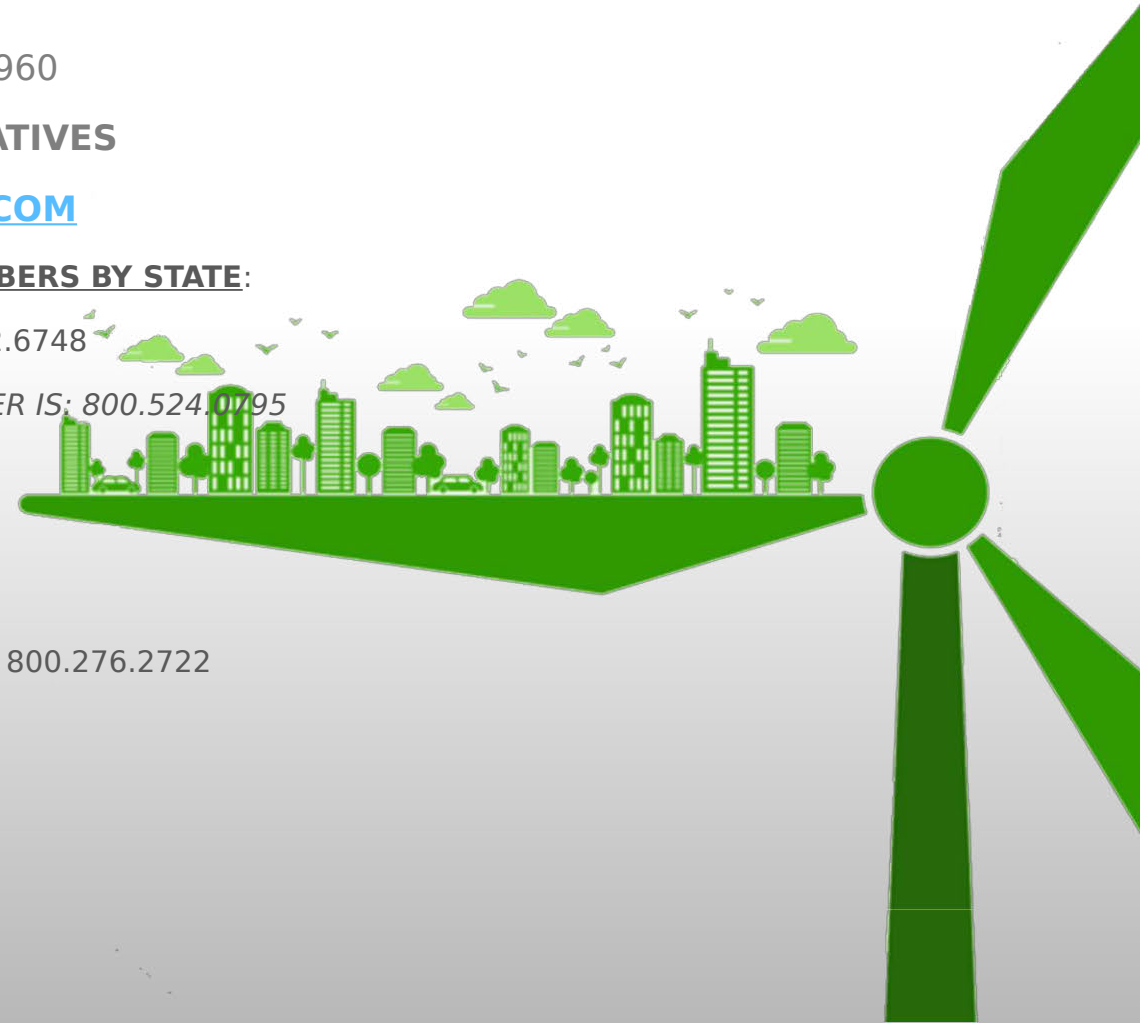
**ILLINOIS CUSTOMERS ONLY* THE ICC'S PHONE NUMBER IS: 800.524.0795*

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. Friedman
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

Date Closed: 04-14-2021

Case Age in Business Days: 46

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

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 tpv 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

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)

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

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: 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

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

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 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>>

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!

[<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=ext>]

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<<http://www.mimecast.com/products/>>.

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 or click the Phish Alert Button if available.

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



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



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: 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

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 or click the Phish Alert Button if available.

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/>

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: 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>>

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=ext>]

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<<http://www.mimecast.com/products/>>.

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: 3/24/2021 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



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



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: 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

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 or click the Phish Alert Button if available.

Email Text 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] 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

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

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: 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

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 or click the Phish Alert Button if available.

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]

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



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



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: 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

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 or click the Phish Alert Button if available.

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

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

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: 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

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 or click the Phish Alert Button if available.

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



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: 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: 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



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



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: 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

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 or click the Phish Alert Button if available.

Email Text 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

[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: 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<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]
<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: 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>>

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

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<<http://www.mimecast.com/products/>>.

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=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

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

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**



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: 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

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

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 or click the Phish Alert Button if available.

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]

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: 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/>>

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=018t000000E8OyF&from=int>]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E8SNS&from=ext]

ref:_00Dt0GzXt._500t0iT4UU: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 or click the Phish Alert Button if available.

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



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: 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



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



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: 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

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 or click the Phish Alert Button if available.

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
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

Case Number: 00672275

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: 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.

██████████ 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

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

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: 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:

Case Number: 00672275

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

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 or click the Phish Alert Button if available.

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



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: 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@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
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: 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: 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



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



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: 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

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 or click the Phish Alert Button if available.

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

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: 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@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/>>

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

[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.

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]
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

[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/>>

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: 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>>

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

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<<http://www.mimecast.com/products/>>.

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=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@greenchoicenergy.com]

Sent: 4/5/2021 4:34 PM

To: contactthepuco@puco.ohio.gov; btrombino@greenchoicenergy.com

Cc: dexter@greenchoicenergy.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@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: 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
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: 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



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



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: 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

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 or click the Phish Alert Button if available.

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

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: 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

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: 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: 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

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

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: 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

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 or click the Phish Alert Button if available.

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@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: 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



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



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: 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

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: 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: 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



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



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: 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:_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

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._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 or click the Phish Alert Button if available.

Email Text 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

[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: 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<<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]
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/>>

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: 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: 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/>>

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/>>

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: 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: Alexa 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]
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: 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]
<<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: 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>>

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

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<<http://www.mimecast.com/products/>>.

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=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



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: 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



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



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: 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



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: 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



Alexsa Torres

Sr. Director, Quality & Customer
Experience
Green Choice Energy

P: (347) 748-1066

M: (845) 596-8196

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: 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!



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

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 or click the Phish Alert Button if available.

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 -----

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

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: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Tuesday, April 13, 2021 8:17 AM
To: Alexsa 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,

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: 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@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.greenchoicenergy.com

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

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: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Thursday, April 1, 2021 10:25 AM
To: btrombino@greenchoicenergy.com
Cc: Alexsa Torres <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]
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

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

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: 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

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 or click the Phish Alert Button if available.

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
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: 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
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



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: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Tuesday, April 13, 2021 8:17 AM
To: Alexsa Torres <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]
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



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: 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:_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: 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

www.greenchoiceenergy.com

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: 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: 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



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



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: 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

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 or click the Phish Alert Button if available.

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/>>

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: Shawn Thompson <contactthepuco@puc.state.oh.us>
Sent: Tuesday, April 13, 2021 10:34 AM
To: Alexsa Torres <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@greenchoicenergy.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,
Alexa

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

Alexa 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

[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.

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@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 -----

From: Alexsa Torres [atorres@greenchoicenergy.com]
Sent: 4/5/2021 4:34 PM
To: contactthepuco@puco.ohio.gov<<mailto:contactthepuco@puco.ohio.gov>>;
btrombino@greenchoicenergy.com<<mailto:btrombino@greenchoicenergy.com>>
Cc: 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/>>

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/>>

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: 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: Alexa Torres [atorres@greenchoicenergy.com]
Sent: 4/1/2021 12:12 PM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Cc: btrombino@greenchoicenergy.com<mailto: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

[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
E: 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/>>

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: 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: Alexa 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]
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: 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.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/>

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: 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>>

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

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<<http://www.mimecast.com/products/>>.

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=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=int]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t000000E9M5y&from=ext]

Case Images

Created Date	Images
3/12/2021 3:26:07 PM	
3/12/2021 3:26:07 PM	
3/12/2021 3:26:07 PM	
3/12/2021 3:26:07 PM	
3/24/2021 2:20:34 PM	
3/24/2021 2:20:34 PM	
3/24/2021 2:20:34 PM	
3/24/2021 2:20:34 PM	
4/1/2021 10:24:29 AM	
4/1/2021 10:24:29 AM	
4/1/2021 10:24:29 AM	
4/1/2021 10:24:29 AM	
4/1/2021 12:15:05 PM	
4/1/2021 12:15:05 PM	
4/1/2021 12:15:05 PM	
4/1/2021 12:15:05 PM	
4/1/2021 12:15:05 PM	
4/1/2021 4:25:43 PM	




4/2/2021 3:54:01 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
4/2/2021 3:54:01 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
4/2/2021 3:54:01 PM	
4/2/2021 3:54:01 PM	
4/2/2021 3:54:01 PM	
4/5/2021 4:34:35 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
4/5/2021 4:34:35 PM	
4/5/2021 4:34:35 PM	
4/5/2021 4:34:35 PM	
4/5/2021 4:34:35 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
4/13/2021 8:17:14 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
4/13/2021 8:17:14 AM	
4/13/2021 8:17:14 AM	
4/13/2021 8:17:14 AM	
4/13/2021 8:17:14 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
4/13/2021 9:23:06 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
4/13/2021 9:23:06 AM	
4/13/2021 9:23:06 AM	
4/13/2021 9:23:06 AM	

4/13/2021 9:23:06 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
4/13/2021 9:23:06 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
4/13/2021 10:33:31 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
4/13/2021 10:33:31 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
4/13/2021 10:33:31 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
4/13/2021 10:33:31 AM	
4/13/2021 10:33:31 AM	
4/13/2021 10:33:31 AM	
4/13/2021 12:19:40 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
4/13/2021 12:19:40 PM	
4/13/2021 12:19:40 PM	
4/13/2021 12:19:40 PM	
4/13/2021 12:19:40 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
4/13/2021 12:19:40 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.



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 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. 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. 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.

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



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 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



Clossvilla
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

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





██████████
████████████████████
Cincinnati, OH 45229

Account #: ██████████

Dear ██████████:

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.

Welcome aboard!

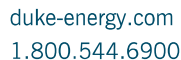
Tanya Jackson

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	
Utility Supply Charge Total	Total Diff		
\$ 473.60	\$ 568.83	\$ 60.00	\$ 628.83

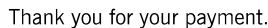


page 1 of 3

31 days

Account number

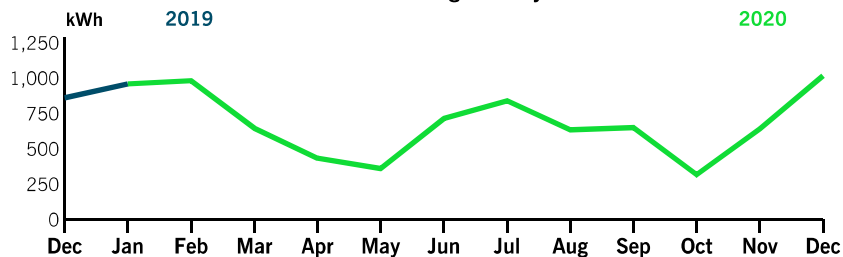
Previous amount due	\$124.93
<i>Payment received Dec 21</i>	-126.00
RPA Energy, Inc	
Electric Generation Supply	136.70
Electric Delivery	61.43
Total amount due Jan 27	\$197.06



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.

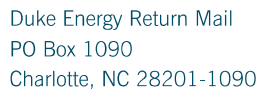
Help neighbors struggling to pay their energy bills with a gift to HeatShare. Duke Energy gives \$100,000 each year and matches donations up to \$100,000. Learn more at duke-energy.com/OhioShare.

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				

Please return this portion with your payment. Thank you for your business.



Account number

\$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.

Duke Energy Payment Processing
PO Box 1326
Charlotte, NC 28201-1326

CINCINNATI OH 45229-2367

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
-------------------------	--------------

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 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 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
Total Charges	\$61.43

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

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. To learn more about Price to Compare, visit 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.

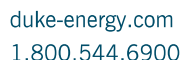
Billing details - Electric

RPA Energy, Inc	
Nov 30 - Dec 31	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 1017.00 KH @	
0.129498525	131.70
Total Charges	\$136.70



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

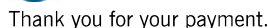
Account number [REDACTED]

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
Total amount due Dec 28	\$124.93

The chart displays monthly electricity usage in kWh. The y-axis ranges from 0 to 1,000 kWh in increments of 250. The x-axis shows months from November 2019 to November 2020. The 2019 data is shown in dark blue, and the 2020 data is shown 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				



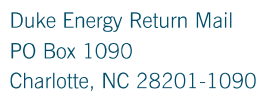
Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

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.

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.



\$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

990405004144400002200000000000000001299400000124931



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: 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

Current electric usage for meter number [REDACTED]	
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

Meter - [REDACTED]	
Rate RS - Residential Svc-Winter	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
642 KWH @ \$0.031482	20.21
Delivery Riders	15.32
Generation Riders	0.27
Total Charges	\$41.80

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

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. To learn more about Price to Compare, visit 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.

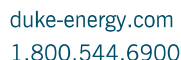
Billing details - Electric

RPA Energy, Inc	
Oct 27 - Nov 30	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 642.00 KH @	
0.129501558	83.14
Total Charges	\$88.14



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

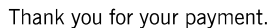
Account number

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
Total amount due Nov 20	\$69.99

The chart displays electric usage in kWh over a 13-month period. The y-axis ranges from 0 to 1,000 kWh in increments of 250. The x-axis shows months from October 2019 to October 2020. The 2019 data is shown in blue, and the 2020 data is shown in green. Usage starts at approximately 700 kWh in Oct 2019, rises to a peak of nearly 1,000 kWh in Feb 2020, then drops to a low of about 350 kWh in May 2020, before rising again to a peak of about 850 kWh in Jul 2020 and ending at approximately 300 kWh in Oct 2020.

Month	Year	kWh
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
Jul	2020	850
Aug	2020	650
Sep	2020	650
Oct	2020	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				

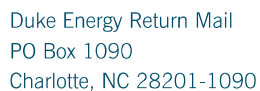


Smart meter technology allows Duke Energy the ability to remotely disconnect your electric service. If electric service is to be disconnected for nonpayment, a Duke Energy employee will not visit your home. Rather, we will attempt to contact you by text and/or phone message.

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.

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
Total Charges	\$25.13

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

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. To learn more about Price to Compare, visit 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.

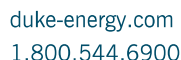
Billing details - Electric

RPA Energy, Inc	
Sep 28 - Oct 27	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 318.00 KH @	
0.129496855	41.18
Total Charges	\$46.18



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

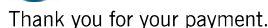
Bill date Sep 30, 2020

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
Total amount due Oct 22	\$128.68



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 to set up a payment plan.

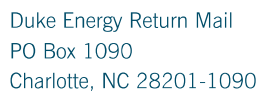
The chart displays the monthly electric usage in kWh. The y-axis ranges from 0 to 1,250 kWh in increments of 250. The x-axis shows months from Sep 2019 to Sep 2020. The 2019 data is shown in blue and the 2020 data in green.

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. 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

\$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

99040500414440000220000000000000000001309300000128685



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: Oct 27

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 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
Total Charges	\$41.63

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

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. To learn more about Price to Compare, visit 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.

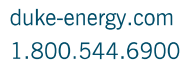
Billing details - Electric

RPA Energy, Inc	
Aug 27 - Sep 28	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 651.00 KH @	
0.129493088	84.30
Total Charges	\$89.30



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 XXXXXXXXXXXX

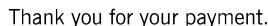
Previous amount due	\$159.67
<i>Payment received Aug 13</i>	-160.00
RPA Energy, Inc	
Electric Generation Supply	87.23
Electric Delivery	40.85
Total amount due Sep 22	\$127.75

Electric usage history

The chart displays monthly electricity 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	Usage (kWh)	Year
Aug	1000	2019
Sep	1020	2019
Oct	680	2019
Nov	780	2019
Dec	850	2019
Jan	950	2020
Feb	980	2020
Mar	620	2020
Apr	450	2020
May	380	2020
Jun	700	2020
Jul	850	2020
Aug	620	2020

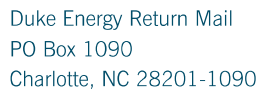
	Current Month	Aug 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	635	1,012	8,953	746
12-month usage based on most recent history				



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 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.

Duke Energy Payment Processing
PO Box 1326
Charlotte, NC 28201-1326

CINCINNATI OH 45229-2367

9904050041444000022000000000000000001280800000127750



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 (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 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.

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 [REDACTED]

Your usage snapshot - continued

Current electric usage for meter number [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

Meter - [REDACTED]	
Rate RS - Residential Svc-Summer	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
635 KWH @ \$0.031482	19.99
Delivery Riders	14.56
Generation Riders	0.30
Total Charges	\$40.85

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

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. To learn more about Price to Compare, visit 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.

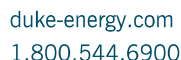
Billing details - Electric

RPA Energy, Inc	
Jul 29 - Aug 27	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 635.00 KH @	
0.129496063	82.23
Total Charges	\$87.23



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.



page 1 of 3

CINCINNATI OH 45229

Bill date Jul 31, 2020
For service Jun 29 - Jul 29
30 days

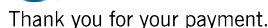
Account number|

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
Total amount due Aug 24	\$159.67

The chart displays the monthly electric usage in kWh. The y-axis ranges from 0 to 1,500 kWh in increments of 250. The x-axis shows months from July 2019 to July 2020. The data is as follows:

Month	Usage (kWh)
Jul 2019	1300
Aug 2019	1000
Sep 2019	1020
Oct 2019	700
Nov 2019	820
Dec 2019	880
Jan 2020	950
Feb 2020	980
Mar 2020	650
Apr 2020	450
May 2020	400
Jun 2020	720
Jul 2020	850

	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				



Extended payment arrangements are available for those experiencing financial hardship during COVID-19 at duke-energy.com/extension. Stay up to date on other actions we're taking to help at 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.

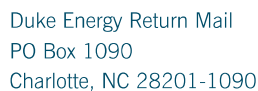
In Case No. 20-318-GA-UEx, the PUCO approved an adjustment to Rider UE-G, Uncollectible Expense Rider of \$0.007778 to \$0.005064 effective July 30, 2020. Also, in Case No. 20-418-GA-PIP, the PUCO approved an adjustment to Rider PIPP, Percentage of Income Payment Plan of \$0.007190 to \$0.005126 effective 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 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 to explore the enhancements and find answers to all your questions.

Mail your payment at least 7 days before the due date or pay instantly at 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
a contribution to HeatShare.

\$ _____
Amount enclosed

CINCINNATI OH 45229-2367

Duke Energy Payment Processing
PO Box 1326
Charlotte, NC 28201-1326

9904050041444000022000000000000000001650300000159670



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: 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

Current electric usage for meter number [REDACTED]	
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

Meter - [REDACTED]	
Rate RS - Residential Svc-Summer	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
840 KWH @ \$0.031482	26.44
Delivery Riders	18.42
Generation Riders	0.39
Total Charges	\$51.25

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

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. To learn more about Price to Compare, visit 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.

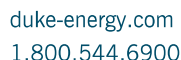
Billing details - Electric

RPA Energy, Inc	
Jun 29 - Jul 29	
ENERGY CHARGE: 0.00 @ 5.000000000	\$5.00
ENERGY CHARGE: 840.00 KH @	
0.129500000	108.78
Total Charges	\$113.78



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 \$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

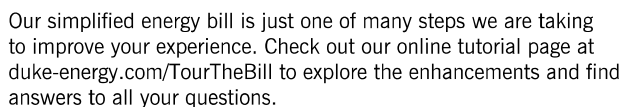
Account number

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
Total amount due Jul 23	\$139.64

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 fell to its lowest point of about 350 kWh in May 2020 before rising to 700 kWh in June 2020.

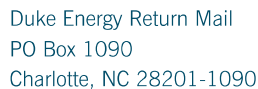
Month	Usage (kWh)	Year
Jun	500	2019
Jul	1300	2019
Aug	1000	2019
Sep	1020	2019
Oct	700	2019
Nov	820	2019
Dec	880	2019
Jan	950	2020
Feb	980	2020
Mar	650	2020
Apr	400	2020
May	350	2020
Jun	700	2020

	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.

Please return this portion with your payment. Thank you for your business.



Account number

\$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

9904050041444000022000000000000000001418900000139642



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.

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 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

Meter [REDACTED]	
Rate RS - Residential Svc-Summer	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
715 KWH @ \$0.031482	22.51
Delivery Riders	15.46
Generation Riders	0.33
Total Charges	\$44.30

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

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. To learn more about Price to Compare, visit 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.

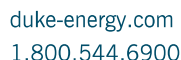
Billing details - Electric

RPA Energy, Inc	
May 29 - Jun 29	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 715.00 KH @	
0.129496503	92.59
Total Charges	\$97.59



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

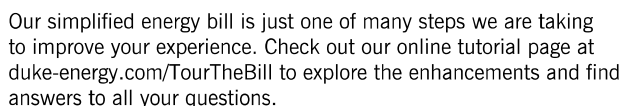
Your Electric Supplier Charges of \$97.59 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.



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
Total amount due Jun 24	\$72.75

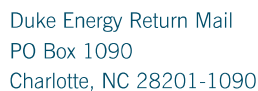


The chart displays electricity usage in kWh for 2019 and 2020. The y-axis represents kWh, ranging from 0 to 1,500 in increments of 250. The x-axis shows months from May to May. The 2019 data is shown in dark blue, and the 2020 data is shown in green. The 2019 usage starts at approximately 300 kWh in May, rises to a peak of about 1,300 kWh in July, then declines to around 700 kWh in October, before rising again to about 1,000 kWh in January. The 2020 usage starts at approximately 950 kWh in January, peaks at about 1,000 kWh in February, then declines to around 400 kWh in May.

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.



Duke Energy Payment Processing
PO Box 1326
Charlotte, NC 28201-1326

CINCINNATI OH 45229-2367

9904050041444000022000000000000000000000785500000072756



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: 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.

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

Current electric usage for meter number [REDACTED]	
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

Meter [REDACTED]	
Rate RS - Residential Svc-Winter	
Distribution-Customer Chg	\$6.00
Delivery Charges	
Distribution-Energy Chg	
361 KWH @ \$0.031482	11.37
Delivery Riders	9.26
Generation Riders	0.17
Total Charges	\$26.80

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

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. To learn more about Price to Compare, visit 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	
Apr 29 - May 29	
ENERGY CHARGE: 0.00 @ 5.0000000000	\$5.00
ENERGY CHARGE: 361.00 KH @	
0.129501385	46.75
Total Charges	\$51.75



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)

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	Current Billing
Usage - 434 kWh	Amt Due - Previous Bill \$ 124.48
Duke Energy - Rate RS \$ 30.52	Payment(s) Received 127.00cr
Current Electric Charges \$ 30.52	Balance Forward 2.52cr
	Current Electric Charges 30.52
	Current Elec Supplier Chg 61.20
	Current Amount Due \$ 89.20

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.

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.

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 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.

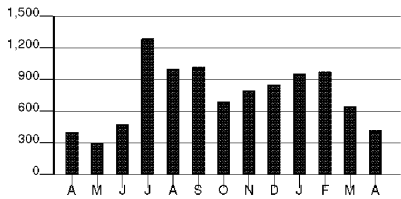
PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.89 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric Meter -	Duke Energy	
kWh Usage - 434	Rate RS - Residential Svc-Winter	
Mar 30 - Apr 29	Distribution-Customer Chg	\$ 6.00
30 Days	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
	Total Current Electric Charges	\$ 30.52

Explanation of Electric Supplier Charges		
Supplier Charges	RPA Energy, Inc	
	Mar 30 - Apr 29	
	ENERGY CHARGE: 0.00 @	
	5.000000000	\$ 5.00
	ENERGY CHARGE: 434.00 KH @	
	0.129493088	56.20
		\$ 61.20
	Total Electric Supplier Charges	\$ 61.20

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
Current Electric Charges	\$ 41.25

Current Billing	
Amt Due - Previous Bill	\$ 117.46
Payment(s) Received	120.00cr
Balance Forward	2.54cr
Current Electric Charges	41.25
Current Elec Supplier Chg	85.77
Current Amount Due	\$ 124.48

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.

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

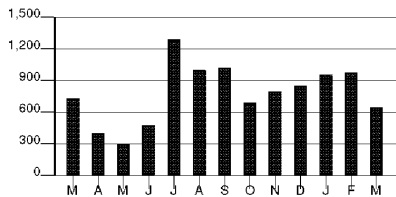
The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00. Peak Demand Reduction = \$0.00. and Renewable Energy = \$0.56.

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. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric Meter -	Duke Energy	
	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
	Total Current Electric Charges	\$ 41.25

Explanation of Electric Supplier Charges		
Supplier Charges	RPA Energy, Inc	
	Feb 28 - Mar 30	
	ENERGY CHARGE: 0.00 @	
	5.000000000	\$ 5.00
	ENERGY CHARGE: 647.00 KH @	
	0.124837713	80.77
	Total Electric Supplier Charges	\$ 85.77

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
Current Electric Charges	\$ 57.68

Current Billing	
Amt Due - Previous Bill	\$ 108.64
Payment(s) Received	110.00cr
Balance Forward	1.36cr
Current Electric Charges	57.68
Current Elec Supplier Chg	61.14
Current Amount Due	\$ 117.46

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.

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

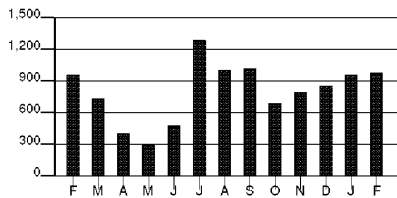
Name	Service Address	Account Number
	Cincinnati OH 45229	

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. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Electric Meter -	Duke Energy	
kWh Usage - 982	Rate RS - Residential Svc-Winter	
Jan 30 - Feb 28 29 Days	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
	Total Current Electric Charges	\$ 57.68

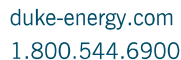
Explanation of Electric Supplier Charges		
Supplier Charges	RPA Energy, Inc	
	Jan 30 - Feb 28	
	ENERGY CHARGE: 0.00 @	
	5.000000000 \$ 5.00	
	ENERGY CHARGE: 982.00 KH @	
	0.057169043 56.14	
		\$ 61.14
	Total Electric Supplier Charges	\$ 61.14

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
Electric	963	735	406	309	486	1,301	1,012	1,029	692	797	861	960	982

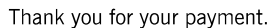


page 1 of 3

Bill date	Feb 2, 2021
For service	Dec 31 - Feb 1
	32 days

Account number 4

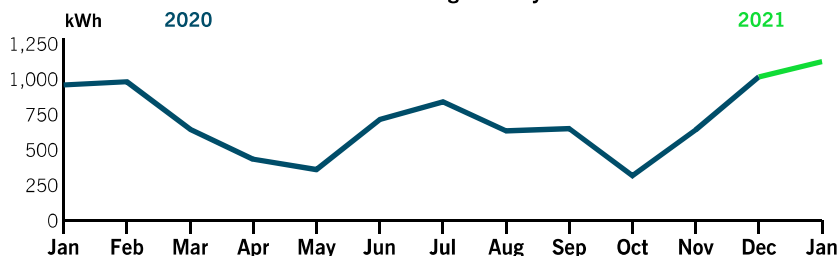
Previous amount due	\$197.06
<i>Payment received Jan 19</i>	-200.00
Current Electric Charges	69.23
Total amount due Feb 24	\$66.29



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.

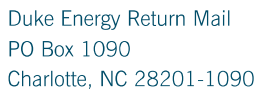
Electric usage history



	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. 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 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 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
Total Charges	\$69.23

Your current rate is Residential Service - Winter (RS).

For a complete listing of all Ohio rates and riders, visit 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. To learn more about Price to Compare, visit 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	
Utility Supply Charge Total	Total Diff		
\$ 456.36	\$ 586.07	\$ 60.00	\$ 646.07



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: 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
Case Age in Business Days: 20

Date Closed: 03-26-2021

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:
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

<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

<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.

Sincerely,

Alfred Thompson

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

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._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.

Sincerely,

Alfred Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._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

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

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



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

Case Images

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



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
Case Age in Business Days: 10

Date Closed: 04-13-2021

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: 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

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

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&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&I</p> <p>the rep then said he is not with dp&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 https://clients.tpvhub.com/l/dc4d93e8</p> <p>cust stating he didnt sign the contract but called dp&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 & 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

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



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: Thursday, April 8, 2021 8:17:32 AM
To: btrombino@greenchoicenergy.com <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.
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

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

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 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/>

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: 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/>>




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=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

Created Date	Images
4/9/2021 10:42:22 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
4/9/2021 10:42:22 AM	
4/9/2021 10:42:22 AM	
4/9/2021 10:42:22 AM	



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
Case Age in Business Days: 12

Date Closed: 04-19-2021

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

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

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.
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,

Leah Lehman - Harris

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._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,

Leah Lehman - Harris

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._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



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: Leah Lehman - Harris <contactthepuco@puc.state.oh.us>
Sent: Monday, April 12, 2021 11:59 AM
To: 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

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

Leah Lehman - Harris

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

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

ref:_00Dt0GzXt._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 or click the Phish Alert Button if available.

Email Text 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

[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: 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]

[<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: 00680143
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
[REDACTED], Beavercreek, Ohio 45431
SERVICE ADDRESS: [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.
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,

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/>>




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=018t000000E9FKS&from=ext>]


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.

Case Images

Created Date	Images
4/14/2021 3:29:33 PM	 GREEN CHOICE ENERGY BETTER ENERGY, BETTER EARTH.
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	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 www.greenchoiceenergy.com 800-685-0960		
Price Structure	Electricity: 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.	Natural Gas: 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	Electricity: Your electricity supply price for the first month will be <u>$\\${rate_info_electric_rate_amount}$</u> ¢ per kWh, plus a \$5 administrative fee.	Natural Gas: Your natural gas supply price for the first month will be <u>$\\${rate_info_gas_rate_amount}$</u> ¢ per <u>$\\${rate_info_gas_rate_uom}$</u> , plus a \$5 administrative fee.	
Statement Regarding Savings	The supply price may not provide a savings relative to the EDU or LDC supply price.		
Environmental attributes/Incentives	100% of the electricity you purchase is matched with renewable energy credits generated from renewable energy sources in the United States which have been qualified as such by a regional or state RPS administrator. As a customer of Green Choice Energy, you automatically qualify for our Power Perks Rewards Program.	100% of the natural gas you purchase is matched with carbon offsets from projects certified under the Verified Carbon Standard.	
Contract Start Date	The contract will begin on the date your utility processes your enrollment with Green Choice Energy, in accordance with the utility's rules and procedures. Electricity enrollments are typically processed within three business days and natural gas enrollments are typically processed on the first day of the next month if the utility has received the enrollment request from Green Choice Energy at least 7 days before the first day of the next month.		
Contract Term/Length	<u>$\\${rate_info_term}$</u> 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: \${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.

<div>INITIALS</div> <div><div></div><div></div></div> <div><div></div><div></div></div>	<p>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.</p>
---	--

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 #
		<div>TPV Confirmation #</div> <div><div></div><div></div></div> <div>\${confirmation_code}</div>



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. 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. 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. 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. "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

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: _____



GREEN CHOICE ENERGY
BETTER ENERGY. BETTER EARTH.

\${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.

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.

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

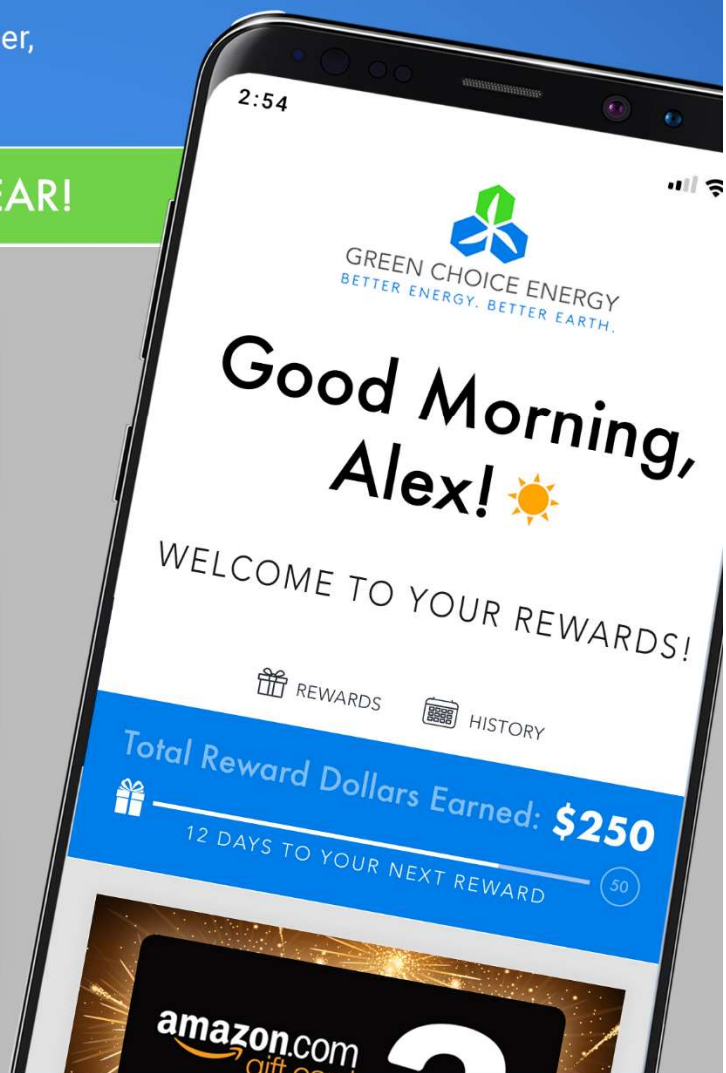


Show & Save On-The-Go Functionality

Travel Options



Over 1,000,000 Popular Travel Options



How to Get Started

Visit greenchoiceenergyrewards.com 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. 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 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. Friedman
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 & 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>

<p>4/29/2021 2:32:09 PM</p>	<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>
<p>5/3/2021 12:40:48 PM</p>	<p>Resolution Comments: sent customer letter to email addr listed. close case.</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: 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

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

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@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: Lucretia Washington <contactthepuco@puc.state.oh.us>

Sent: Thursday, April 22, 2021 10:22:18 AM

To: btrombino@greenchoiceenergy.com <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.
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

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 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/>

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: 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._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 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.

Sincerely,

Lucretia Washington

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._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.

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.

Sincerely,

Lucretia Washington

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._500t0kIJS:ref

Case Images

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 www.greenchoiceenergy.com 800-685-0960</div> <div> GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.</div>	
Price Structure	Electricity: 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.	Natural Gas: 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	Electricity: Your electricity supply price for the first month will be <u>4.61</u> per kWh, plus a \$5 administrative fee.	Natural Gas: Your natural gas supply price for the first month will be <u>39.24 ccf</u> , 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	<u>N/A</u> 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

Customer Name: [REDACTED]	Single Bill: <input checked="" type="checkbox"/>
Address: [REDACTED]	Address cont'd: MARYSVILLE, OH, 43040
Contact Name: [REDACTED]	Contact Tel. #: [REDACTED]
Email: [REDACTED]	Date: 03-31-2021
Electric Utility (EDU): Dayton Power and Light Company	Electric Utility Account Number: [REDACTED]
Natural Gas Utility (LDC): Columbia Gas Ohio	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.

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.

<div>[REDACTED]</div> <div>Customer Signature</div>	<div>[REDACTED]</div> <div>Customer Print Name/Title</div>	<div><u>03-31-2021</u></div> <div>Date</div>
<div><u>Berny Bones</u></div> <div>Sales Representative Signature</div>	<div><u>BARRY BONES</u></div> <div>Sales Representative Print Name</div>	<div><u>2004006</u></div> <div>Sales Representative ID #</div>

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. 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. 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. "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**

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: _____

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
Case Age in Business Days: 56

Date Closed: 06-21-2021

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: Jefferson
Service Address Street: [REDACTED]	Service Address State: Ohio
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

Crossing ID:

Railroad:

Railroad Street Name:

Description Information

Description:

Resolution:

reviewed company response with customer. RJS.

Case Comments

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

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:

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

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._500t0lEdo0:ref

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,



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: Lucretia Washington <contactthepuco@puc.state.oh.us>

Sent: Tuesday, May 11, 2021 4:42:52 PM

To: btrombino@greenchoicenergy.com <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

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

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 or click the Phish Alert Button if available.

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/>>

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: Lucretia Washington
<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>>
<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.
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<<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=018t000000F3Rtu&from=ext]

ref:_00Dt0GzXt._500t0lEdo0: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: 5/21/2021 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

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:

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

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 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

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.

[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

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 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 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.

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

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

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 or click the Phish Alert Button if available.

Email Text 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 from a mobile device.

[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]

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<https://urldefense.com/v3/__https://www.puco.ohio.gov/__;!!H3PqUTRk
ow!pAzp25W5HxOGEo48_aajFM6Ju3yQIE3OUksIQNKlsd1N9UTLdgzL8JtwAKnXu756RoA\$>

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

[Image removed by sender.]

ref:_00Dt0GzXt._500t0lEdo0: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 or click the Phish Alert Button if available.

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

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

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 or click the Phish Alert Button if available.

Email Text 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:(800)%20590-7295>

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)%20590-7295>.

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])

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 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<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=018t000000F3og5&from=ext>]

ref:_00Dt0GzXt._500t0lEdo0: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

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	
-----------------------	--

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 www.greenchoiceenergy.com 800-685-0960		 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
Price Structure	Electricity: 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.	Natural Gas: 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	Electricity: Your electricity supply price for the first month will be 4.92 ¢ per kWh, plus a \$5 administrative fee.	Natural Gas: Your natural gas supply price for the first month will be N/A 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	N/A 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.

Customer Signature

Customer Print Name/Title

04-22-2021

Date

Sales Representative Signature

Trevor Pickens

Sales Representative Print Name

MBM065

Sales Representative ID #

TPV Confirmation #



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. 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. 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. 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. "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

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.

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.

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

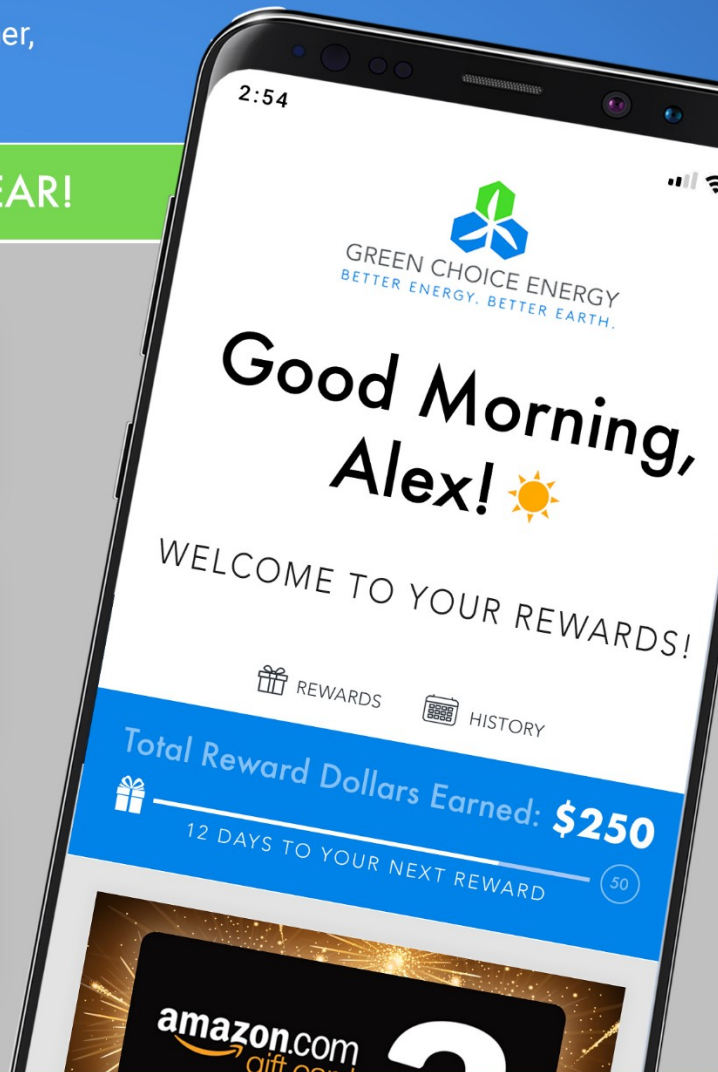


Show & Save On-The-Go Functionality

Travel Options



Over 1,000,000 Popular Travel Options



How to Get Started

Visit greenchoiceenergyrewards.com 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. 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 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 or 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



An AEP Company
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]
[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. or call 1-888-237-5566. You may also visit energychoice.ohio.gov for information about generation suppliers in Ohio.

Sincerely,

AEP Ohio



An AEP Company
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]

Dea [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. or call 1-888-237-5566. You may also visit 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. You may also contact the Public Utilities Commission of Ohio at 1-800-686-7826 or www.puco.ohio.gov.

Sincerely,

AEP Ohio



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: 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
Case Age in Business Days: 2

Date Closed: 05-19-2021

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&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
--------------	--------



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

Date Closed: 06-15-2021

Case Age in Business Days: 18

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]	Service Address State: Ohio
Drive	
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

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

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

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

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
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.

----- 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

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 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/>>

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 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. Friedman
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>> 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 csc@ohio.gov <mailto:csc@ohio.gov> 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 csc@ohio.gov <mailto:csc@ohio.gov> 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 csc@ohio.gov <mailto:csc@ohio.gov> 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 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 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

<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
--------------	--------



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>> 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 csc@ohio.gov <mailto:csc@ohio.gov> or click the Phish Alert Button if available.</p>

6/3/2021 2:52:00 PM	<p>Description: _____ From: "_____ To: _____ 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 csc@ohio.gov <mailto:csc@ohio.gov> or click the Phish Alert Button if available.</p>
6/3/2021 2:52:00 PM	<p>Description: _____ From: "_____ To: _____ 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 csc@ohio.gov <mailto:csc@ohio.gov> 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: _____
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 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 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

<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
--------------	--------



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: 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	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 5:07:12 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.

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 csc@ohio.gov <mailto:csc@ohio.gov> 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 csc@ohio.gov <mailto:csc@ohio.gov> 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 csc@ohio.gov <mailto:csc@ohio.gov> 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 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 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

<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

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



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: 00693651	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: 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: <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:

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

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

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:

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

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

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

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: 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:

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

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

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:

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

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: 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:

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

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

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:

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

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: 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

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

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: 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:

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

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

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:

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.
3. 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

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: 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:

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

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: 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:

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

22

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

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

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.

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 2020¹ 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
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: 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

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 or click the Phish Alert Button if available.

Email Text 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.

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 20201 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

[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
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.

From: Michael Coady
<contactthepuco@puc.state.oh.us<<mailto:contactthepuco@puc.state.oh.us>>>
Sent: Tuesday, June 8, 2021 1:10 PM
To: 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:

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 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<<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=018t000000F4Rpt&from=ext>]

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 or click the Phish Alert Button if available.

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
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.

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,



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

P: (347) 394-3365
P: (347) 394-3365

E: 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

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 or click the Phish Alert Button if available.

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
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.

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,

[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:

Case Number: 00693651

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 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](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=018t000000F4Rpt&from=ext>]

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 or click the Phish Alert Button if available.

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

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

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: 6/14/2021 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



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.

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, 2020¹ 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,



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

P: (347) 394-3365
P: (347) 394-3365

E: 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

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 or click the Phish Alert Button if available.

Email Text 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:

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

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

Subject: FW: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00693651 [ref:_00Dt0GzXt._500t0mRu6Z:ref]

Sales call attached as well.

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.

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

Alexsa Torres
Sr. Director, Quality and Customer Experience

Green Choice Energy

P: (347) 394-3365

P: (347) 394-3365

E: 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:

Case Number: 00693651

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

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 or click the Phish Alert Button if available.

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]

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

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:

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

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: 6/14/2021 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



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.

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, 2020¹ 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,



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

P: (347) 394-3365
P: (347) 394-3365

E: 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

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 or click the Phish Alert Button if available.

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:

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,

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

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

Case Number: 00693651

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

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: 6/14/2021 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

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.

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, 2020¹ 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

Alexsa Torres
Sr. Director, Quality and Customer Experience

Green Choice Energy

P: (347) 394-3365

P: (347) 394-3365

E: 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

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 or click the Phish Alert Button if available.

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

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: Thursday, June 17, 2021 10:16 AM
To: Alexsa Torres <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/



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

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:

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

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.



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.

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, 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,



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

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:

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

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 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/>>

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>
Sent: Thursday, June 17, 2021 10:16 AM
To: Alexsa Torres <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<<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@greenchoiceenergy.com]
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.

[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/>>

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.

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, 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/>>

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=018t000000F4Rpt&from=int]







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 or click the Phish Alert Button if available.

[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

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.

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.

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

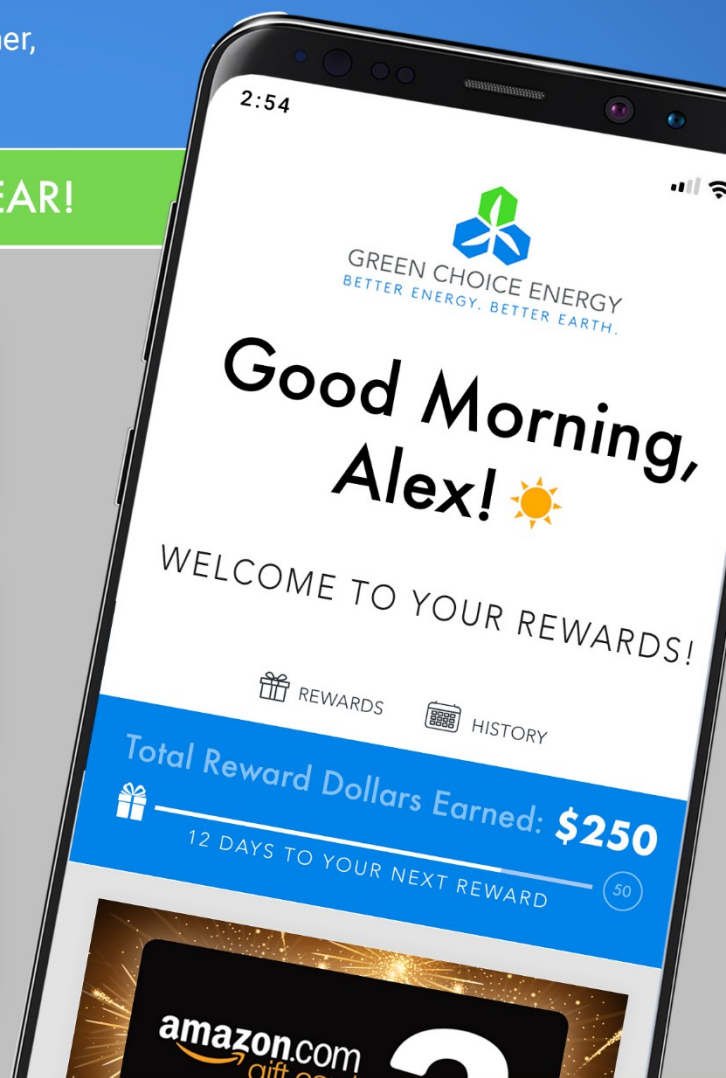


Show & Save On-The-Go Functionality

Travel Options



Over 1,000,000 Popular Travel Options



How to Get Started

Visit greenchoiceenergyrewards.com 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. 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 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 www.greenchoiceenergy.com 800-685-0960		 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
Price Structure	Electricity: This is a Fixed Price Agreement.	Natural Gas: This is a Fixed Price Agreement.	
Supply Price	Electricity: Your electricity supply price for the Initial Term will be 0.04924 per kWh.	Natural Gas: 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	1 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**

CUSTOMER NAME: [REDACTED]	SINGLE BILL: <input checked="" type="checkbox"/>
ADDRESS: [REDACTED]	ADDRESS CONT'D: GAHANNA, OH, 43230
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): N/A	NATURAL GAS UTILITY ACCOUNT NUMBER: 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. 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. 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. 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. "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

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
Case Age in Business Days: 88

Date Closed: 08-19-2021

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: 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

Crossing ID:

Railroad:

Railroad Street Name:

Description Information

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

<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)
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 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.

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 [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.

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

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 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

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.

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 [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:

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

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.

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 [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/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: 6/22/2021 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



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



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@greenchoicenergy.com <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

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.

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 [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



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 or click the Phish Alert Button if available.

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.greenchoicenergy.com<<http://www.greenchoicenergy.com/>>

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

[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.

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]

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<<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/>>

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]mailto:[REDACTED]

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00696256

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000D3q&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=00D350000000bjE>]<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

[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]

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 or click the Phish Alert Button if available.

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

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



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

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.

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 [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

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 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:

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

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

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

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

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] [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

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.

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 [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

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 or click the Phish Alert Button if available.

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.

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: 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



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

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.

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 [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

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 or click the Phish Alert Button if available.

Email Text 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.

Case Number: 00696256

50

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: 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

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

Case Number: 00696256

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

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.

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 [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

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 or click the Phish Alert Button if available.

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

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

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@greenchoicenergy.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,

Alexa 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



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

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.

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 [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 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:

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

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

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

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

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.

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

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

<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 or click the Phish Alert Button if available.

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.

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: 6/23/2021 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

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

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@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: Monday, June 21, 2021 1:48:31 PM
To: btrombino@greenchoicenergy.com <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

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.

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 [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

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 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.

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: 6/23/2021 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

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

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

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.

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 [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

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 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> 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.

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: 6/23/2021 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

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

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@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: Monday, June 21, 2021 1:48:31 PM

To: btrombino@greenchoicenergy.com <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

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.

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 [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 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>>.

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>>]
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/)

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

[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
E: 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/>>

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.

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>>]

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<<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/>>

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>

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

[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 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

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.

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: 6/23/2021 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

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

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



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

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.

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 [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 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:

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:

Please advise the phone number at which the customer was called to complete the TPV.

Sincerely,

Michael Coady

Public Utilities Commission of Ohio

Case Number: 00696256

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: [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:

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.

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: 6/23/2021 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

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

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

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

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.

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.

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

<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 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

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

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.

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: 6/23/2021 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

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

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



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@greenchoicenergy.com <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

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.

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 [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

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 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/>>

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/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.

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, June 29, 2021 7:40 AM
To: Alexsa Torres <atorres@greenchoicenergy.com>; 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:

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:

Please advise the phone number at which the customer was called to complete the TPV.

Case Number: 00696256

153

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: [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,

██████████

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>>.

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

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/>>

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]

[<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: 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

[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/>

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.

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>>]

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/>>

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://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

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

[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 or click the Phish Alert Button if available.

[<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

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
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: Alexsa 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

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.

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: 6/23/2021 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

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

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



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

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.

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 [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 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

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,

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: 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

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:

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.

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: 6/23/2021 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

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

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

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

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: 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

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.

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 [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

<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 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

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 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

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,



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: Alexsa Torres <atorres@greenchoicenergy.com>; btrombino@greenchoicenergy.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

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.

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: 6/23/2021 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: 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

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

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



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@greenchoicenergy.com <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

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] [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.

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 [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/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 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-3A__www.puco.ohio.gov_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgezVI&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

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=7ZzvwlMxGeZutn00fvuLS5R
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

[facebook icon] <https://urldefense.proofpoint.com/v2/url?u=https-3A__www.facebook.com_GreenChoiceEnergy_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwlMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=A8gCDxnfeD-S9NS5jASzPqOQJnxYDr8G1MXiIVGv1BE&e=>

[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=7ZzvwlMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&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=7ZzvwlMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=ubysTvaX4lm8XP3EGMQFCy73DOwccv9VXYFfuqJ1BQ&e=>

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] [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=>)

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<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-
3A__www.puco.ohio.gov_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-
GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R
sxegVKKP8fe9pdDrgezVI&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: 6/23/2021 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-
3A__www.puco.ohio.gov_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-
GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R
sxegVKKP8fe9pdDrgezVI&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]

Case Number: 00696256

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://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=>

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=7ZzvWIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrzVI&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://urldefense.proofpoint.com/v2/url?u=https-3A__www.facebook.com_GreenChoiceEnergy_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=A8gCDxnfeD-S9NS5jASzPqOQJnxYDr8G1MXiIVGv1BE&e=>

[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=>

[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=>

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]

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=7ZzvwIMxGeZutn00fvuLS5R
sxegVKKP8fe9pdDrgzVI&s=qlOkfduhg7_mvVIcuNCt1Bv5KxCy5Ekf-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=>)

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

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://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=7ZzvwlMxGeZutn00fvuLS5R
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=>>

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 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

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

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 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

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
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

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.

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

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

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



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

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] [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.

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 [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

<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 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

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 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

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

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

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

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] [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.

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: 6/23/2021 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

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

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

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

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:

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

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] [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.

Sincerely,

Michael Coady

Case Number: 00696256

261

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 [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/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 or click the Phish Alert Button if available.

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
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: Friday, August 13, 2021 3:43:43 PM

To: btrombino@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:

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

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]

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 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

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

(www.greenchoiceenergy.com)<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/>>

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: 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]

[<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]

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

Case Number: 00696256

270

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
(www.greenchoicenergy.com)<https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0qt0000001h5TBAAy
0q8y000000PvfAAE ([>](https://urldefense.proofpoint.com/v2/url?u=http-3A__www.greenchoicenergy.com_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwlMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=nF9Mtfy6qdYBN3s5WUsinygWJXzgJ0jlz1sz6gqLaR0&e=))

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

[facebook

icon]<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://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))>

[instagram icon]

<https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0q8y0000000PviAAE

([https://urldefense.proofpoint.com/v2/url?u=https-](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.instagram.com_greenchoicenergy_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R)

[3A__www.instagram.com_greenchoicenergy_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.instagram.com_greenchoicenergy_&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_greenchoicenergy_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R))>

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: 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://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<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<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=))>

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!

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://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] [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://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=)>

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

[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\(https://urldefense.proofpoint.com/v2/url?u=http-3A__www.greenchoiceenergy.com_&d=DwMFAw&c=YOzCdXTMOJcLV4Fef-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwlMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&s=nF9Mtfy6qdYBN3s5WUsinygWJXzgJ0jlz1sz6gqLaR0&e=\)>](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=7ZzvwlMxGeZutn00fvuLS5RsxegVKKP8fe9pdDrgzVI&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
sxegVKKP8fe9pdDrgzVI&s=A8gCDxnfeD-S9NS5jASzPqOQJnxYDr8G1MXiIVGv1BE&e=)>

[linkedin icon]

<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-GHbw&r=p1D7KhAgYdEb96ycpBUSTtRO8JKZF43PtP1sSru9LWU&m=7ZzvwIMxGeZutn00fvuLS5R
sxegVKKP8fe9pdDrgzVI&s=n2NtT7EoZ5S8GbX-KzHTECjg9edE5hKAKTDfoUmMJHI&e=)>

[instagram icon]

<https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=05a0q8y0000000PviAAE

(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=)>

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]

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://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=))

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:\[REDACTED\]](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://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=))).

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://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

[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://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://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=))







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 or click the Phish Alert Button if available.










[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=0188y000000RV8U&from=ext>]

Case Images

Created Date	Images
6/22/2021 12:31:37 PM	
6/22/2021 12:31:37 PM	
6/22/2021 12:31:37 PM	
6/22/2021 12:31:37 PM	
6/22/2021 3:22:52 PM	
6/22/2021 3:22:52 PM	

6/22/2021 3:22:52 PM	in
6/22/2021 3:22:52 PM	f
6/23/2021 5:03:38 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
6/23/2021 5:03:38 PM	ig
6/23/2021 5:03:38 PM	in
6/23/2021 5:03:38 PM	f
6/24/2021 12:05:51 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
6/24/2021 12:05:51 PM	ig
6/24/2021 12:05:51 PM	in
6/24/2021 12:05:51 PM	f
6/28/2021 12:40:33 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
6/28/2021 12:40:33 PM	ig
6/28/2021 12:40:33 PM	in
6/28/2021 12:40:33 PM	f
6/29/2021 7:39:43 AM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
6/29/2021 7:39:43 AM	f
6/29/2021 7:39:43 AM	in
6/29/2021 7:39:43 AM	ig
6/30/2021 1:35:43 PM	f
6/30/2021 1:35:43 PM	in
6/30/2021 1:35:43 PM	ig
6/30/2021 1:35:43 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.

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	
8/13/2021 2:50:24 PM	
8/13/2021 2:50:24 PM	
8/13/2021 2:50:24 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
8/13/2021 2:50:24 PM	
8/13/2021 2:50:24 PM	
8/13/2021 2:50:24 PM	
8/13/2021 3:43:42 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
8/13/2021 3:43:42 PM	
8/13/2021 3:43:42 PM	
8/13/2021 3:43:42 PM	
8/13/2021 3:43:42 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.

8/13/2021 3:43:42 PM	
8/13/2021 3:43:42 PM	
8/13/2021 3:43:42 PM	
8/18/2021 4:08:53 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
8/18/2021 4:08:53 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
8/18/2021 4:08:53 PM	
8/18/2021 4:08:53 PM	
8/18/2021 4:08:53 PM	
8/18/2021 4:08:53 PM	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.



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.

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.

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

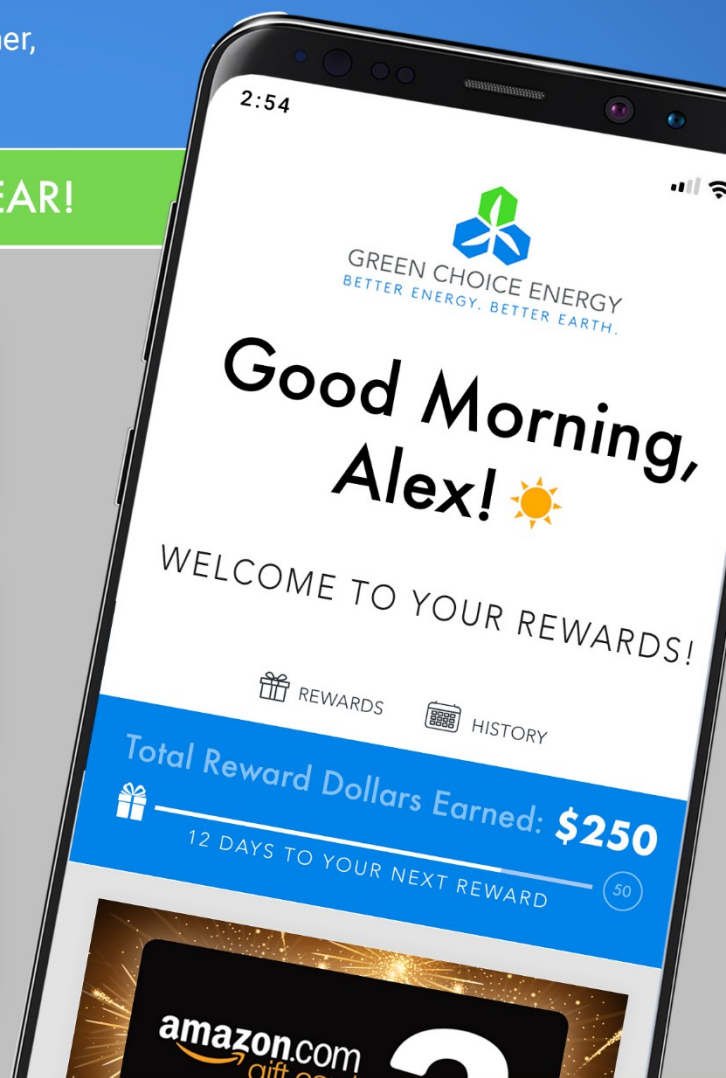


Show & Save On-The-Go Functionality

Travel Options



Over 1,000,000 Popular Travel Options



How to Get Started

Visit greenchoiceenergyrewards.com 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. 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 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 www.greenchoiceenergy.com 800-685-0960</div> <div> GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.</div>	
Price Structure	Electricity: 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.	Natural Gas: 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	Electricity: Your electricity supply price for the first month will be 5.028 ¢ per kWh, plus a \$5 administrative fee.	Natural Gas: Your natural gas supply price for the first month will be 46.84 ¢ 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.

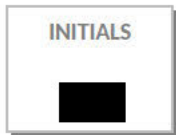


GREEN CHOICE ENERGY
BETTER ENERGY. BETTER EARTH.

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@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. 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. "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

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: _____

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



Mail Payments
Columbia Gas of Ohio
PO BOX 4629
Carol Stream IL 60197-4629



Authorized Payment Locations
Find locations online at
ColumbiaGasOhio.com

Account Profile

Customer Name:

[REDACTED]

Your Contact Information:

[REDACTED]
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
- 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.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

- Leave the area immediately.
- Leave windows and doors in their positions and avoid doing anything that could cause a spark.
- 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.

▼ Please fold on the perforation below, detach and return with your payment.



Web
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[®]
of Ohio
A NiSource Company

[REDACTED]
[REDACTED]
COLUMBUS OH 43229-3471

COLUMBIA GAS
PO BOX 4629
CAROL STREAM IL 60197-4629



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 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 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.

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

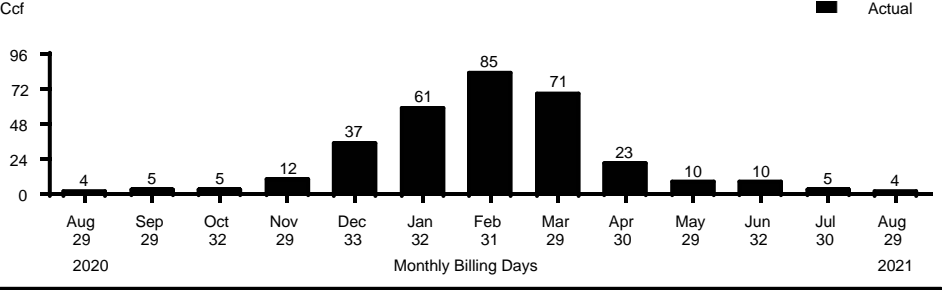
City

StateZip Code

Phone Number

Add or Edit Email

13 Month Usage History



Meter Number: [REDACTED]			Usage Comparison - Ccf				
Service Address: [REDACTED] Columbus OH 43229-3471			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
Meter Readings - 29 Billing Days			Your Average Monthly Usage = 27 Ccf.				
Actual Reading on 8/ 6			Your Total Annual Usage = 328 Ccf.				
Actual Reading on 7/ 8			Your next meter reading date is				
Gas Used (Ccf)			09 / 07 / 2021.				
4							



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: 00696561	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: 06-21-2021
Case Age in Business Days: 20

Date Closed: 07-06-2021

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: 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

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:

Resolution:

Informed Ms. [REDACTED] of cancellation and placement on DNC list.
She is appreciative.
ICB if nec.

Case Comments

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

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

System Information

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

Case Emails

Email Created Date: 6/23/2021 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

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:

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

Sincerely,

Darita Patterson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

Email Created Date: 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
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: Darita Patterson <contactthepuco@puc.state.oh.us>
Sent: Wednesday, June 23, 2021 11:19:35 AM
To: btrombino@greenchoiceenergy.com <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]

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

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

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 or click the Phish Alert Button if available.

Email Text 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

[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
E: 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/>>

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: 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

Provider of Electric

Please Respond Within 3 Business Days

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]

***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3

business days of the initial request and a final response needs to be provided within 10 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<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=018t000000F5542&from=ext]

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 or click the Phish Alert Button if available.

Case Images

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.

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.

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

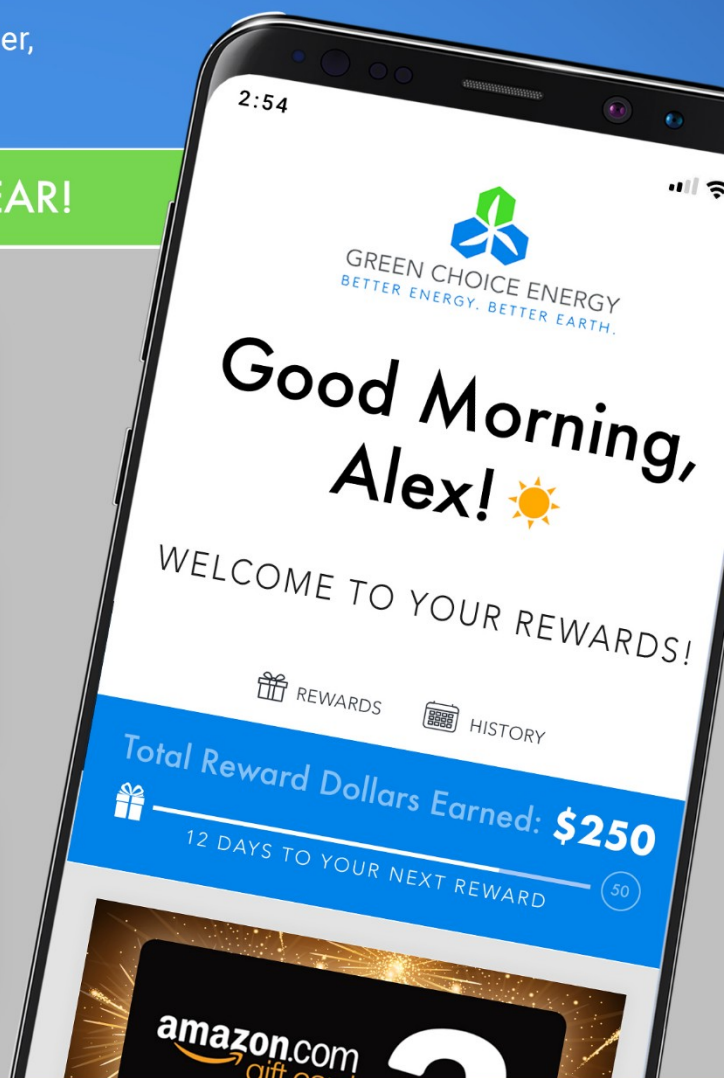


Show & Save On-The-Go Functionality

Travel Options



Over 1,000,000 Popular Travel Options



How to Get Started

Visit greenchoiceenergyrewards.com 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. 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 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 www.greenchoiceenergy.com 800-685-0960</div> <div></div>	
Price Structure	Electricity: 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.	Natural Gas: 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	Electricity: Your electricity supply price for the first month will be 6.1966 ¢ per kWh, plus a \$5 administrative fee.	Natural Gas: Your natural gas supply price for the first month will be 46.84 ¢ 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: ASHLAND, OH, 44805
Contact Name: [REDACTED]	Contact Tel. #: [REDACTED]
Email: [REDACTED]	Date: 06-20-2021
Electric Utility (EDU): Ohio Edison	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

06-20-2021

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. 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. 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. 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. "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

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
Case Age in Business Days: 2

Date Closed: 06-21-2021

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: 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

Case Images

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



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

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] [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:

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

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 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
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: Wednesday, June 23, 2021 3:19 PM
To: 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

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

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 or click the Phish Alert Button if available.

Email Text 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

[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: 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.

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<<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>> 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

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



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: Wednesday, June 23, 2021 3:19 PM
To: 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

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

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 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

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

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: Wednesday, June 23, 2021 3:19 PM
To: 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:

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

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

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 or click the Phish Alert Button if available.

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.

[REDACTED] Northeast, Canton, Ohio 44704



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 3:24 PM

To: Alexsa Torres <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

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

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
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: Wednesday, June 23, 2021 3:19 PM
To: 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

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

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

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 or click the Phish Alert Button if available.

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/>

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 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

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](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: 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

[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/>>

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: 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.

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<<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=int]





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.

[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	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
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	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.
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	 GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.

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.

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.

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

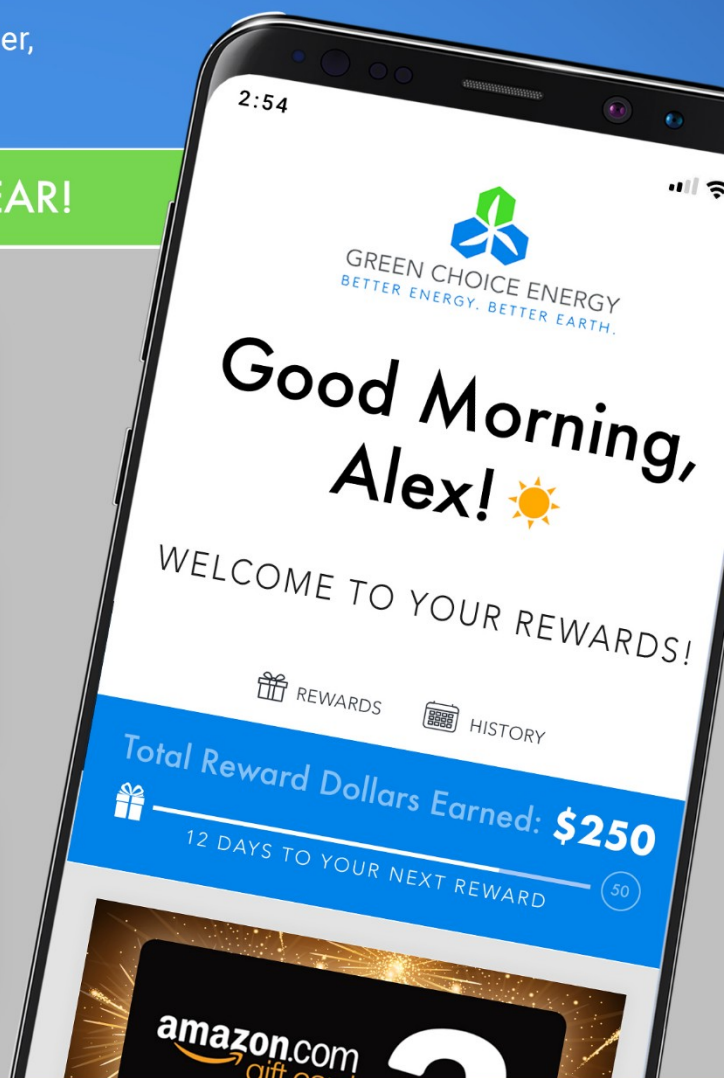


Show & Save On-The-Go Functionality

Travel Options



Over 1,000,000 Popular Travel Options



How to Get Started

Visit greenchoiceenergyrewards.com 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. 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 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 www.greenchoiceenergy.com 800-685-0960</div> <div> GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.</div>	
Price Structure	Electricity: 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.	Natural Gas: 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	Electricity: Your electricity supply price for the first month will be 5.028 ¢ per kWh, plus a \$5 administrative fee.	Natural Gas: Your natural gas supply price for the first month will be N/A 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 checked="" type="checkbox"/>
Address: [REDACTED]	Address cont'd: CANTON, OH, 44704
Contact Name: [REDACTED]	Contact Tel. #: [REDACTED]
Email: [REDACTED]	Date: 06-22-2021
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

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. 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. 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. 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. "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

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. Friedman
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:	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:

Customer pleased that the account have been dropped.
ICB.

Case Comments

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

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

System Information

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

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

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,



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



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 28, 2021 7:58 AM
To: btrombino@greenchoicenergy.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

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 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.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

[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.

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@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>]

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]

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](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>> or click the Phish Alert Button if available.

Case Images

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.



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.

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.

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

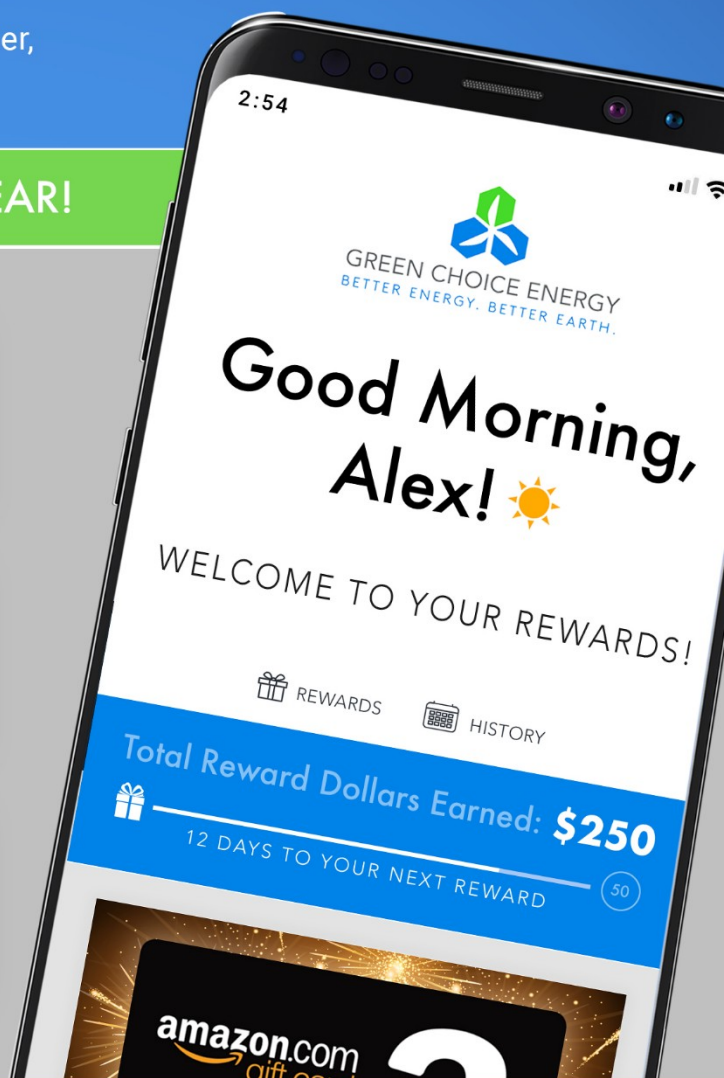


Show & Save On-The-Go Functionality

Travel Options



Over 1,000,000 Popular Travel Options



How to Get Started

Visit greenchoiceenergyrewards.com 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. 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 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	<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 www.greenchoiceenergy.com 800-685-0960</div> <div></div>	
Price Structure	Electricity: 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.	Natural Gas: 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	Electricity: Your electricity supply price for the first month will be 5.36 ¢ per kWh, plus a \$5 administrative fee.	Natural Gas: Your natural gas supply price for the first month will be 55.65 ¢ 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] DR	Address cont'd: CINCINNATI, OH, 45231
Contact Name: [REDACTED]	Contact Tel. # [REDACTED]
Email: N/A	Date: 06-07-2021
Electric Utility (EDU): Duke Energy	Electric Utility Account Number: [REDACTED]
Natural Gas Utility (LDC): Duke Energy	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

06-07-2021

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. 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. 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. 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. "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

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.

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: _____



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	Date Closed: 07-16-2021
Case Age in Business Days: 26	

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

Description:

Resolution:

LM for cust - close case

Case Comments

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

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

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]

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:

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?

Do you show other complaints on the sales agent?

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,

Shawn Thompson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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

ref:_00Dt0GzXt._500t0nXGTG:ref

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
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: Wednesday, June 30, 2021 10:42:32 AM
To: btrombino@greenchoiceenergy.com <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:

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 fiancée (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 fiancée 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

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

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 or click the Phish Alert Button if available.

Email Text 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,

[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/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.

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@greenchoicenergy.com<<mailto:btrombino@greenchoicenergy.com>>
<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

12

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<<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.

ref:_00Dt0GzXt._500t0nXGTG: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 or click the Phish Alert Button if available.

Case Images

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.

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.

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

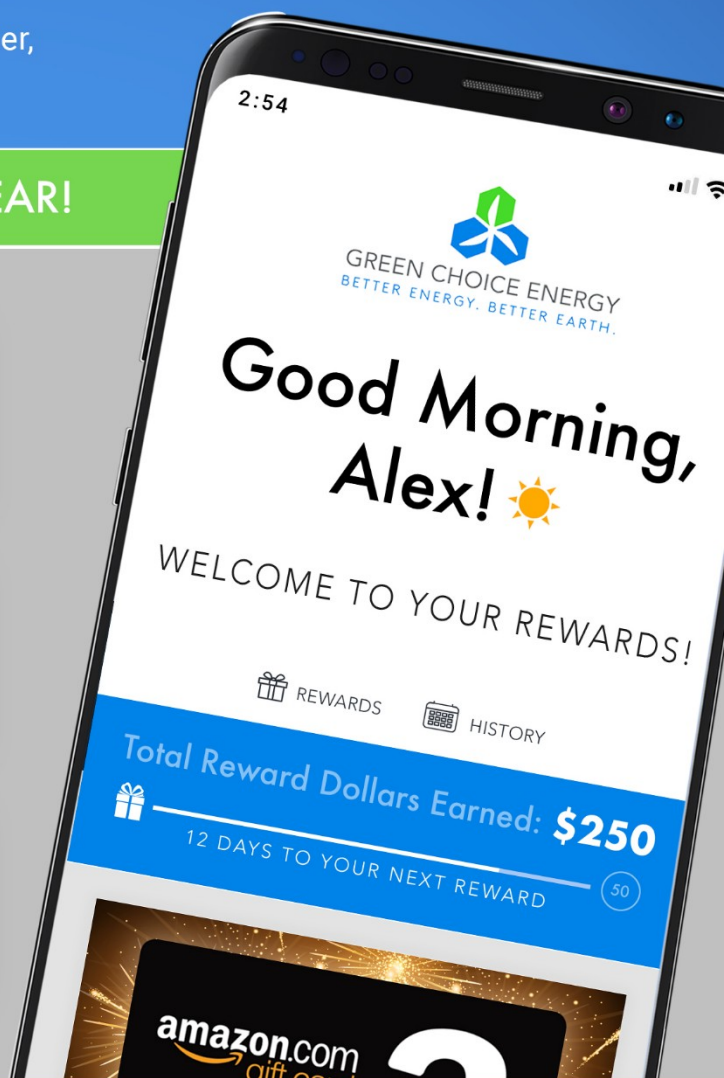


Show & Save On-The-Go Functionality

Travel Options



Over 1,000,000 Popular Travel Options



How to Get Started

Visit greenchoiceenergyrewards.com 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. 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 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 www.greenchoiceenergy.com 800-685-0960</div> <div> GREEN CHOICE ENERGY BETTER ENERGY. BETTER EARTH.</div>	
Price Structure	Electricity: 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.	Natural Gas: 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	Electricity: Your electricity supply price for the first month will be 5.44 ¢ per kWh, plus a \$5 administrative fee.	Natural Gas: Your natural gas supply price for the first month will be 55.65 ¢ 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: CINCINNATI, OH, 45205
Contact Name: [REDACTED]	Contact Tel. #: [REDACTED]
Email: [REDACTED]	Date: 06-16-2021
Electric Utility (EDU): Duke Energy	Electric Utility Account Number: [REDACTED]
Natural Gas Utility (LDC): Duke Energy	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

06-16-2021

Date

[Signature]

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. 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. 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. 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. "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

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

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

icb

Case Comments

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.>> 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

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
--------------	--------

**This foregoing document was electronically filed with the Public Utilities
Commission of Ohio Docketing Information System on**

10/3/2022 4:56:32 PM

in

Case No(s). 22-0441-GE-COI

Summary: Testimony Prefiled Testimony Attachment of Nedra Ramsey, Reliability and Service Analysis Division, Service Monitoring and Enforcement Department electronically filed by Nedra Ramsey on behalf of PUCO Staff