

ATTACHMENT E**Customer Complaints 2020
Sales Tactics-Enrollment Dispute**

CONNECTICUT	
Details	Resolution
Customer reassigned due to brand consolidation in 2018. Provided Assignment Notice.	Properly assigned

DISTRICT OF COLUMBIA	
Details	Resolution
Customer enrolled in 2017. Provided Signed Contract and Contract Expiration Notice.	Enrollment deemed valid. However, because TPV and Welcome Package could not be located, refund provided.
Customer enrolled in 2018. Provided Signed Contract and photo ID of account holder provided at time of enrollment.	Enrollment deemed valid.
Customer enrolled in 2016. Provided Signed Contract and Contract Expiration Notice.	Customer has been enrolled for 4 years and has never previously objected or disputed any charges. Enrollment deemed valid.

ILLINOIS	
Details	Resolution
Account enrolled in 2019. Provided TPV.	After reviewing, it was determined the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Account enrolled in 2019. Provided TPV.	After reviewing, it was determined the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.

Customer enrolled in 2014. Provided TPV, Welcome Package and Contract Expiration Notice.	Customer has been enrolled for 6 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Account enrolled in 2019. Provided TPV.	After reviewing, it was determined the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2019. Provided TPV and Welcome Package for both electric and gas.	Enrollment deemed valid.
Customer reassigned in 2018 due to acquisition. Provided Welcome Package and Customer Assignment Letter.	Properly assigned.
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed “no sale”; customer refunded.
Customer enrolled with different supplier.	No further action.
Customer reassigned 2018 due to acquisition. Provided Customer Assignment Letter and Contract Expiration Notice.	Properly assigned. However, it was determined customer was not properly notified of rate increase after assignment. Refund issued.
Account enrolled in 2018. Provided TPV and Welcome Package.	After reviewing, it was determined the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Customer reassigned 2018 due to acquisition. Provided Customer Assignment Letter.	Properly assigned.
Account enrolled in 2019. Provided Sales Call, TPV and Welcome Package.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed “no sale”; customer refunded.
Customer reassigned in 2018 due to acquisition. Provided Welcome Package and Customer Assignment Letter.	After reviewing TPV from prior supplier on original enrollment in 2016, it was determined that the sales agent was present during the completion of the TPV. Refund issued.
Customer enrolled in 2019. Provided TPV and Welcome Package.	Enrollment deemed valid.
Customer enrolled in 2015. Due to longevity of the account and Record Retention limitations, original TPV not available. Provided Welcome Package and Contract Expiration Notice.	Customer has been enrolled for 5 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Account enrolled in 2019. Provided TPV.	After reviewing, it was determined the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2012. Due to longevity of the account and Record Retention limitations, original TPV and Welcome Package not available.	Enrollment deemed valid. However, it was determined customer was not properly notified of rate increase after assignment. Refund issued.

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Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, original TPV and Welcome Package not available.	Customer has been enrolled for 4 years and has never previously objected or disputed any charges. Enrollment deemed valid. However, it was determined customer was not properly notified of rate increase. Refund issued.
Customer reassigned in 2018 due to acquisition. Provided Welcome Package and Customer Assignment Letter.	Properly assigned.
Customer reassigned in 2018 due to acquisition. Provided Welcome Package and Customer Assignment Letter.	Properly assigned.
Account enrolled in 2019. Provided Sales, Call, TPV and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2019. Provided TPV and Welcome Package.	Enrollment deemed valid.
Customer enrolled in 2020. Provided TPV.	Enrollment deemed valid. Customer successfully rescinded and account never became active.
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Customer reassigned in 2018 due to brand consolidation. Provided Assignment Notice.	Properly assigned. However, it was determined customer was not properly notified of rate increase after assignment. Refund issued
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Account enrolled in 2019. Provided Sales Call.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Customer reassigned in 2018 due to brand consolidation. Provided Assignment Notice.	Properly assigned.
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Customer reassigned in 2018 due to acquisition. Provided Customer Assignment Letter and Contract Renewal Notice.	Properly assigned.
Customer reassigned in 2018 due to acquisition. Provided Customer Assignment Letter and Contract Renewal Notice.	Properly assigned.

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Account enrolled in 2020. Provided TPV, Welcome Package and Contract Expiration Notice.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2017. Provided TPV.	Enrollment deemed valid.
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2019. Provided Sales Call, TPV and Welcome Package.	Enrollment deemed valid.
Account enrolled in 2019. Provided TPV.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Customer reassigned 2018 due to acquisition. Provided Customer Assignment Letter.	Properly assigned. However, it was determined customer was not properly notified of rate increase after assignment. Refund issued.
Customer enrolled in 2018. Provided TPV, Welcome Package and Contract Expiration Notice.	Enrollment deemed valid.
Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome Package not available.	Customer has been enrolled for 4 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Customer reassigned 2018 due to acquisition. Provided Customer Assignment Letter.	Properly assigned. However, it was determined customer was not properly notified of rate increase after assignment. Refund issued.
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2018. Provided TPV, Welcome Package and Contract Expiration Notice.	Enrollment deemed valid. However, because the Contract Expiration Notice was not sent within the proper timeframe, refund issued.
Account enrolled in 2019. Provided TPV, Welcome Package and Contract Renewal Notice.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2019. Provided TPV and Welcome Package.	Enrollment deemed valid. However because the Sales Call could not be located, refund issued.
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Customer filed complaint against wrong supplier. Advised to call supplier on invoice.	No further action.
Customer enrolled in 2019. Provided TPV, Welcome Package and Contract Expiration Notice.	Enrollment deemed valid. However because the Sales Call cannot be retrieved from vendor with which supplier no long has a business relationship, refund issued.

Customer enrolled in 2014. Provided TPV.	Customer has been enrolled for 6 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Customer enrolled in 2014 with prior carrier. Due to longevity of the account and Record Retention limitations, TPV and Welcome Package not available. Customer reassigned in 2018. Provided Assignment Notice.	Customer has been enrolled for 6 years and has never previously objected or disputed any charges. Enrollment deemed valid and also properly assigned. However, it was determined customer was not properly notified of rate increase. Refund issued.
Customer enrolled in 2020. Provided TPV and Welcome Package.	Enrollment deemed valid. However since the telephone number used to enroll his service is not associated with customer, refund issued.
Account enrolled in 2018. Provided TPV, Welcome Package and Contract Expiration Notice.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed "no sale"; customer refunded.
Customer enrolled in 2011. Due to longevity of the account and Record Retention limitations, TPV and Welcome Package not available.	Customer has been enrolled for 9 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Account enrolled in 2018. Provided TPV, Welcome Package and Contract Expiration Notice.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed "no sale"; customer refunded.
Customer enrolled in 2014 with prior carrier. Due to longevity of the account and Record Retention limitations, TPV and Welcome Package not available. Customer reassigned in 2018. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Account enrolled in 2019. Provided TPV, Welcome Package and Contract Expiration Notice.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed "no sale"; customer refunded.
Account enrolled in 2019. Provided TPV, Welcome Package and Contract Expiration Notice.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed "no sale"; customer refunded.
Account enrolled in 2019. Provided TPV, Welcome Package and Contract Expiration Notice.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed "no sale"; customer refunded.
Customer reassigned in 2018 due to brand consolidation. Provided Customer Assignment Letter.	Customer properly assigned. However, during review it was determined that customer's rate inadvertently rolled over prematurely. Cost analysis processed and customer refunded.
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed "no sale"; customer refunded.
Customer enrolled in 2019. Provided TPV, Welcome Package, Terms of Service and Contract Renewal Notice.	Customer properly enrolled. However, since we were unable to retrieve sales call from vendor, refund was issued.

Customer enrolled both electric and gas accounts in 2019. Provided TPV and Welcome Package (for both).	Enrollments deemed valid. However, customer called to rescind both enrollments in required time frame but only the gas rescission was submitted. Refund issued.
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed “no sale”; customer refunded.
Customer reassigned 2018 due to acquisition. Provided Customer Assignment Letter.	Properly assigned.
Customer enrolled in 2012. Due to longevity of the account and Record Retention limitations, TPV not available. Provided Welcome Package and Renewal Notice.	Customer has been enrolled for 8 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2011. Due to longevity of the account and Record Retention limitations, Welcome Package not available. Provided TPV, Contract Renewal Notice and Renewal Confirmation Notice.	Customer has been enrolled for 9 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Customer reassigned 2018 due to acquisition. Provided Customer Assignment Letter.	Properly assigned.
Account enrolled in 2019. Provided TPV, Welcome Package and Contract Renewal Notice.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed “no sale”; customer refunded.
Account enrolled in 2018. Provided TPV, Welcome Package and Contract Renewal Notice.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed “no sale”; customer refunded.
Customer reassigned in 2018 due to brand consolidation. Provided Customer Assignment Letter.	Customer properly assigned.
Account enrolled in 2019. Provided TPV, Welcome Package and Renewal Notice.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2011. Due to longevity of the account and Record Retention limitations, TPV and Welcome Package not available. Provided Contract Renewal Notice.	Customer has been enrolled for 9 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Customer enrolled in 2018. Provided TPV, Welcome Package and Contract Renewal Notice.	Customer properly enrolled. However, the request for cancellation was not successfully submitted, refund was issued.

Customer reassigned in 2018. Provided Customer Assignment Letter and Contract Renewal Notice.	Properly assigned.
Customer reassigned 2018 due to acquisition. Provided Customer Assignment Letter.	Properly assigned.
Account enrolled in 2019. Provided TPV, Welcome Package and Contract Renewal Notice.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2019. Provided TPV, Welcome Package and Contract Renewal Notice.	Customer properly enrolled. However, the request for cancellation was not successfully submitted, refund was issued.
Account enrolled in 2019. Provided TPV, Welcome Package and Contract Renewal Notice.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed “no sale”; customer refunded.
Customer reassigned 2018 due to brand consolidation. Provided Customer Assignment Letter.	Properly assigned. However, it was determined customer was not properly notified of rate increase after assignment. Refund issued.
Customer reassigned 2018 due to brand consolidation. Provided Customer Assignment Letter.	Properly assigned. However, it was determined customer was not properly notified of rate increase after assignment. Refund issued.
Customer reassigned 2018 due to brand consolidation. Provided Customer Assignment Letter.	Properly assigned.
Account enrolled in 2019. Provided TPV, Welcome Package and Contract Renewal Notice.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed “no sale”; customer refunded.
Account enrolled in 2018. Due to longevity of the account and Record Retention limitations, TPV not available. Provided Welcome Package.	Enrollment deemed valid.
Customer reassigned 2018 due to brand consolidation. Provided Customer Assignment Letter.	Properly assigned. However, it was determined customer was not properly notified of rate increase after assignment. Refund issued.
Customer reassigned 2018 due to acquisition. Provided Customer Assignment Letter.	Properly assigned. However, when customer called to cancel, the cancelation request was not properly sent to the utility. Refund issued.
Account enrolled in 2019. Provided TPV, Welcome Package and Contract Renewal Notice.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed “no sale”; customer refunded.
Customer reassigned 2018 due to brand consolidation. Provided Customer Assignment Letter.	Properly assigned. However, it was determined customer was not properly notified of rate increase after assignment. Refund issued.
Account enrolled in 2017. Provided Signed Agreement and Government issued State CDL ID.	Enrollment deemed valid.

Customer enrolled in 2012. Provided TPV. Customer reassigned in 2018 due to brand consolidation. Provided Assignment Notice.	Customer has been enrolled for 8 years and has never previously objected or disputed any charges. Enrollment deemed valid and also properly assigned. However, it was determined customer was not properly notified of rate increase. Refund issued.
We could not locate an enrollment with the name and account number on complaint.	Waiting for customer to provide a copy of their electric utility invoice to verify supplier.
Customer enrolled in 2019. Provided TPV, Welcome Package, Terms of Service and Contract Renewal Notice.	Customer properly enrolled. However, since we were unable to retrieve sales call from vendor, refund was issued.
Account enrolled in 2018. Provided Call, TPV, Welcome Package and Contract Renewal Notice.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed "no sale"; customer refunded.
Customer reassigned 2018 due to acquisition. Provided Customer Assignment Letter.	Properly assigned. However, it was determined customer was not properly notified of rate increase. Refund issued.
Customer reassigned 2018 due to acquisition. Provided Customer Assignment Letter.	Properly assigned. However, it was determined customer was not properly notified of rate increase. Refund issued.
Customer reassigned 2018 due to brand consolidation. Provided Customer Assignment Letter.	Properly assigned.
Account enrolled in 2019. Provided TPV, Welcome Package and Contract Renewal Notice.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed "no sale"; customer refunded.
Customer enrolled in 2011. Due to longevity of the account and Record Retention limitations, TPV and Welcome Package not available. Provided Contract Renewal Notice.	Customer has been enrolled for 9 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Customer reassigned 2018 due to brand consolidation. Provided Customer Assignment Letter.	Properly assigned.
Customer reassigned 2018 due to brand consolidation. Provided Customer Assignment Letter.	Properly assigned.
Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Customer Renewal Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned. However, it was determined customer was not properly notified of rate increase. Refund issued.
Customer enrolled in 2020. Provided TPV and Welcome Package and Contract Renewal Notice.	Enrollment deemed valid. However, because the Sales Call cannot be retrieved from vendor, refund issued.

MARYLAND	
Details	Resolution
Customer enrolled in 2019. Provided Welcome Package and Sales Agreement.	Enrollment deemed valid.
Customer enrolled in 2020. Provided Welcome Packages and Sales Agreement.	Enrollment deemed valid.

MAINE	
Details	Resolution
Account enrolled in 2013. Due to longevity of the account and Record Retention limitations, Inbound Sales or Web enrollment and Welcome Package not available. Provided Contract Expiration Notices.	Enrollment deemed valid.
Account enrolled in 2012. Due to longevity of the account and Record Retention limitations, Inbound Sales or Web enrollment and Welcome Package not available. Provided Contract Expiration Notices.	Enrollment deemed valid.

MASSACHUSETTS	
Details	Resolution
Customer enrolled in 2018. Provided TPV and Welcome Package and Contract Renewal Notice.	Enrollment deemed valid.

NEW HAMPSHIRE	
Details	Resolution
Account enrolled in 2018. Provided Call, TPV, Welcome Package and Contract Renewal Notice.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.

We could not locate an enrollment with the name and account number on complaint.	Waiting for customer to provide a copy of their electric utility invoice to verify supplier.
Customer enrolled in 2020. Provided TPV and Welcome Package.	After reviewing TPV, it was determined that the sales agent was present during the completion of the TPV. Enrollment deemed “No Sale”. Refund issued.
Customer enrolled in 2019. Provided TPV and Welcome Package.	Enrollment deemed valid. However, because the Sales Call could not be located, refund issued.
Customer enrolled in 2017. Provided TPV and Welcome Package. Customer believes she only signed up for one year. Provided Contract Expiration Notices for the last 3 years.	Enrollment deemed valid. Considering customer received Contract Renewal Notices each year, we believe customer was aware of her continued electric service with us.
Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call not available. Provided Enrollment Confirmation Package and Contract Expiration Notices for the last three years.	Enrollment deemed valid. However, because the Sales Call could not be located, refund issued.
Customer enrolled in 2019. Provided Sales Call, TPV and Welcome Package.	Enrollment deemed valid.
Customer enrolled in 2019. Provided TPV and Welcome Package.	Enrollment deemed valid.

NEW JERSEY	
Details	Resolution
Customer enrolled in 2017 with prior carrier. Provided TPV, Welcome Package and Customer Renewal Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
We could not locate an enrollment with the information provided in complaint.	Waiting for customer to provide a copy of their electric utility invoice to verify supplier.
Customer enrolled in 2018 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2015. Due to longevity of the account and Record Retention limitations, Welcome Package not available. Provided Signed Agreement.	Enrollment deemed valid.

Customer enrolled in 2017. Due to longevity of the account and Record Retention limitations, Sales Call and TPV not available. Provided Welcome Package.	Enrollment deemed valid.
Customer enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, it was determined that vendor agent solicited service in a fraudulent manner. Agent involved is no longer soliciting. Refund issued.
Account enrolled in 2018. Provided Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed "no sale"; customer refunded.
Account enrolled in 2014. Provided Signed Agreement.	Enrollment deemed valid.
Customer enrolled in 2018 with prior carrier. Provided TPV, Welcome Package and Customer Expiration Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Customer enrolled in 2017. Due to longevity of the account and Record Retention limitations, Sales Call and TPV not available. Provided Welcome Package.	Enrollment deemed valid.
Customer enrolled in 2014. Due to longevity of the account and Record Retention limitations, TPV and Welcome Package not available.	Enrollment deemed valid.
Customer enrolled in 2017 with prior carrier. Provided TPV, Welcome Package and Customer Expiration Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Customer enrolled in 2013. Due to longevity of the account and Record Retention limitations, TPV, Welcome Package or Contract Expiration Notice not available.	Customer has been enrolled for 7 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Account enrolled in 2019. Provided TPV, Welcome Package and Contract Renewal Notice.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed "no sale"; customer refunded.
Customer reassigned 2018 due to acquisition. Provided Customer Assignment Letter and Contract Renewal Notice.	Properly assigned.
Customer complaint states that one of our entities has issued a disconnect notice.	Disconnect services are issued by the utility. Also, customer cancelled her enrollment with us in December 2019. Disconnect notice was issued in December 2020 for her current service with the utility.
Customer enrolled in 2018. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.

NEW YORK	
Details	Resolution
Customer enrolled in 2018. Provided TPV and Welcome Package and Contract Expiration Notice.	Enrollment deemed valid.
Customer enrolled in 2019. Provided TPV and Welcome Package.	Enrollment deemed valid.
Customer reassigned 2017 due to acquisition.	Since original contract with prior supplier could not be located and no record of the customer being properly notified of the transition could be found, a refund was issued.
Customer enrolled in 2015. Provided TPV, Welcome Package and Customer Expiration Notice. Customer reassigned in 2018 due to brand consolidation. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed "no sale"; customer refunded.
Customer enrolled in 2014. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Customer enrolled in 2010. Provided Signed Contract.	Enrollment deemed valid. However, since Welcome Package could not be retrieved, refund issued.
Customer enrolled in 2013 via the utility's referral program and therefor there is no TPV.	Enrollment deemed valid.
Customer enrolled in 2017. Due to longevity of the account and Record Retention limitations, Welcome Package not available.	Enrollment deemed valid. However, since Contract Expiration Notice could not be located, refund issued.
Customer enrolled in 2018. Provided TPV and Welcome Package and Customer Expiration Notice.	Enrollment deemed valid
Customer reassigned 2018 due to acquisition. Provided Assignment Notice.	Properly Assigned.
Customer enrolled in 2015. Due to longevity of the account and Record Retention limitations, TPV, Welcome Package or Contract Expiration Notice not available. Provide Signed Agreement.	Customer has been enrolled for over 4 years and has never previously objected or disputed any charges. Enrollment deemed valid
Customer enrolled in 2010. Provided TPV. Customer reassigned in 2018 due to brand consolidation. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Contract Expiration Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.

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Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned. However, since customer has no knowledge of the telephone number used to enroll the service and in the spirit of customer service, refund issued.
Customer enrolled in 2017. Provided Contract.	Since a TPV or signed authorization for the shortened renewal contract term could not be located, a refund was issued.
Customer enrolled in 2017. Due to longevity of the account and Record Retention limitations, Welcome Package not available. Provided Signed Contract.	Enrollment deemed valid
Customer enrolled in 2016 through the Coned Power Move Program, a program administered solely by the utility. For that reason, there is no TPV or Signe Agreement.	Enrollment deemed valid
Customer enrolled in 2018. Provided TPV and Welcome Package.	Enrollment deemed valid.
Customer reassigned 2018 due to acquisition. Provided Assignment Notice.	Properly Assigned.
Account enrolled in 2018. Provided TPV, Welcome Package and Contract Renewal Notice.	After reviewing, the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2017 with prior carrier. Provided TPV, Welcome Package and Contract Expiration Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Customer reassigned 2018 due to acquisition. Provided Assignment Notice.	Properly Assigned.
Customer enrolled in 2018 with prior carrier. Provided TPV, Welcome Package and Contract Expiration Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Customer enrolled in 2018 through broker. Provided Signed Contract.	Enrollment deemed valid.
Customer enrolled in 2017. Provided Welcome Package.	Enrollment deemed valid. However, since Sales Call and TPV no longer available. Refund issued.
Customer enrolled in 2019. Provided TPV, Welcome Package and Contract Renewal Notice.	After reviewing, enrollment deemed “no sale”. Refund issued.
Customer reassigned 2018 due to acquisition. Provided Assignment Notice.	Properly Assigned.
Customer enrolled in 2019. Provided TPV, Welcome Package and Contract Renewal Notice.	Enrollment deemed valid.
Customer enrolled in 2011. Due to longevity of the account and Record Retention limitations, Welcome Package not available.	Due to discrepancies on previous supplier’s TPV, refund issued.

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Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	
Customer enrolled in 2015. Due to longevity of the account and Record Retention limitations, Welcome Package and Contract Expiration Notices not available. Provided Signed Agreement.	After customer moved, received cancellation request transaction on old address and on the same day, received reinstatement transaction on nw address. These transactions were received from the utility and not requested by supplier. Enrollment deemed valid.
Customer enrolled in 2011. Due to longevity of the account and Record Retention limitations, enrollment documents are not available. Provided TPV and Assignment Notice.	Customer has been enrolled for 8 years and has never previously objected or disputed any charges. Enrollment deemed valid.
We could not locate an enrollment with the information provided in complaint.	Waiting for customer to provide a copy of their electric utility invoice to verify supplier.
Customer enrolled in 2011. Due to longevity of the account and Record Retention limitations, enrollment documents are not available. Provided TPV and Assignment Notice.	Customer has been enrolled for 8 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Customer reassigned 2018 due to acquisition. Provided Assignment Notice.	Properly Assigned.
Customer enrolled in 2019. Provided Contract Expiration Notice.	Enrollment deemed valid
Customer enrolled in 2008. Provided Signed Agreement.	Customer has been enrolled for 12 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Customer enrolled in 2018. Provided TPV, Welcome Package and Contract Renewal Notice.	Enrollment deemed valid.
Account enrolled in 2011. Due to longevity of the account and Record Retention limitations, Welcome Package are not available.	Since Signed Agreement could not be located, customer refunded.
Account enrolled in 2019. Provided TPV, Welcome Package and Contract Renewal Notice.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed "no sale"; customer refunded.

OHIO	
Details	Resolution
Account enrolled in 2018. Provided TPV, Welcome Package and Contract Expiration Notice.	After reviewing it was determined the TPV was not in compliance. Refund issued.
Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Contract Expiration Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	After reviewing it was determined the TPV from previous supplier was not in compliance. Refund issued.

Customer enrolled in 2018 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Account enrolled in 2019. Provided TPV, Welcome Package and Sales Agreement.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2017 with prior carrier. Provided TPV, Welcome Package and Contract Expiration Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	After reviewing it was determined the TPV from previous supplier was not in compliance. Refund issued.
Customer enrolled in 2018 with prior carrier. Provided TPV, Welcome Package and Contract Expiration Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2018. Provided TPV.	Since Welcome Package and Contract Expiration Notice could not be retrieved, refund issued.
Customer enrolled 8 accounts in 2018.	Accounts were inadvertently transitioned to another carrier, refund issued.
Customer enrolled in 2018. Provided TPV, Welcome Package and Contract Expiration Notice.	After reviewing it was determined the TPV contained noticeable discrepancies and since there’s no record of a signed agreement, refund issued.
Complaint sent to wrong supplier.	Asked Commission to redirect complaint to supplier named in complaint. We did verify we have no record of this customer.
Customer enrolled in 2018. Provided TPV and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2015 with prior carrier. Provided TPV, Welcome Package and Contract Expiration Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Since there is no record of a Sales call, customer refunded.
Customer enrolled in 2017 with prior carrier. Provided TPV, Welcome Package and Contract Expiration Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Customer enrolled in 2017 with prior carrier. Provided Sales Call, TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	After reviewing it was determined the TPV from previous supplier contained discrepancies. Refund issued.
Customer enrolled in 2018. Provided TPV and Welcome Package.	After reviewing it was determined the TPV was not in compliance. Refund issued.
Customer enrolled in 2019. Provided TPV, Welcome Package and Confirmation Letter.	After reviewing it was determined the TPV was not in compliance. Refund issued.
Customer enrolled in 2019. Provided TPV and Welcome Package.	After reviewing it was determined the TPV was not in compliance. Refund issued.

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Customer enrolled in 2016 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	After reviewing it was determined the TPV from previous supplier contained discrepancies. Refund issued.
Customer enrolled in 2019. Provided TPV, Welcome Package, Contract Expiration Notice and Renewal Confirmation Letter.	Enrollment deemed valid.
Customer enrolled in 2019. Provided Sales Call, TPV, Welcome Package and Contract Expiration Notice.	Enrollment deemed valid.
Customer enrolled in 2018. Customer claims that when he received the Contract Expiration Notice he called to cancel.	Although there's no record of call, refund issued as a courtesy.
Customer enrolled in 2019. Provided TPV, Welcome Package, Signed Order and Contract Expiration Notice.	Enrollment deemed valid.
We could not locate an enrollment with the information provided in complaint.	Waiting for customer to provide a copy of their electric utility invoice to verify supplier.
Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Renewal Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Customer enrolled in 2019. Customer claims that when he received the Contract Expiration Notice he called to cancel.	Although there's no record of call, refund issued as a courtesy.
Customer enrolled in 2016 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Customer enrolled in 2019. Provided TPV, Welcome Package and Signed Agreement.	Enrollment deemed valid.
Customer enrolled in 2018. Provided TPV and Welcome Package.	Enrollment deemed valid.
Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome Package are not available.	Customer has been enrolled for 4 years with no disputes. Enrollment deemed valid.

Customer enrolled in 2016 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Account enrolled in 2018. Provided TPV and Welcome Package.	After reviewing it was determined the TPV was not in compliance. Refund issued.
Customer enrolled in 2014 with prior carrier. Provided TPV.	Since we could not locate a Sales call, customer outstanding balance waived.
Customer enrolled in 2019. Provided Sales Call, TPV, Welcome Package and Contract Expiration Notice.	Enrollment deemed valid.

PENNSYLVANIA	
Details	Resolution
Customer enrolled in 2019. Provided TPV and Welcome Package.	Enrollment deemed valid.
Account enrolled in 2019. Provided TPV and Signed Sales Agreement.	Since there is no record of a Welcome Package and there are noticeable discrepancies in TPV, refund issued.
Customer was only active for 6 days.	Customer refund issued.
Account enrolled in 2019. Provided Welcome Package and Signed Sales Agreement.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, telephone number used for enrollment is not associated with customer. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2014. Due to longevity of the account and Record Retention limitations, Welcome Package is not available. Provided Signed Agreement.	Enrollment deemed valid.
Customer enrolled in 2019. Provided Welcome Package and Sales Agreement.	Enrollment deemed valid.
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Account enrolled in 2020. Provided Welcome Package and Signed Agreement.	After reviewing, telephone number used for enrollment is not associated with customer. TPV deemed “no sale”; customer refunded.
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.

Customer enrolled in 2017. Provided TPV, Welcome Package and Renewal Notice. Customer reassigned in 2018 due to brand consolidation. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Account enrolled in 2020. Provided TPV and Welcome Package.	After reviewing, telephone number used for enrollment is not associated with customer. TPV deemed “no sale”; customer refunded.
Account enrolled in 2019. Provided Welcome Package and Signed Service Agreement.	After reviewing, telephone number used for enrollment is not associated with customer. TPV deemed “no sale”; customer refunded.
Account enrolled in 2020. Provided Welcome Package and Signed Service Agreement.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, telephone number used for enrollment is not associated with customer. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2017. Provided TPV, Welcome Package and Contract Expiration Notice. Customer reassigned in 2018 due to brand consolidation. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Customer enrolled in 2011. Due to longevity of the account and Record Retention limitations, TPV and Welcome Package are not available.	Customer has been enrolled for 8 years with no disputes. Enrollment deemed valid.
Customer enrolled in 2020. Provided TPV and Welcome Package.	Enrollment deemed valid.
Customer enrolled in 2011. Due to longevity of the account and Record Retention limitations, TPV and Renewal Notifications are not available. Customer reassigned in 2018 due to brand consolidation. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Account enrolled in 2020. Provided TPV and Signed Service Agreement.	After reviewing, telephone number used for enrollment is not associated with customer. TPV deemed “no sale”; customer refunded.
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, due to customer’s uncertainties at time of enrollment, TPV deemed “no sale”; customer refunded.
Customer enrolled in 2020. Provided TPV, Welcome Package and Service Agreement.	Enrollment deemed valid.
Customer enrolled in 2020. Provided TPV, Welcome Package and Service Agreement.	Enrollment deemed valid.
Customer enrolled in 2020. Provided TPV, Welcome Package and Service Agreement.	Enrollment deemed valid.
Customer enrolled in 2018 with prior carrier. Provided TPV, Welcome Package Customer reassigned in 2018 due to brand acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.

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Customer enrolled in 2020. Customer called to rescinded enrollment.	We immediately issued a rescission transaction to the distribution company. Customer's account did not become active and no charges are applicable.
Customer enrolled in 2020. Provided TPV, Welcome Package and Service Agreement.	Enrollment deemed valid.
Customer enrolled in 2017 with prior carrier. Due to longevity of the account and Record Retention limitations, TPV not available. Customer reassigned in 2018 due to brand acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Customer enrolled in 2017 with prior carrier. Provided Enrollment Call and Contract Expiration Notices. Customer reassigned in 2018 due to brand acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Customer enrolled in 2015. Due to longevity of the account and Record Retention limitations, TPV not available. Provided Welcome Package and Renewal Notice.	Customer has been enrolled for 4 years with no disputes. Enrollment deemed valid.
Customer enrolled in 2020. Provided Welcome Package and Service Agreement.	Enrollment deemed valid.
Customer enrolled in 2020. Provided TPV and Welcome Package.	Enrollment deemed valid.
Customer enrolled in 2020. Provided Welcome Package and Service Agreement.	Enrollment deemed valid.
Customer enrolled in 2020. Provided TPV.	Enrollment deemed valid.
Customer enrolled in 2015. Provided TPV, Welcome Package and Contract Expiration Notices.	Enrollment deemed valid. With respect to the customer's allegation that the enrollment was conducted by an agent who identified himself as the utility representative ... this is contradicted by the TPV call recording. However, we take these types of allegations seriously and will conduct an investigation to the extent possible, given the length of time that has passed since the enrollment. Refund issued.
Customer enrolled in 2020. Provided TPV, Welcome Package and Renewal Confirmation.	Enrollment deemed valid.
Customer enrolled in 2013. Due to longevity of the account and Record Retention limitations, TPV and Contract Expiration Notices are not available.	Customer has been enrolled for 7 years with no disputes. Enrollment deemed valid.
Customer enrolled in 2020. Provided TPV and Welcome Package.	Enrollment deemed valid.
Customer enrolled in 2020. Provided Signed Order and Welcome Package.	Enrollment deemed valid. However, since the customer states he was out of the country and has no association with the email on file, a refund was issued.

Customer enrolled in 2018. Provided TPV, Welcome Package and Renewal Notifications. Customer reassigned in 2018 due to brand acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Customer enrolled in 2019. Provided Sales Call, TPV and Welcome Package.	Enrollment deemed valid.
Customer enrolled in 2018. Provided Sales Call, TPV and Welcome Package.	Enrollment deemed valid.
Customer enrolled in 2018. Provided Sales Call, TPV and Welcome Package.	Enrollment deemed valid.
Customer reassigned in 2018 due to brand consolidation. Provided Customer Assignment Letter.	Properly assigned.
Customer enrolled in 2020. Provided TPV and Welcome Package.	Enrollment deemed valid.
Customer enrolled in 2011 with prior supplier. Customer reassigned in 2018 due to brand consolidation. Provided Assignment Notice.	Properly assigned.
Account enrolled in 2020. Provided TPV and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Customer reassigned in 2017 due acquisition. Provided Customer Assignment Letter and Contract Expiration Notice.	Properly assigned.
Account enrolled in 2020. Provided TPV and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Account enrolled in 2020. Provided TPV and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Account enrolled in 2020. Provided Signed Order and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Customer reassigned in 2018 due to brand consolidation. Provided Customer Assignment Letter, Contract Expiration Notice and Options Notice.	Properly assigned.
Customer enrolled in 2015 with prior supplier. Customer reassigned in 2018 due to brand consolidation. Provided Assignment Notice and Rate Increase Notice.	Properly assigned.
Account enrolled in 2020. Provided Signed Order and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded
Account enrolled in 2020. Provided Signed Order and Welcome Package.	Electric service terminated 12 days after becoming active without penalty and with the termination date being solely determined by the utility.

Account enrolled in 2020. Provided Signed Order and Welcome Package.	Enrollment deemed valid.
Customer enrolled in 2020. Provided TPV and Welcome Package.	Enrollment deemed valid.
Customer enrolled in 2020. Provided TPV and Welcome Package.	Enrollment deemed valid.
Account enrolled in 2020. Provided TPV and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded
Customer enrolled in 2014. Due to longevity of the account and Record Retention limitations, TPV and Welcome Package are not available.	Customer has been enrolled for 6 years with no disputes. Enrollment deemed valid.
Customer enrolled in 2013. Due to longevity of the account and Record Retention limitations, TPV and Welcome Package are not available.	Customer has been enrolled for 7 years with no disputes. Enrollment deemed valid.
Customer enrolled in 2017. Due to longevity of the account and Record Retention limitations, TPV, Welcome Package and Contract Expiration Notices are not available.	Customer has been enrolled for 3 years with no disputes. Enrollment deemed valid.
Customer enrolled in 2019. Provided TPV and Welcome Package.	Because customer is 88 and states he is not competent to make decisions, customer refunded
Customer enrolled in 2019. Provided TPV and Welcome Package.	Enrollment deemed valid.
Customer enrolled in 2017 with prior carrier. Due to longevity of the account and Record Retention limitations, TPV is not available. Provided Welcome Package. Customer reassigned in 2018 due to brand acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned. However, since variable rate increase notice cannot be located, refund issued.
Customer called PUC and indicated he did not authorize the alternate supplier.	PUC notified us that case was dismissed and no further action needed.
Account enrolled in 2020. Provided TPV and Welcome Package.	After reviewing, it appears the person who authorized the enrollment is not the account holder. TPV deemed “no sale”; customer refunded
Customer enrolled in 2012 with prior carrier. Customer reassigned in 2017 due to brand acquisition. Provided Assignment Notice.	Properly assigned.
Account enrolled in 2019. Provided TPV and Welcome Package.	Enrollment deemed valid.
Customer enrolled in 2017 with prior carrier. Provided TPV, Welcome Package and Renewal Notifications. Customer reassigned in 2018 due to brand acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Customer enrolled in 2010. Due to longevity of the account and Record Retention limitations, Sales Call, Welcome Package and Contract Expiration Notice are not available.	Customer has been enrolled for 10 years with no disputes. Enrollment deemed valid.

Customer reassigned in 2018 due to brand consolidation. Provided Customer Assignment Letter.	Properly assigned.
Customer enrolled in 2017 with prior carrier. Provided TPV, Welcome Package, Renewal Notices and Option Notices. Customer reassigned in 2018 due to brand acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Customer enrolled in 2016 with prior carrier. Due to longevity of the account and Record Retention limitations, TPV and Welcome Package are not available. Provided Contract Renewal Notices. Customer reassigned in 2018 due to brand acquisition. Provided Assignment Notice.	Enrollment deemed valid and also properly assigned.
Customer enrolled in 2011. Due to longevity of the account and Record Retention limitations, Sales Call and Welcome Package are not available.	Customer has been enrolled for 9 years with no disputes. Enrollment deemed valid.
Customer enrolled 3 accounts in 2019. Provided TPV and Welcome Package.	Enrollment deemed valid.
Customer reassigned in 2018 due to brand consolidation. Provided Assignment Notice.	Properly assigned.
Customer reassigned in 2018 due to brand consolidation. Provided Assignment Notice.	Properly assigned.
Account enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call and Welcome Package are not available. Provided TPV.	Enrollment deemed valid.
Customer reassigned in 2018 due to brand consolidation. Provided Assignment Notice.	Properly assigned. However, because the Contract Expiration Notice was not sent within the proper timeframe, refund issued.
Customer enrolled via the PA SOP program solely through the utility and not directly with a supplier. Utility enrolls customer with participating suppliers in the area. For this reason there is no TPV. Provided Welcome Package and Contract Renewal Notice.	Enrollment deemed valid.
Customer reassigned in 2018 due to brand consolidation. Provided Assignment Notice.	Properly assigned. However, cancellation request from customer was processed with the incorrect address, refund issued.
Customer reassigned in 2018 due to brand consolidation. Provided Assignment Notice.	Properly assigned.
Customer enrolled in 2016. Provided TPV, Welcome Package, Contract Expiration Notice and Variable Rate Increase Notice.	Enrollment deemed valid. However, since second Contract Expiration Notice cannot be retrieved, refund issued.

TEXAS	
Details	Resolution
Customer wants to change his account type from commercial to residential. He indicated he was informed that his supplier would make this change.	Supplier checked and confirmed with the utility that the customer needs to contact the Construction Center. Advised customer and provided all contact information.
Account enrolled in 2019. Provided Welcome Package.	Due to not have a TPV or Signed Agreement, enrollment is "No Sale". Refund issued.
We could not locate an enrollment with the name and account number on complaint.	Waiting for customer to provide a copy of their electric utility invoice to verify supplier.

**Customer Complaints 2021
Transactions-Enrollment Dispute**

CONNECTICUT	
Details	Resolution
Customer reassigned due to brand consolidation. Provided Assignment Notice and Contract Expirations Notices.	Properly assigned. Received utility cancellation request; account terminated with no Early Termination Fee.
Customer enrolled in 2019. Provided TPV and Welcome Package.	Enrollment deemed valid.

Customer reassigned due to acquisition. Provided Web enrollment Confirmation, Welcome Package, Terms of Service and Customer Assignment Letter.	Enrollment deemed valid and properly assigned.
Customer reassigned due to acquisition. Provided Customer Assignment Letter and Contract Renewal Notices.	Customer properly assigned. However, during review it was determined that customer's rate inadvertently rolled over prematurely. Cost analysis processed and customer refunded.

DISTRICT OF COLUMBIA	
Details	Resolution
Customer enrolled 4 years ago. Provided customer's state issued identification along with the signed enrollment agreement.	Enrollment deemed valid. However, due to customer's age, refund issued as a courtesy.

ILLINOIS	
Details	Resolution
Customer reassigned due to acquisition. Provided Assignment Notice.	Properly assigned. However, it was determined customer was not properly notified of rate increase after assignment. Refund issued.
Customer enrolled in 2019. Provided TPV, Welcome Package, Terms of Service and Contract Renewal Notice.	Customer properly enrolled. However, since we were unable to retrieve sales call from vendor, refund was issued.
Account enrolled in 2013. Provided signed Agreement.	After reviewing it was determined that signature on contract does not match the signature of account holder. Refund issued.
Account enrolled in 2019. Provided TPV, Welcome Package and Renewal Notice.	Although the account number provided in complaint matches, the customer's information does not match. Customer inadvertently switched. Refund issued.
Customer reassigned due to brand consolidation. Provided Assignment Notice and Contract Expirations Notices.	Properly enrolled and assigned. However, it was determined customer was not properly notified of rate increase after assignment. Refund issued.
Customer reassigned due to acquisition. Provided Welcome Package and Customer Assignment Letter.	Properly assigned. However, it was determined customer was not properly notified of rate increase after assignment. Refund issued.
Account enrolled 7 years ago. Provided signed Agreement, Welcome Package and Contract Renewal Notices.	Enrollment valid.
Customer reassigned due to brand consolidation. Provided Assignment Notice.	Properly enrolled and assigned. However, it was determined customer was not properly notified of rate increase after assignment. Refund issued.

Account enrolled in 2019. Provided Welcome Package and TPV.	After reviewing, it was determined the telephone number provided at enrollment did not match the utility account holder. TPV deemed “no sale”; customer refunded.
Customer reassigned due to acquisition. Provided Customer Assignment Letter and Contract Renewal Notices.	Properly assigned. However, it was determined customer was not properly notified of rate increase after assignment. Refund issued.
Customer assigned from Oasis Energy to Spark Energy. Provided TPV, Welcome Package and Assignment Notice.	Properly enrolled and assigned.
Account enrolled in 2019. Provided TPV, Welcome Package and Contract Renewal Notice.	Enrollment valid. However, since we were unable to retrieve sales call from vendor, refund was issued.
Account enrolled in 2014. Provided Welcome Package and Contract Renewal Notice.	Enrollment valid.
Account enrolled in 2019. Provided Welcome Package, TPV and Contract Renewal Notice.	After reviewing, it was determined the telephone number provided at enrollment did not match the utility account holder. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2014. Provided Welcome Package and Contract Expirations Notices.	Enrollment valid. However, it was determined customer was not properly notified of rate increase after assignment. Refund issued.
Account enrolled in 2019. Provided TPV, Welcome Package and Renewal Notice.	Although the account number provided in complaint matches, the customer’s information does not match. Customer inadvertently switched. Refund issued.
Customer enrolled in 2014. Provided Welcome Package and Contract Expirations Notice.	Enrollment valid. Customer cancellation request was submitted to the utility, but the utility did not successfully process. Resubmitted cancellation request and refund issued.
Account enrolled in 2019. Provided TPV, Welcome Package and Renewal Notice.	After reviewing, the account number provided in complaint matches, the customer’s information does not match. Customer inadvertently switched. Refund issued.
Account enrolled in 2019. Provided Welcome Package, TPV and Contract Renewal Notice.	After reviewing, it was determined the person who authorized the enrollment is not the account holder and the telephone number provided at enrollment did not match the utility account holder. TPV deemed “no sale”; customer refunded.
Account enrolled in 2019. Provided TPV, Welcome Package and Renewal Notices.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed “no sale”; customer refunded.
Customer enrolled in 2012. Provided Welcome Package and Contract Expirations Notice.	Customer has been enrolled for 9 years and has never previously objected or disputed any charges. Enrollment valid.

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Account enrolled in 2019. Provided TPV, Welcome Package and Renewal Notice.	Although the account number provided in complaint matches, the customer's information does not match. Customer inadvertently switched. Refund issued.
Customer reassigned due to acquisition. Provided Assignment Notice.	Properly assigned. However, it was determined customer was not properly notified of rate increase after assignment. Refund issued.
Customer reassigned due to brand consolidation. Provided Assignment Notice.	Properly assigned. However, it was determined customer was not properly notified of rate increase after assignment. Refund issued.
Customer reassigned due to acquisition. Provided Assignment Notice.	Properly assigned. However, it was determined customer was not properly notified of rate increase after assignment. Refund issued.
Account enrolled in 2019. Provided Welcome Package, TPV and Contract Renewal Notice.	After reviewing, it was determined the telephone number provided at enrollment did not match the utility account holder. TPV deemed "no sale"; customer refunded.
Customer enrolled in 2017. Provided TPV and Welcome Package.	Enrollment valid.
Account enrolled in 2019. Provided TPV and Welcome Package.	After reviewing, concerning customer's inability to enroll, refund was issued.
Account enrolled in 2019. Provided TPV, Welcome Letter and Renewal Notices.	After reviewing, it was determined the person who called to enroll provided incorrect account number thus customer filing complaint was inadvertently enrolled. TPV deemed "no sale"; customer refunded.
Customer reassigned due to acquisition. Provided TPV, Welcome Letter, Assignment Notice.	Properly enrolled and assigned

MARYLAND	
Details	Resolution
Customer enrolled in 2018. Provided customer's state issued identification along with the signed enrollment agreement.	Enrollment deemed valid.
Customer enrolled in 2017. Provided TPV, Welcome Package and Contract Expiration Notice.	Enrollment deemed valid.
Customer enrolled in 2021. Provided Welcome Letter.	Company received termination notification from utility. Early Termination Fee waived.

MAINE	
Details	Resolution
Customer enrolled in 2014. Provided Contract Renewal Notice.	Enrollment deemed valid.
Customer enrolled in 2013. Provided Contract Renewal Notices.	Enrollment deemed valid.
Customer enrolled in 2023. Provided Contract Renewal Notices.	Enrollment deemed valid. Customer cancellation request processed. Early Termination Fee waived.

MASSACHUSETTS	
Details	Resolution
Customer enrolled in 2018. Provided customer's state issued identification along with the signed enrollment agreement.	Enrollment deemed valid.

NEW HAMPSHIRE	
Details	Resolution
Customer enrolled in 2015. Provided Contract Renewal Notices and Renewal Confirmations.	Customer has been enrolled for 6 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Customer enrolled in 2019. Provided TPV and Welcome Package.	Enrollment deemed valid.

NEW JERSEY	
Details	Resolution
Customer enrolled in 2012. Due to longevity of the account and Record Retention limitations, original TPV and Welcome Package not available.	Customer has been enrolled for 9 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Customer enrolled in 2013. Due to longevity of the account and Record Retention limitations, original TPV and Welcome Package not available.	Customer has been enrolled for 8 years and has never previously objected or disputed any charges. Enrollment deemed valid.

Customer enrolled in 2019. Provided TPV, Welcome Package and Contract Renewal Notice.	Enrollment deemed valid.
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NEW YORK	
Details	Resolution
Customer reassigned due to acquisition in 2018. Provided Customer Assignment Notice.	Properly assigned
Customer enrolled in 2008. Provided Signed Agreement.	Enrollment deemed valid.
Customer enrolled in 2019. Provided TPV and Welcome Package.	Enrollment deemed valid.
Customer enrolled in 2015. Due to longevity of the account and Record Retention limitations, original Contract not available.	Customer has been enrolled for 6 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Customer reassigned due to acquisition in 2018. Provided Customer Assignment Notice.	Properly assigned
Customer reassigned due to acquisition in 2018. Provided Customer Assignment Notice.	Properly assigned
Customer reassigned due to brand consolidation in 2018. Provided Customer Assignment Letter.	Properly assigned.
Customer enrolled in 2018. Provided Enrollment Form, Sales Confirmation and Renewal Confirmations.	Enrollment deemed valid.
Customer reassigned due to brand consolidation in 2018. Provided Customer Assignment Notice and Contract Renewal Notices.	Properly assigned.
Customer reassigned due to brand consolidation in 2018. Provided Customer Assignment Notice.	Properly assigned.
Customer enrolled in 2016. Provided Enrollment Form.	Because the TPV could not be located, refund issued.

OHIO	
Details	Resolution
Customer enrolled in 2019. Provided TPV, Welcome Package and Contract Expiration Notice.	TPV reviewed and deemed “no sale”. Refund issued
Customer enrolled in 2017 and reassigned in 2018. Provided TPV, Customer Assignment Letter and Contract Renewal Notice.	Properly assigned. Since company could not locate sales call and Welcome Package from 2017, refund issued.

Customer reassigned due to acquisition in 2018. Provided Customer Assignment Notice.	Properly assigned. Since prior supplier could not provide Sales Recording, refund issued.
Customer reassigned due to acquisition in 2018. Provided TPV, Welcome Package and Customer Assignment Notice.	Properly enrolled and assigned.
Customer enrolled in 2015. Provided TPV but due to longevity of the account, original Welcome Package or Contract not available.	Enrollment deemed valid.
Customer enrolled in 2013. Provided TPV but due to longevity of the account, original Welcome Package or Contract not available.	Enrollment deemed valid.
Customer reassigned due to acquisition in 2018. Provided Customer Assignment Notice.	Properly assigned. Refund issued as a courtesy.
Customer reassigned due to acquisition in 2018. Provided Customer Assignment Notice.	Properly assigned. Provided TPV and Welcome Package from initial enrollment. However, since prior supplier could not provide Sales Recording, refund issued.
Customer enrolled in 2019. Provided TPV, Welcome Package and Contract Expiration Notice.	Properly enrolled.
Customer reassigned due to acquisition in 2018. Provided Customer Assignment Notice.	Properly assigned
Customer enrolled in 2018. Provided TPV.	TPV reviewed and deemed “no sale”. Refund issued.

PENNSYLVANIA	
Details	Resolution
Customer enrolled in 2010. Due to longevity of the account, original TPV, Welcome Package or Contract not available.	Customer has been enrolled for 11 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Customer enrolled in 2010. Due to longevity of the account, original TPV, Welcome Package or Contract not available.	Customer has been enrolled for 11 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Customer reassigned due to brand consolidation in 2018. Provided Customer Assignment Notice and Customer Renewal Notice and Option Notice.	Properly assigned.
Customer reassigned due to brand consolidation in 2018. Provided Customer Assignment Notice and Customer Renewal Notice and Option Notice.	Properly assigned.
Customer reassigned due to brand consolidation in 2018. Provided Customer Assignment Notice.	Properly assigned.

Customer enrolled in 2013. Due to longevity of the account, original TPV, Welcome Package or Contract not available.	Customer has been enrolled for 8 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Customer reassigned due to brand consolidation in 2018. Provided Customer Assignment Notice.	Properly assigned.
Customer enrolled in 2019. Provided TPV, Welcome Package and Contract Expiration Notice.	Enrollment deemed valid.
Customer reassigned due to acquisition in 2018. Provided Customer Assignment Notice and Contract Expiration Notice.	Customer properly assigned. However, during review it was determined that customer's rate inadvertently rolled over prematurely. Cost analysis processed and customer refunded.
Customer enrolled in 2016. Provided Welcome Package, however due to longevity of the account and record retention limitations, original TPV not available.	Customer has been enrolled for 5 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Customer reassigned due to brand consolidation in 2018. Provided Customer Assignment Notice.	Properly assigned.
Customer reassigned due to brand consolidation in 2018. Provided Customer Assignment Notice.	Properly assigned.
Customer reassigned due to brand consolidation in 2018. Provided Customer Assignment Notice.	Properly assigned.
Customer enrolled via the PA SOP program solely through the utility and not directly with a supplier. Utility enrolls customer with participating suppliers in the area. For this reason there is no TPV. Provided Welcome Package and Contract Renewal Notice.	Enrollment deemed valid.
Customer enrolled in 2020. Provided TPV and Welcome Package.	Enrollment deemed valid.
Customer reassigned due to brand consolidation in 2018. Provided Customer Assignment Notice and Customer Renewal Notice.	Properly assigned.
Customer enrolled via the PA SOP program solely through the utility and not directly with a supplier. Utility enrolls customer with participating suppliers in the area. Provided Contract Renewal Notice.	Enrollment deemed valid.
Customer enrolled in 2014. Provided TPV, however due to longevity of the account and record retention limitations, original Welcome Package not available.	Customer has been enrolled for 7 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Customer enrolled via the PA SOP program solely through the utility and not directly with a supplier. Utility enrolls customer with participating suppliers in the area. For this reason there is no TPV. Provided Welcome Package and Contract Renewal Notice.	Enrollment deemed valid.

Customer enrolled in 2019. Provided TPV, Welcome Package and Contract Expiration Notice.	Enrollment deemed valid.
Customer enrolled in 2019. Provided TPV, Welcome Package and Contract Expiration Notice.	Enrollment deemed valid.
Customer enrolled in 2014. Provided TPV, however due to longevity of the account and record retention limitations, original Welcome Package not available.	Customer has been enrolled for 7 years and has never previously objected or disputed any charges. Enrollment deemed valid.
Customer enrolled in 2018. Due to longevity of the account and record retention limitations, original TPV and Welcome Package not available. Provided Contract Renewal Notice.	Enrollment deemed valid.
Customer enrolled via the PA SOP program in 2018 solely through the utility and not directly with a supplier. Utility enrolls customer with participating suppliers in the area. For this reason there is no TPV. Provided Contract Renewal Notice.	Enrollment deemed valid.
Customer reassigned due to brand consolidation in 2018. Provided Customer Assignment Notice.	Properly assigned.
Customer enrolled via the PA SOP program in 2019 solely through the utility and not directly with a supplier. Utility enrolls customer with participating suppliers in the area. For this reason there is no TPV. Provided Welcome Package and Contract Renewal Notice.	Enrollment deemed valid.
Customer reassigned due to brand consolidation in 2018. Provided Customer Assignment Notice.	Properly assigned.
Customer enrolled via the PA SOP program in 2019 solely through the utility and not directly with a supplier. Utility enrolls customer with participating suppliers in the area. For this reason there is no TPV. Provided Welcome Package and Contract Renewal Notices.	Enrollment deemed valid.
Customer reassigned due to brand consolidation in 2018. Provided Customer Assignment Notice and Rate Increase Notice.	Properly assigned.
Customer reassigned due to acquisition in 2013. Due to longevity of the account and record retention limitations, TPV and Welcome package no longer available.	Properly assigned.
Customer enrolled via the PA SOP program solely through the utility and not directly with a supplier. Utility enrolls customer with participating suppliers in the area. For this reason there is no TPV. Provided Welcome Package, Contract Renewal Notice and Rate Increase Notice.	Enrollment deemed valid.

Customer enrolled via the PA SOP program solely through the utility and not directly with a supplier. Utility enrolls customer with participating suppliers in the area. For this reason there is no TPV. Provided Welcome Package, Contract Renewal Notice, Options Notice and Renewal Confirmation Package.	Enrollment deemed valid.
Customer enrolled in 2019. Provided TPV, Welcome Package, Contract Expiration Notice and Options Notice.	Enrollment deemed valid.
Customer reassigned due to brand consolidation in 2018. Provided Customer Assignment Notice.	Properly assigned.
Customer reassigned due to acquisition in 2021. Provided Welcome Package and Customer Assignment Notice.	Properly assigned.
Customer reassigned due to acquisition in 2021. Provided Welcome Package and Customer Assignment Notice.	Properly assigned.
Customer enrolled via Web on 10-04-2021 and terminated on 11-17-2021 dues to a switch supplier notice received from the utility.	Resolved
Customer reassigned due to acquisition in 2021. Provided Welcome Package and Customer Assignment Notice.	Properly assigned.

TEXAS	
Details	Resolution
Customer enrolled in 2021. Account was active with supplier for one day before receiving incoming switch transaction from utility.	As a courtesy, balance due waived.
Customer enrolled in 2021. Customer called to rescinded enrollment.	We immediately issued a rescission transaction to the distribution company. Customer's account did not become active and no charges are applicable.
Customer enrolled in 2020. Provided Welcome Package.	Since supplier is unable to provide proof of enrollment, refunded issued.
Account enrolled via Web in 2021. Customer claims he's a victim of identity theft.	Pending receipt of required documents from customer.
Customer claims fraudulent enrollment in 2021.	Customer provided documentation. Refund issued.

Customer called for a change of address. Supplier submitted Move-In transaction. Customer initially provided incorrect moving address.	Address corrected. Any charges to customer on incorrect moving addressed waived.
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