### ATTACHMENT E

## Customer Complaints 2020 Sales Tactics-Enrollment Dispute

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

DISTRICT OF COLUMBIA	
Details	Resolution
Customer enrolled in 2017. Provided Signed Contract and Contract	Enrollment deemed valid. However, because TPV and Welcome Package
Expiration Notice.	could not be located, refund provided.
Customer enrolled in 2018. Provided Signed Contract and photo ID	Enrollment deemed valid.
of account holder provided at time of enrollment.	
Customer enrolled in 2016. Provided Signed Contract and Contract	Customer has been enrolled for 4 years and has never previously objected
Expiration Notice.	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
Account enroned in 2019. Provided 14 v.	enrollment is not the account holder. TPV deemed "no sale"; customer
	refunded.
Customer enrolled in 2019. Provided TPV and Welcome Package	Enrollment deemed valid.
for both electric and gas.	Elifonnient deemed vand.
Customer reassigned in 2018 due to acquisition. Provided Welcome	Properly assigned.
Package and Customer Assignment Letter.	Property assigned.
r ackage and Customer Assignment Letter.	After reviewing, it was determined the person who called to enroll provided
	incorrect account number thus customer filing complaint was inadvertently
Account enrolled in 2019. Provided TPV and Welcome Package.	enrolled. TPV deemed "no sale"; customer refunded.
Customer enrolled with different supplier.	No further action.
Customer reassigned 2018 due to acquisition. Provided Customer	Properly assigned. However, it was determined customer was not properly
Assignment Letter and Contract Expiration Notice.	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
Account enrolled in 2018. Trovided 11 v and welcome rackage.	enrollment is not the account holder. TPV deemed "no sale"; customer
	refunded.
Customer reassigned 2018 due to acquisition. Provided Customer	Properly assigned.
Assignment Letter.	Troperty assigned.
Assignment Detter.	After reviewing, it was determined the person who called to enroll provided
Account enrolled in 2019. Provided Sales Call, TPV and Welcome	incorrect account number thus customer filing complaint was inadvertently
Package.	enrolled. TPV deemed "no sale"; customer refunded.
Customer reassigned in 2018 due to acquisition. Provided Welcome	After reviewing TPV from prior supplier on original enrollment in 2016, it
Package and Customer Assignment Letter.	was determined that the sales agent was present during the completion of
gg	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	Customer has been enrolled for 5 years and has never previously objected
Record Retention limitations, original TPV not available. Provided	or disputed any charges. Enrollment deemed valid.
Welcome Package and Contract Expiration Notice.	
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	Enrollment deemed valid. However, it was determined customer was not
Record Retention limitations, original TPV and Welcome Package	properly notified of rate increase after assignment. Refund issued.
not available.	

### CONFIDENTIAL

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	Properly assigned.
Assignment Letter and Contract Renewal Notice.	
Customer reassigned in 2018 due to acquisition. Provided Customer Assignment Letter and Contract Renewal Notice.	Properly assigned.

#### CONFIDENTIAL

Account enrolled in 2020. Provided TPV, Welcome Package and	After reviewing, it appears the person who authorized the enrollment is not
Contract Expiration Notice.  Customer enrolled in 2017. Provided TPV.	the account holder. TPV deemed "no sale"; customer refunded.  Enrollment deemed valid.
Customer enroned in 2017. Provided 1F v.	After reviewing, it was determined the person who called to enroll provided
	incorrect account number thus customer filing complaint was inadvertently
Account enrolled in 2019. Provided TPV and Welcome Package.	enrolled. TPV deemed "no sale"; customer refunded.
Customer enrolled in 2019. Provided Sales Call, TPV and Welcome	Enrollment deemed valid.
Package.	
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	Properly assigned. However, it was determined customer was not properly
Assignment Letter.	notified of rate increase after assignment. Refund issued.
Customer enrolled in 2018. Provided TPV, Welcome Package and	Enrollment deemed valid.
Contract Expiration Notice.	
Customer enrolled in 2016. Due to longevity of the account and	Customer has been enrolled for 4 years and has never previously objected
Record Retention limitations, Sales Call, TPV and Welcome	or disputed any charges. Enrollment deemed valid.
Package not available.	
Customer reassigned 2018 due to acquisition. Provided Customer	Properly assigned. However, it was determined customer was not properly
Assignment Letter.	notified of rate increase after assignment. Refund issued.
	After reviewing, it was determined the person who called to enroll provided
1 1 2010 P 11 17 PV 1 VV 1 P 1	incorrect account number thus customer filing complaint was inadvertently
Account enrolled in 2019. Provided TPV and Welcome Package.	enrolled. TPV deemed "no sale"; customer refunded.
Customer enrolled in 2018. Provided TPV, Welcome Package and	Enrollment deemed valid. However, because the Contract Expiration
Contract Expiration Notice.	Notice was not sent within the proper timeframe, refund issued.
A	After reviewing, it was determined the person who called to enroll provided
Account enrolled in 2019. Provided TPV, Welcome Package and	incorrect account number thus customer filing complaint was inadvertently
Contract Renewal Notice.	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	No further action.
supplier on invoice.	
Customer enrolled in 2019. Provided TPV, Welcome Package and	Enrollment deemed valid. However because the Sales Call cannot be
Contract Expiration Notice.	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	Customer has been enrolled for 6 years and has never previously objected
the account and Record Retention limitations, TPV and Welcome	or disputed any charges. Enrollment deemed valid and also properly
Package not available. Customer reassigned in 2018. Provided	assigned. However, it was determined customer was not properly notified
Assignment Notice.	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	After reviewing, it appears the person who authorized the enrollment is not
Contract Expiration Notice.	the account holder. TPV deemed "no sale"; customer refunded.
Customer enrolled in 2011. Due to longevity of the account and	Customer has been enrolled for 9 years and has never previously objected
Record Retention limitations, TPV and Welcome Package not	or disputed any charges. Enrollment deemed valid.
available.	, ,
Account enrolled in 2018. Provided TPV, Welcome Package and	After reviewing, it appears the person who authorized the enrollment is not
Contract Expiration Notice.	the account holder. TPV deemed "no sale"; customer refunded.
Customer enrolled in 2014 with prior carrier. Due to longevity of	Enrollment deemed valid and also properly assigned.
the account and Record Retention limitations, TPV and Welcome	
Package not available. Customer reassigned in 2018. Provided	
Assignment Notice.	
	After reviewing, it was determined the person who called to enroll provided
Account enrolled in 2019. Provided TPV, Welcome Package and	incorrect account number thus customer filing complaint was inadvertently
Contract Expiration Notice.	enrolled. TPV deemed "no sale"; customer refunded.
	After reviewing, it was determined the person who called to enroll provided
Account enrolled in 2019. Provided TPV, Welcome Package and	incorrect account number thus customer filing complaint was inadvertently
Contract Expiration Notice.	enrolled. TPV deemed "no sale"; customer refunded.
11 11 2010 B 11 1 5 5 1 1 1	After reviewing, it was determined the person who called to enroll provided
Account enrolled in 2019. Provided TPV, Welcome Package and	incorrect account number thus customer filing complaint was inadvertently
Contract Expiration Notice.	enrolled. TPV deemed "no sale"; customer refunded.
	Customer properly assigned. However, during review it was determined
Customer reassigned in 2018 due to brand consolidation. Provided	that customer's rate inadvertently rolled over prematurely. Cost analysis
Customer Assignment Letter.	processed and customer refunded.
	After reviewing, it was determined the person who called to enroll provided
Account annulled in 2010. Provided TDV and Welcome Posteres	incorrect account number thus customer filing complaint was inadvertently
Account enrolled in 2019. Provided TPV and Welcome Package.  Customer enrolled in 2019. Provided TPV, Welcome Package,	enrolled. TPV deemed "no sale"; customer refunded.
Terms of Service and Contract Renewal Notice.	Customer properly enrolled. However, since we were unable to retrieve sales call from vendor, refund was issued.
Terms of Service and Contract Renewal Notice.	Sales can from vendor, ferund 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	Properly assigned.
Assignment Letter.	
	After reviewing, it was determined the person who called to enroll provided
Account enrolled in 2019. Provided TPV, Welcome Package and	incorrect account number thus customer filing complaint was inadvertently
Contract Renewal Notice.	enrolled. TPV deemed "no sale"; customer refunded.
Customer enrolled in 2019. Provided TPV, Welcome Package and	Customer properly enrolled. However, the request for cancellation was not
Contract Renewal Notice.	successfully submitted, refund was issued.
	After reviewing, it was determined the person who called to enroll provided
Account enrolled in 2019. Provided TPV, Welcome Package and	incorrect account number thus customer filing complaint was inadvertently
Contract Renewal Notice.	enrolled. TPV deemed "no sale"; customer refunded.
Customer reassigned 2018 due to brand consolidation. Provided	Properly assigned. However, it was determined customer was not properly
Customer Assignment Letter.	notified of rate increase after assignment. Refund issued.
Customer reassigned 2018 due to brand consolidation. Provided	Properly assigned. However, it was determined customer was not properly
Customer Assignment Letter.	notified of rate increase after assignment. Refund issued.
Customer reassigned 2018 due to brand consolidation. Provided	Properly assigned.
Customer Assignment Letter.	
	After reviewing, it was determined the person who called to enroll provided
Account enrolled in 2019. Provided TPV, Welcome Package and	incorrect account number thus customer filing complaint was inadvertently
Contract Renewal Notice.	enrolled. TPV deemed "no sale"; customer refunded.
Account enrolled in 2018. Due to longevity of the account and	Enrollment deemed valid.
Record Retention limitations, TPV not available. Provided	
Welcome Package.	
Customer reassigned 2018 due to brand consolidation. Provided	Properly assigned. However, it was determined customer was not properly
Customer Assignment Letter.	notified of rate increase after assignment. Refund issued.
Customer reassigned 2018 due to acquisition. Provided Customer	Properly assigned. However, when customer called to cancel, the
Assignment Letter.	cancelation request was not properly sent to the utility. Refund issued.
	After reviewing, it was determined the person who called to enroll provided
Account enrolled in 2019. Provided TPV, Welcome Package and	incorrect account number thus customer filing complaint was inadvertently
Contract Renewal Notice.	enrolled. TPV deemed "no sale"; customer refunded.
Customer reassigned 2018 due to brand consolidation. Provided	Properly assigned. However, it was determined customer was not properly
Customer Assignment Letter.	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	Enrollment deemed valid.
Agreement.	
Customer enrolled in 2020. Provided Welcome Packages and Sales	Enrollment deemed valid.
Agreement.	

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

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	After reviewing, it appears the person who authorized the enrollment is not
and Contract Renewal Notice.	the account holder. TPV deemed "no sale"; customer refunded.

We could not locate an enrollment with the name and account	Waiting for customer to provide a copy of their electric utility invoice to
number on complaint.	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.	Enrollment deemed valid. Considering customer received Contract
Customer believes she only signed up for one year. Provided	Renewal Notices each year, we believe customer was aware of her
Contract Expiation Notices for the last 3 years.	continued electric service with us.
Customer enrolled in 2016. Due to longevity of the account and	Enrollment deemed valid. However, because the Sales Call could not be
Record Retention limitations, Sales Call not available. Provided	located, refund issued.
Enrollment Confirmation Package and Contract Expiration Notices	
for the last three years.	
Customer enrolled in 2019. Provided Sales Call, TPV and Welcome	Enrollment deemed valid.
Package.	
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,	Enrollment deemed valid and also properly assigned.
Welcome Package and Customer Renewal Notice. Customer	
reassigned in 2018 due to acquisition. Provided Assignment Notice.	
We could not locate an enrollment with the information provided in	Waiting for customer to provide a copy of their electric utility invoice to
complaint.	verify supplier.
Customer enrolled in 2018 with prior carrier. Provided TPV and	Enrollment deemed valid and also properly assigned.
Welcome Package. Customer reassigned in 2018 due to acquisition.	
Provided Assignment Notice.	
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	Enrollment deemed valid.
Record Retention limitations, Welcome Package not available.	
Provided Signed Agreement.	

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 reassigned 2017 due to acquisition.  Customer enrolled in 2015. Provided TPV, Welcome Package and	Enrollment deemed valid and also properly assigned.
Customer Expiration Notice. Customer reassigned in 2018 due to brand consolidation. Provided Assignment Notice.	Enronment deemed vand and also property 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	Customer has been enrolled for over 4 years and has never previously
Record Retention limitations, TPV, Welcome Package or Contract	objected or disputed any charges. Enrollment deemed valid
Expiration Notice not available. Provide Signed Agreement.	
Customer enrolled in 2010. Provided TPV. Customer reassigned in	Enrollment deemed valid and also properly assigned.
2018 due to brand consolidation. Provided Assignment Notice.	
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.

ver, since enroll the
enroll the
l contract
is not the
no longer
C

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

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

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

Customer enrolled in 2016 with prior carrier. Provided TPV and Welcome Package. Customer enrolled in 2019. Provided TPV, Welcome Package and Contract Expiration Notice.		
Customer enrolled in 2019. Provided TPV, Welcome Package, Contract Expiration Notice and Renewal Continuation Letter.  Customer enrolled in 2019. Provided Sales Call, TPV, Welcome Package and Contract Expiration Notice contract Expiration Notice and Enrollment deemed valid.  Customer enrolled in 2019. Provided TPV, Welcome Package, Signed Order and Contract Expiration Notice.  We could not locate an enrollment with the information provided in complaint.  Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer ensisting of in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer ensisting of in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Renewal Notification. Customer ensisted in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2019. Provided TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome deemed valid.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome deemed valid.		
Customer enrolled in 2019. Provided Sales Call, TPV, Welcome Package and Contract Expiration Notice and Renewal Confirmation Letter.  Customer enrolled in 2018. Customer claims that when he received the Contract Expiration Notice he called to cancel.  Customer enrolled in 2019. Provided TPV, Welcome Package, Signed Order and Contract Expiration Notice.  We could not locate an enrollment with the information provided in complaint.  Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Renewal Notification. Customer enrolled in 2019. Customer claims that when he received the Contract Expiration Notice he called to cancel.  Customer enrolled in 2019. Customer claims that when he received the Contract Expiration Notice he called to cancel.  Customer enrolled in 2019. Provided Assignment Notice.  Customer enrolled in 2019. Provided TPV welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Sales Call, TPV and Welcome Package en Renewal Notification. Customer reassigned in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome valid.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome valid.  Customer enro		contained discrepancies. Retund issued.
Customer enrolled in 2019. Provided Sales Call, TPV, Welcome Package and Contract Expiration Notice.  Customer enrolled in 2019. Provided TPV, Welcome Package, Signed Order and Contract Expiration Notice he called to cancel.  Customer enrolled in 2019. Provided TPV, Welcome Package, Signed Order and Contract Expiration Notice.  We could not locate an enrollment with the information provided in complaint.  Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Renewal Notification. Customer enrolled in 2019. Customer carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2019. Provided TPV, welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2019. Provided TPV and Welcome Package.  Customer enrolled in 2018. Provided TPV and Welcome Package.  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.  Customer enrolled in 2018. Provided TPV and Welcome Package.  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.  Customer enrolled in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2010 to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome Valid.  Customer has been enrolled fo	Customer enrolled in 2019. Provided TPV, Welcome Package,	Enrollment deemed valid.
Package and Contract Expiration Notice.  Customer enrolled in 2018. Customer claims that when he received the Contract Expiration Notice he called to cancel.  Customer enrolled in 2019. Provided TPV, Welcome Package, Signed Order and Contract Expiration Notice.  We could not locate an enrollment with the information provided in complaint.  Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Renewal Notice. Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Renewal Notice. Customer enrolled in 2019. Customer claims that when he received the Contract Expiration Notice he called to cancel.  Customer enrolled in 2019. Provided TPV, Welcome Package and Signed Agreement.  Customer enrolled in 2018. Provided TPV and Welcome Package and Signed Agreement.  Customer enrolled in 2018. Provided TPV and Welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Sales Call, TPV and Welcomer Package.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcomer Package.  Customer has been enrolled for 4 years with no disputes. Enrollment deemed valid.		
Customer enrolled in 2018. Customer claims that when he received the Contract Expiration Notice he called to cancel. Customer enrolled in 2019. Provided TPV, Welcome Package, Signed Order and Contract Expiration Notice.  We could not locate an enrollment with the information provided in complaint. Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice. Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice. Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Renewal Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice. Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV, and Welcome Package and Record Retention limitations, Sales Call, TPV and Welcome Package and Record Retention limitations, Sales Call, TPV and Welcome Package. Customer enrolled in 2018 to acquisition. Provided Assignment Notice. Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer erassigned in 2018 due to acquisition. Provided Assignment Notice. Customer enrolled in 2018. Provided TPV and Welcome Package. Customer enrolled in 2018. Provided Assignment Notice. Customer enrolled in 2018. Provided TPV and Welcomererassigned in 2018 due to acquisition. Provided Assignment Notice. Customer enrolled in 2018. Provided TPV and Welcomererassigned in 2018 due to acquisition. Provided Assignment Notice. Customer enrolled in 2018. Provided TPV and Welcomererassigned in 2018 due to acquisition. Provided Assignment Notice. Customer enrolled in 2018. Provided TPV and Welcomererassigned in 2018 due to acquisition. Provided Assignment Notice. Customer enrolled in 2018. Provided TPV and Welcomererassigned in 2018 due to acquisition. Provided Assignment Notice. Customer enrolled in	Customer enrolled in 2019. Provided Sales Call, TPV, Welcome	Enrollment deemed valid.
the Contract Expiration Notice he called to cancel.  Customer enrolled in 2019. Provided TPV, Welcome Package, Signed Order and Contract Expiration Notice.  We could not locate an enrollment with the information provided in complaint.  Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Renewal Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2019. Customer claims that when he received the Contract Expiration Notice he called to cancel.  Customer enrolled in 2019. Provided TPV, Welcome Package and Signed Agreement.  Customer enrolled in 2019. Provided TPV and Welcome Package and Signed Agreement.  Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2019. Provided TPV and Welcome Package and Signed Agreement.  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.  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.  Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Sales Call, TPV welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Sales Call, TPV and Welcome Package. Enrollment deemed valid.		
Customer enrolled in 2019. Provided TPV, Welcome Package, Signed Order and Contract Expiration Notice.  We could not locate an enrollment with the information provided in complaint.  Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package and Renewal Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Renewal Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2019. Customer claims that when he received the Contract Expiration Notice he called to cancel.  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.  Customer enrolled in 2019. Provided TPV and Welcome Package and Signed Agreement.  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.  Customer enrolled in 2018. Provided TPV and Welcome Package.  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.  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.  Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV and Welcome Package.  Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV and Welcome Package.  Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV and Welcome Package.  Customer enrolled in 2018 with prior carrier. Provi		Although there's no record of call, refund issued as a courtesy.
Signed Order and Contract Expiration Notice.  We could not locate an enrollment with the information provided in complaint.  Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer enssigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Renewal Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2019. Customer claims that when he received the Contract Expiration Notice he called to cancel.  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.  Customer enrolled in 2019. Provided TPV, Welcome Package and Signed Agreement.  Customer enrolled in 2018. Provided TPV and Welcome Package.  Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 due to acquisition. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 due to acquisition. Provided Sales Call, TPV welcome Package and Renewal Notification. Customer enrolled in 2018 due to acquisition. Provided Sales Call, TPV welcome Package and Renewal Notification. Customer enrolled in 2018 due to acquisition. Provided Sales Call, TPV welcome Package and Renewal Notification. Customer enrolled in 2018 due to acquisition. Provided Sales Call, TPV welc		
We could not locate an enrollment with the information provided in complaint.  Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Renewal Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2019. Customer claims that when he received the Contract Expiration Notice he called to cancel.  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.  Customer enrolled in 2019. Provided TPV and Welcome Package and Signed Agreement.  Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 with prior carrier. Provided Sales Call, TPV and Welcome Package and Renewal Notification. Customer reassigned in 2018 with prior carrier. Provided Assignment Notice.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome deemed valid.	g i	Enrollment deemed valid.
complaint.  Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Renewal Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2019. Customer claims that when he received the Contract Expiration Notice he called to cancel.  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.  Customer enrolled in 2019. Provided TPV, Welcome Package and Signed Agreement.  Customer enrolled in 2018. Provided TPV and Welcome Package.  Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV and Welcome Package and Renewal Notification. Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV and Welcome Package and Renewal Notification. Customer has been enrolled for 4 years with no disputes. Enrollment deemed valid.		
Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Renewal Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2019. Customer claims that when he received the Contract Expiration Notice he called to cancel.  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.  Customer enrolled in 2019. Provided TPV, Welcome Package and Signed Agreement.  Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 but to acquisition. Provided Assignment Notice.  Customer enrolled in 2016 with prior carrier. Provided Sales Call, TPV and Welcome Package enrolled in 2016 but to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome deemed valid.		
Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Renewal Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2019. Customer claims that when he received the Contract Expiration Notice he called to cancel.  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.  Customer enrolled in 2019. Provided TPV, Welcome Package and Signed Agreement.  Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome Package.		V 11
Provided Assignment Notice.  Customer enrolled in 2017 with prior carrier. Provided TPV and Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Renewal Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2019. Customer claims that when he received the Contract Expiration Notice he called to cancel.  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.  Customer enrolled in 2019. Provided TPV, Welcome Package and Signed Agreement.  Customer enrolled in 2018. Provided TPV and Welcome Package.  Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2016 bue to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome deemed valid.  Customer enrolled for 4 years with no disputes. Enrollment deemed valid.		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.  Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Renewal Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2019. Customer claims that when he received the Contract Expiration Notice he called to cancel.  Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Renewal Notice.  Customer enrolled in 2019. Provided Assignment Notice.  Customer enrolled in 2019. Provided Assignment Notice.  Customer enrolled in 2019. Provided TPV, Welcome Package and Signed Agreement.  Customer enrolled in 2018. Provided TPV and Welcome Package.  Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. 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.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome		
Welcome Package. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Renewal Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2019. Customer claims that when he received the Contract Expiration Notice he called to cancel.  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.  Customer enrolled in 2019. Provided TPV, Welcome Package and Signed Agreement.  Customer enrolled in 2018. Provided TPV and Welcome Package.  Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 due to acquisition. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 due to acquisition. Provided Sales Call, TPV and Welcome Package.  Customer enrolled in 2018 due to acquisition. Provided Sales Call, TPV and Welcome Package.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome deemed valid.	<u> </u>	
Provided Assignment Notice.  Customer enrolled in 2016 with prior carrier. Provided TPV, Welcome Package and Renewal Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2019. Customer claims that when he received the Contract Expiration Notice he called to cancel.  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.  Customer enrolled in 2019. Provided TPV, Welcome Package and Signed Agreement.  Customer enrolled in 2018. Provided TPV and Welcome Package.  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.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome deemed valid.  Customer enrolled for 4 years with no disputes. Enrollment deemed valid.	*	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.  Customer enrolled in 2019. Customer claims that when he received the Contract Expiration Notice he called to cancel.  Customer enrolled in 2016 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided TPV, Welcome Package and Signed Agreement.  Customer enrolled in 2018. Provided TPV and Welcome Package.  Customer enrolled in 2018 with prior carrier. Provided Sales Call, TPV, Welcome Package and Renewal Notification. Customer enrolled in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome deemed valid.  Enrollment deemed valid and also properly assigned.  Enrollment deemed valid and also properly assigned.  Enrollment deemed valid.  Enrollment deemed valid.  Enrollment deemed valid.  Customer deemed valid and also properly assigned.  Enrollment deemed valid.  Customer deemed valid and also properly assigned.		
Welcome Package and Renewal Notice. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2019. Customer claims that when he received the Contract Expiration Notice he called to cancel.  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.  Customer enrolled in 2019. Provided TPV, Welcome Package and Signed Agreement.  Customer enrolled in 2018. Provided TPV and Welcome Package.  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.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome deemed valid.		
2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2019. Customer claims that when he received the Contract Expiration Notice he called to cancel.  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.  Customer enrolled in 2019. Provided TPV, Welcome Package and Signed Agreement.  Customer enrolled in 2018. Provided TPV and Welcome Package.  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.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome deemed valid.  Customer has been enrolled for 4 years with no disputes. Enrollment deemed valid.		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.  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.  Customer enrolled in 2019. Provided TPV, Welcome Package and Signed Agreement.  Customer enrolled in 2018. Provided TPV and Welcome Package.  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.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome deemed valid.  Customer has been enrolled for 4 years with no disputes. Enrollment deemed valid.		
the Contract Expiration Notice he called to cancel.  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.  Customer enrolled in 2019. Provided TPV, Welcome Package and Signed Agreement.  Customer enrolled in 2018. Provided TPV and Welcome Package.  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.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome deemed valid.  Customer has been enrolled for 4 years with no disputes. Enrollment deemed valid.		A14h
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.  Customer enrolled in 2019. Provided TPV, Welcome Package and Signed Agreement.  Customer enrolled in 2018. Provided TPV and Welcome Package.  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.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome deemed valid.  Enrollment deemed valid.  Enrollment deemed valid.  Enrollment deemed valid.  Customer has been enrolled for 4 years with no disputes. Enrollment deemed valid.		Although there's no record of call, refund issued as a courtesy.
TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2019. Provided TPV, Welcome Package and Signed Agreement.  Customer enrolled in 2018. Provided TPV and Welcome Package.  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.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome deemed valid.  Customer has been enrolled for 4 years with no disputes. Enrollment deemed valid.		Enrollment deemed valid and also properly assigned
reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2019. Provided TPV, Welcome Package and Signed Agreement.  Customer enrolled in 2018. Provided TPV and Welcome Package.  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.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome deemed valid.  Customer has been enrolled for 4 years with no disputes. Enrollment deemed valid.		Emonment deemed vand and also property assigned.
Customer enrolled in 2019. Provided TPV, Welcome Package and Signed Agreement.  Customer enrolled in 2018. Provided TPV and Welcome Package.  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.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome deemed valid.  Enrollment deemed valid.  Enrollment deemed valid.  Customer has been enrolled for 4 years with no disputes. Enrollment deemed valid.		
Signed Agreement.  Customer enrolled in 2018. Provided TPV and Welcome Package.  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.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome  Customer has been enrolled for 4 years with no disputes. Enrollment deemed valid.	<u> </u>	Enrollment deemed valid
Customer enrolled in 2018. Provided TPV and Welcome Package.  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.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome  Enrollment deemed valid.  Enrollment deemed valid and also properly assigned.  Customer has been enrolled for 4 years with no disputes. Enrollment deemed valid.		Emonition dollied valid.
TPV, Welcome Package and Renewal Notification. Customer reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome deemed valid.  Customer has been enrolled for 4 years with no disputes. Enrollment deemed valid.		Enrollment deemed valid.
reassigned in 2018 due to acquisition. Provided Assignment Notice.  Customer enrolled in 2016. Due to longevity of the account and Record Retention limitations, Sales Call, TPV and Welcome  Customer has been enrolled for 4 years with no disputes. Enrollment deemed valid.	Customer enrolled in 2018 with prior carrier. Provided Sales Call,	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 deemed valid.  Customer has been enrolled for 4 years with no disputes. Enrollment deemed valid.	TPV, Welcome Package and Renewal Notification. Customer	
Record Retention limitations, Sales Call, TPV and Welcome deemed valid.		
Package are not available		deemed valid.
Tuchuge are not a variable.	Package are not available.	

Customer enrolled in 2016 with prior carrier. Provided TPV and	Enrollment deemed valid and also properly assigned.
Welcome Package. Customer reassigned in 2018 due to acquisition.	
Provided Assignment Notice.	
	After reviewing it was determined the TPV was not in compliance. Refund
Account enrolled in 2018. Provided TPV and Welcome Package.	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	Enrollment deemed valid.
Package and Contract Expiration Notice.	

PENNSYLVANIA	
Details	Resolution
Customer enrolled in 2019. Provided TPV and Welcome Package.	Enrollment deemed valid.
Account enrolled in 2019. Provided TPV and Signed Sales	Since there is no record of a Welcome Package and there are noticeable
Agreement.	discrepancies in TPV, refund issued.
Customer was only active for 6 days.	Customer refund issued.
Account enrolled in 2019. Provided Welcome Package and Signed	After reviewing, it appears the person who authorized the enrollment is not
Sales Agreement.	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	Enrollment deemed valid.
Record Retention limitations, Welcome Package is not available.	
Provided Signed Agreement.	
Customer enrolled in 2019. Provided Welcome Package and Sales	Enrollment deemed valid.
Agreement.	
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	After reviewing, telephone number used for enrollment is not associated
Agreement.	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 annulled in 2017 Drawided TDV Welsome Deales as and	Envellment desired will and also manually assigned
Customer enrolled in 2017. Provided TPV, Welcome Package and	Enrollment deemed valid and also properly assigned.
Renewal Notice. Customer reassigned in 2018 due to brand	
consolidation. Provided Assignment Notice.	
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	After reviewing, telephone number used for enrollment is not associated
Service Agreement.	with customer. TPV deemed "no sale"; customer refunded.
Account enrolled in 2020. Provided Welcome Package and Signed	After reviewing, it appears the person who authorized the enrollment is not
Service Agreement.	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	Enrollment deemed valid and also properly assigned.
Contract Expiration Notice. Customer reassigned in 2018 due to	
brand consolidation. Provided Assignment Notice.	
Customer enrolled in 2011. Due to longevity of the account and	Customer has been enrolled for 8 years with no disputes. Enrollment
Record Retention limitations, TPV and Welcome Package are not	deemed valid.
available.	
Customer enrolled in 2020. Provided TPV and Welcome Package.	Enrollment deemed valid.
Customer enrolled in 2011. Due to longevity of the account and	Enrollment deemed valid and also properly assigned.
Record Retention limitations, TPV and Renewal Notifications are	
not available. Customer reassigned in 2018 due to brand	
consolidation. Provided Assignment Notice.	
Account enrolled in 2020. Provided TPV and Signed Service	After reviewing, telephone number used for enrollment is not associated
Agreement.	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	Enrollment deemed valid.
Service Agreement.	
Customer enrolled in 2020. Provided TPV, Welcome Package and	Enrollment deemed valid.
Service Agreement.	
Customer enrolled in 2020. Provided TPV, Welcome Package and	Enrollment deemed valid.
Service Agreement.	
Customer enrolled in 2018 with prior carrier. Provided TPV,	Enrollment deemed valid and also properly assigned.
Welcome Package Customer reassigned in 2018 due to brand	Emoniment decined vand and also properly assigned.
acquisition. Provided Assignment Notice.	
acquisition. Troviusa Assignment Notice.	

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
emonnent.	applicable.
Customer enrolled in 2020. Provided TPV, Welcome Package and	Enrollment deemed valid.
Service Agreement.	
Customer enrolled in 2017 with prior carrier. Due to longevity of	Enrollment deemed valid and also properly assigned.
the account and Record Retention limitations, TPV not available.	
Customer reassigned in 2018 due to brand acquisition. Provided	
Assignment Notice.	
Customer enrolled in 2017 with prior carrier. Provided Enrollment	Enrollment deemed valid and also properly assigned.
Call and Contract Expiration Notices. Customer reassigned in 2018	
due to brand acquisition. Provided Assignment Notice.	
Customer enrolled in 2015. Due to longevity of the account and	Customer has been enrolled for 4 years with no disputes. Enrollment
Record Retention limitations, TPV not available. Provided	deemed valid.
Welcome Package and Renewal Notice.	Face 11 and 1 and 1 and 11 1
Customer enrolled in 2020. Provided Welcome Package and Service	Enrollment deemed valid.
Agreement.	Enrollment deemed valid.
Customer enrolled in 2020. Provided TPV and Welcome Package.  Customer enrolled in 2020. Provided Welcome Package and Service	Enrollment deemed valid.
Agreement.	Enforment deemed vand.
Customer enrolled in 2020. Provided TPV.	Enrollment deemed valid.
Customer emoned in 2020. Flovided 11 V.	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
Customer enrolled in 2015. Provided TPV, Welcome Package and	investigation to the extent possible, given the length of time that has
Contract Expiration Notices.	passed since the enrollment. Refund issued.
Customer enrolled in 2020. Provided TPV, Welcome Package and	Enrollment deemed valid.
Renewal Confirmation.	
Customer enrolled in 2013. Due to longevity of the account and	Customer has been enrolled for 7 years with no disputes. Enrollment
Record Retention limitations, TPV and Contract Expiration Notices	deemed valid.
are not available.	
Customer enrolled in 2020. Provided TPV and Welcome Package.	Enrollment deemed valid.
	Enrollment deemed valid. However, since the customer states he was out
Customer enrolled in 2020. Provided Signed Order and Welcome	of the country and has no association with the email on file, a refund was
Package.	issued.

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

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	Properly assigned. Received utility cancellation request; account
Assignment Notice and Contract Expirations Notices.	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 properly assigned. However, during review it was determined
Customer reassigned due to acquisition. Provided Customer	that customer's rate inadvertently rolled over prematurely. Cost analysis
Assignment Letter and Contract Renewal Notices.	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	Properly assigned. However, it was determined customer was not properly
Notice.	notified of rate increase after assignment. Refund issued.
Customer enrolled in 2019. Provided TPV, Welcome Package,	Customer properly enrolled. However, since we were unable to retrieve
Terms of Service and Contract Renewal Notice.	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	Although the account number provided in complaint matches, the
Renewal Notice.	customer's information does not match. Customer inadvertently switched.
	Refund issued.
Customer reassigned due to brand consolidation. Provided	Properly enrolled and assigned. However, it was determined customer was
Assignment Notice and Contract Expirations Notices.	not properly notified of rate increase after assignment. Refund issued.
Customer reassigned due to acquisition. Provided Welcome	Properly assigned. However, it was determined customer was not properly
Package and Customer Assignment Letter.	notified of rate increase after assignment. Refund issued.
Account enrolled 7 years ago. Provided signed Agreement,	Enrollment valid.
Welcome Package and Contract Renewal Notices.	
Customer reassigned due to brand consolidation. Provided	Properly enrolled and assigned. However, it was determined customer was
Assignment Notice.	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.

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.
Renewai Notice.	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	Enrollment deemed valid.
identification along with the signed enrollment agreement.	
Customer enrolled in 2017. Provided TPV, Welcome Package and	Enrollment deemed valid.
Contract Expiration Notice.	
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	Enrollment deemed valid.
identification along with the signed enrollment agreement.	

NEW HAMPSHIRE	
Details	Resolution
Customer enrolled in 2015. Provided Contract Renewal Notices and	Customer has been enrolled for 6 years and has never previously objected
Renewal Confirmations.	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	Enrollment deemed valid.
Contract Renewal Notice.	

NEW YORK	
Details	Resolution
Customer reassigned due to acquisition in 2018. Provided Customer	Properly assigned
Assignment Notice.	
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	Customer has been enrolled for 6 years and has never previously objected
Record Retention limitations, original Contract not available.	or disputed any charges. Enrollment deemed valid.
Customer reassigned due to acquisition in 2018. Provided Customer	Properly assigned
Assignment Notice.	
Customer reassigned due to acquisition in 2018. Provided Customer	Properly assigned
Assignment Notice.	
Customer reassigned due to brand consolidation in 2018. Provided	Properly assigned.
Customer Assignment Letter.	
Customer enrolled in 2018. Provided Enrollment Form, Sales	Enrollment deemed valid.
Confirmation and Renewal Confirmations.	
Customer reassigned due to brand consolidation in 2018. Provided	Properly assigned.
Customer Assignment Notice and Contract Renewal Notices.	
Customer reassigned due to brand consolidation in 2018. Provided	Properly assigned.
Customer Assignment Notice.	
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	TPV reviewed and deemed "no sale". Refund issued
Contract Expiration Notice.	
Customer enrolled in 2017 and reassigned in 2018. Provided TPV,	Properly assigned. Since company could not locate sales call and Welcome
Customer Assignment Letter and Contract Renewal Notice.	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.	Troponty om onto and also give
Customer enrolled in 2015. Provided TPV but due to longevity of	Enrollment deemed valid.
the account, original Welcome Package or Contract not available.	
Customer enrolled in 2013. Provided TPV but due to longevity of	Enrollment deemed valid.
the account, original Welcome Package or Contract not available.	
Customer reassigned due to acquisition in 2018. Provided Customer	Properly assigned. Refund issued as a courtesy.
Assignment Notice.	
	Properly assigned. Provided TPV and Welcome Package from initial
Customer reassigned due to acquisition in 2018. Provided Customer	enrollment. However, since prior supplier could not provide Sales
Assignment Notice.	Recording, refund issued.
Customer enrolled in 2019. Provided TPV, Welcome Package and	Properly enrolled.
Contract Expiration Notice.	
Customer reassigned due to acquisition in 2018. Provided Customer	Properly assigned
Assignment Notice.	
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	Customer has been enrolled for 11 years and has never previously objected
TPV, Welcome Package or Contract not available.	or disputed any charges. Enrollment deemed valid.
Customer enrolled in 2010. Due to longevity of the account, original	Customer has been enrolled for 11 years and has never previously objected
TPV, Welcome Package or Contract not available.	or disputed any charges. Enrollment deemed valid.
Customer reassigned due to brand consolidation in 2018. Provided	Properly assigned.
Customer Assignment Notice and Customer Renewal Notice and	
Option Notice.	
Customer reassigned due to brand consolidation in 2018. Provided	Properly assigned.
Customer Assignment Notice and Customer Renewal Notice and	
Option Notice.	
Customer reassigned due to brand consolidation in 2018. Provided	Properly assigned.
Customer Assignment Notice.	

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	Properly assigned.
Customer Assignment Notice.	Troperty assigned.
Customer enrolled in 2019. Provided TPV, Welcome Package and	Enrollment deemed valid.
Contract Expiration Notice.	Emonment deemed vand.
Contract Expiration Profess.	Customer properly assigned. However, during review it was determined
Customer reassigned due to acquisition in 2018. Provided Customer	that customer's rate inadvertently rolled over prematurely. Cost analysis
Assignment Notice and Contract Expiration Notice.	processed and customer refunded.
Customer enrolled in 2016. Provided Welcome Package, however	Customer has been enrolled for 5 years and has never previously objected
due to longevity of the account and record retention limitations,	or disputed any charges. Enrollment deemed valid.
original TPV not available.	of disputed any charges. Emonment decined varia.
Customer reassigned due to brand consolidation in 2018. Provided	Properly assigned.
Customer Assignment Notice.	Troporty woodgive.
Customer reassigned due to brand consolidation in 2018. Provided	Properly assigned.
Customer Assignment Notice.	
Customer reassigned due to brand consolidation in 2018. Provided	Properly assigned.
Customer Assignment Notice.	
Customer enrolled via the PA SOP program solely through the utility	Enrollment deemed valid.
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.	
Customer enrolled in 2020. Provided TPV and Welcome Package.	Enrollment deemed valid.
Customer reassigned due to brand consolidation in 2018. Provided	Properly assigned.
Customer Assignment Notice and Customer Renewal Notice.	
Customer enrolled via the PA SOP program solely through the utility	Enrollment deemed valid.
and not directly with a supplier. Utility enrolls customer with	
participating suppliers in the area. Provided Contract Renewal	
Notice.	
Customer enrolled in 2014. Provided TPV, however due to	Customer has been enrolled for 7 years and has never previously objected
longevity of the account and record retention limitations, original	or disputed any charges. Enrollment deemed valid.
Welcome Package not available.	
Customer enrolled via the PA SOP program solely through the utility	Enrollment deemed valid.
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.	

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

Customer enrolled via the PA SOP program solely through the utility	Enrollment deemed valid.
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.	
Customer enrolled in 2019. Provided TPV, Welcome Package,	Enrollment deemed valid.
Contract Expiration Notice and Options Notice.	
Customer reassigned due to brand consolidation in 2018. Provided	Properly assigned.
Customer Assignment Notice.	
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-	Resolved
2021 dues to a switch supplier notice received from the utility.	
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	As a courtesy, balance due waived.
one day before receiving incoming switch transaction from utility.	
Customer enrolled in 2021. Customer called to rescinded	We immediately issued a rescission transaction to the distribution
enrollment.	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	Pending receipt of required documents from customer.
of identity theft.	
Customer claims fraudulent enrollment in 2021.	Customer provided documentation. Refund issued.

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