

Com end / next wk.

10/26/22
Clean Sky
Pre hearing session

- Ayub Ekisola - Compliance/Reg Aff. Mgr. 3 years w/ Clean Sky
- Paul Toranzo - Sr VP Sales - gateway; Jennie Eng. Door to Door + telemark. 26% + 45%
- David Colin (Atty)
- Yara Abdur-Rahman - ²⁰¹⁷ COO - ^{sup} training to others
- Matt Young (Atty) -
- Brenda Gutierrez - ²⁰¹⁶ Dir Self Support. - 3rd party channels. telemarketing - compliance
- Dave Wisner (Atty)

DC - All today off record - speak free / transparent. DW agreed.

1/3/22 - filed

Sup - 4/21

Denial 4/24 - # consumer comp. : types.

only part of story - only cust that wanted to raise issue.

Complaints vs sales = win law. state should not be concerned.

- Core Vol. - 100% renewable, price matters (competitive) Transparency; Cust Sat.

- DE recent approval. NY (not corr. sell., DC - no data provide by. ^{not or sel.}

- PT - Trg big focus.

- Dir Sales Policy - to ensure compliance - daily monitor & audits. ^{DC comp been proactive}

- Welcome call for digital verify cust.

- Submitted 382 - actual 336. - included gas, etc. - included non-gov: - not to a doc.

- If cust calls them 1st - every attempt poss to resolve.

- Working on 7 days post contract notice in the works. - they send w/2 notices pre expiration.

- system / billing change - had some impact. "only 7 violations"

- "Clean Sky does not engage in Slammung" - (DC)

- 20 of 31 enrolled by ^{etc.} company, 9 Direct mail. 2 on line - ^{have 2nd missd.} wrote ab. Collections

- system - 2018 converted billing - no huge ^{written on file before call (most)} administration. few w/c's mis billed windows.

When what
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Slide

- Brenda wrong on ap. - should be enrollment not slamming.
- ~~asky~~ - term for Allegations if emp has ~~#~~ complaints ^{disputes.}

DW - in MA - use Prime. WMS in MA too; (Evenmore too.)
 only 1 cor. selling,
 - ~~no~~ no outstanding comp. for time period in app.

BG - PA - consumer can std Prog. - guaranteed savings (7-8%)

AON

- Door to Door - detail was missing. - Intend to Door to Door.
 Supplemental provided - mailed?
- Agent w/ Allegation. 386 to - (less 46 = 600 - 33)
 - What is the trigger - 3 complaints.
 - Reduction - How many in ea group.
 - Asked how they r + do ^{current:}
 - D. felt not part of AP. D to D Partners - > Prime Ansvr
 - Paul - Tremendous improvement. - less complaints, - but haven't looked (details) - Million
 - Bull mind

GMC

System / Billing chap - not all will be in NH - SunView mkt
 (see prev page. mly l. - WMS)

DC - since welcome call - all D to D ~~have~~ complaints gone.
 - AON - good 1st step - but not same as pre covid.

focus on welcome ltr post ap but complaints stayed away from

- Paul - Request - Can visit w/ DOE periodically. -
 AON always encourage that.


- What happens if consumer doesn't have device to enroll. ? AON

- 5th step - will ask reconsider.

- supplement for Door to Door sales

- updated sales

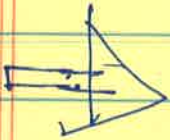
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- Willing to reconsider if AON door to door. 

- update complaints.

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- 12 mo.



~~States~~ State/local req - peddlars lic.

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- not in rules