

Testimony of William D. Yates, CPA, Case #16-E-0060, Case #16-G-0061
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Case #	City	Zip Code	Details
[REDACTED]	Yonkers	10704	<p>When he called Kiwi the rep played back a tape of his wife and the rep yelling and screaming, no signing up He did not give permission nor did his wife and now wants canceled and credit of what CE would have charged him if he was not switched without his permission</p> <p>2 Please contact the consumer and address his issues and concerns about what he feels is slamming and the credits he is seeking</p> <p><<02/19/13 - 12:21 - Maribel Rivera - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)?</p> <p>2 What is the name of the ESCO company? What is the name of your utility company?</p> <p>3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility)</p> <p>4 Were you given a contract? When? Have you reviewed it?</p> <p>5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you?</p> <p>6 What would you want us to do for you?</p> <p>7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "</p> <p>1 Customer was woken up on Saturday morning 2/16/2013 by a representative of Kiwi indicating they were from Con Edison They were sent there by CE to help lower her bills When she was doing the third party verification process, whenever she asked questions, she was simply told to answer YES Customer contacted CE this morning and was advised they don't send out employees for solicitation</p> <p>2 Kiwi Energy and Ce</p> <p>3 Electricity</p> <p>4 Yes, they did</p> <p>5 Customer spoke with Kiwi Energy and cancelled the order and was provided with a confirmation of cancellation The [REDACTED]</p> <p>6 Customer is asking that the esco avoid misleading information when soliciting their customers</p>
[REDACTED]	Bronx	10467	<p><<10/23/12 - 15:40 - Susan Baker - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)?</p> <p>2 What is the name of the ESCO company? What is the name of your utility company?</p> <p>3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility)</p> <p>4 Were you given a contract? When? Have you reviewed it?</p> <p>5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you?</p> <p>6 What would you want us to do for you?</p> <p>7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "</p> <p>1-6 Customer is calling to advise that he was approached by an esco posing as Con Ed csr Customer states the name of the esco is Kiwi Energy The customer states the name of the utility is Con Edison Customer states they tried to switch his electric service but while the csr was there he told the esco that was he was not interested and to cancel this service Customer states the cancel # is [REDACTED] The customer states the name of the csr from the esco is Herbert Rosa rep id # USAP 669 and the utility esco # 877-208-7636 csr cell # is [REDACTED] Customer states he spoke to the esco on 10-18-2012 at 6:45pm to cancel which is the same day that the contract was signed Customer states he then called back on 10-19-2012 at 9am to make sure his service was cancelled Customer does not recall the csr he spoke to at Kiwi Energy Customer is calling psc today to make sure the cancellation does take effect and that this does not start in December 2012 and that no charges get applied to his account as he advises the contract was cancelled the same day it was signed</p> <p>7 Advised customer we will forward this case to the esco and ask them to</p>

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			them (cancellation # [REDACTED] and also told them I was not paying my energy chgs until I was refunded for the months I was way over charged
			Resolution Offered: They have not returned my calls as of yet
			Disputed Amount: 300 00 Disputed Amount Reason: I thought i was going to save \$ w/them i was told
[REDACTED]	Bronx	10468	<<02/18/14 - 11:49 - Theresa Fernandez - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your utility company? 3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility) 4 Were you given a contract? When? Have you reviewed it? 5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6 What would you want us to do for you? 7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns " 1-6 Elderly customer (91) advised that HIKO reps came to his door and promised him that they could save him money saying that he would be paying 6 cents per KWH He was with Just Energy and was paying 14 1 cents per KWH so he thought it was a great deal Now he gets his first bill and he sees that HIKO is charging him 20 2 KWH He tried calling them and could not get a supervisor, in fact he claims they hung up on him He is requesting that they honor the 6 cents per KWH they promised him Please review the account and contact customer to resolve issue 7 READ STATEMENT
[REDACTED]	Yonkers	10708	<<06/27/12 - 14:05 - Christian Dolcimascolo - >> Utility Customer has complaint about Hyco Energy 888-264-4908 Customer entered no account number as their account number from bill Customer indicated service for Residential Customer has NOT contacted NYSpsc before Problem they are experiencing : I received a call at work from someone claiming to be from Con Edison asking me to verify my home address and account number for Con Ed because they have a "Refund Voucher" for me I was immediately curious and took down their phone number I call Con Ed and they said that this was not true Resolution Sought: Someone needs to call this company back and tell them that they are not suppose to say that they are Con Ed when they are indeed Hyco Energy Resolution Offered: Con Edison said I should call you guys Disputed Amount: 00 Disputed Amount Reason:
[REDACTED]	Bronx	10463	<<07/05/12 - 13:02 - Karen Andersen - >>REBUTTAL: The TPV shows that the first time this customer was called and enrolled, the reduction was not processed and he was charged more than he paid prior to enrolling Hiko is to investigate and respond back to PSC with how that overcharge was rectified <<06/29/12 - 09:49 - Ryan Richmond - >>Customer called wanting info on letter he sent in advised of case number and spoke with DL Customer

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Case #	City	Zip Code	Details
			<p>6 What would you want us to do for you? 7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "</p> <p>NOTE: There are 2 Associated cases - [REDACTED] and [REDACTED]</p> <p>1-6 Customer contacted PSC in reference to Estimated bills She believes her bills are too high and wants actual reading Con Edison is biller and Customer is waiting to be contacted by Con Edison, for actual meter reading and actual charges 7 READ STATEMENT</p>
[REDACTED]	Brooklyn	11218	<p><<08/22/12 - 14:04 - Susan Baker - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your utility company? 3 What service was switched; gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility) 4 Were you given a contract? When? Have you reviewed it? 5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6 What would you want us to do for you? 7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "</p> <p>1-7 Customer is calling to advise that he has cancelled his esco with Idt Energy on 8-20-12 Customer states he is cancelling with this esco because, he did not receive the savings he was promised when he signed with this company back in September 2011 Customer states his rates for electric went up more than he was paying with Con Ed Customer was given a contract with the esco but states he is now seeking that the service be cancelled as he did not have any savings Customer spoke to the esco 2 days ago to advise he is seeking service be cancelled asap and all charges for early termination be waived</p> <p>Advised customer we will forward this case to the esco and ask them to investigate your concerns</p>
[REDACTED]	Bronx	10467	<p><<05/31/12 - 14:14 - Richard Peil - >>see co correspondence in query <<03/15/12 - 14:27 - Jose Diaz - >>Customer contacted the NEW YORK STATE PSC SPANISH SPEAKING HELPLINE CUSTOMER IS A NON ENGLISH SPEAKING DISABLED SENIOR CITIZEN AND HAS NO IDEA WHAT AN ESCO IS, LET ALONE SWITCH TO ONE ? Immediate release of customers account back to the UTILITY (CON EDISON) is required An adjustment to this customers account is required and her account credited for any charges above what CON ED charges for supply Customers uses minimum amounts of gas monthly subject to minimum billing Customer CON ED records indicate multiple slamming by different ESCO'S A block will be installed to avoid further slamming by other ESCOS</p>
[REDACTED]	Bronx	10460	<p><<11/01/12 - 11:23 - Richard Peil - >>see co correspondence in query <<08/21/12 - 11:32 - Christian Dolcimascolo - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your utility company? 3 What service was switched; gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility) 4 Were you given a contract? When? Have you reviewed it? 5 When did you talk with the ESCO, who did you speak with and at what</p>

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Case #	City	Zip Code	Details
[REDACTED]	New York	10040	<p>glitch and that they were going to send the money back to RG&E Customer states that was 3 weeks ago and he has not gotten his credit</p> <p>[REDACTED] acct [REDACTED] acct</p> <p>2 Customer wants his account credited</p> <p><<07/12/12 - 10:43 - Maribel Rivera - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)?</p> <p>2 What is the name of the ESCO company? What is the name of your utility company?</p> <p>3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility)</p> <p>4 Were you given a contract? When? Have you reviewed it?</p> <p>5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you?</p> <p>6 What would you want us to do for you?</p> <p>7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "</p> <p>1-5 Customer was sold service under false impressions Salesperson represented themselves as a Con Edison representative and proceeded to request their bill A contract was provided and customer wishes to cancel within the 3 days she is entitled to cancel it however she is unable to contact Direct Energy to advise them</p> <p>6 Please call customer to cancel with customer</p>
[REDACTED]	New York	11238	<p><<11/14/13 - 11:32 - Ryan Richmond - >></p> <p>Utility Customer has complaint about Direct Energy Services LLC PO Box 25111 Lehigh VLLY PA 18002</p> <p>Customer entered [REDACTED] as their account number from bill Customer indicated service for Residential Customer has NOT contacted NYSpsc before</p> <p>Problem they are experiencing : I am trying to cancel service with my ESCO provider Direct Energy They are purposefully unhelpful to deter my efforts They told me it would take multiple business cycles to cancel the service and they would not be able to send me a confirmation</p> <p>Resolution Sought: I want to be free of their 'service' as soon as possible</p> <p>Resolution Offered: Put me on hold and told me a supervisor would speak to me and then sent my call back to the main line It was almost 20 minutes of being put on hold</p> <p>Disputed Amount: Disputed Amount Reason:</p>
			Direct Energy Services LLC Total
			12 1
D177 IDT Energy, Inc.			
[REDACTED]	Brooklyn	11212	<p><<05/11/12 - 11:35 - Maribel Rivera - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)?</p> <p>2 What is the name of the ESCO company? What is the name of your utility company?</p> <p>3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility)</p> <p>4 Were you given a contract? When? Have you reviewed it?</p>

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Case #	City	Zip Code	Details
			<p>5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6 What would you want us to do for you? 7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns " 1 Customer contacted IDT two days after she signed a contract to advise them she is no longer interested in their service, however today she received a letter welcoming her to their company 2 The company's name is IDT Energy Her utility company is Con Edison 3 Both services were to be switched but they advised her only electricity could be done at this time 4 Yes the customer was given a contract Yes customer reviewed contract which is why she attempted to cancel within three days 5 Customer claims has been having issues with trying to cancel her account and has had numerous contacts to avoid company coming into her bill with CE Zachary Cole, id number is 008706516 and another id, 877 887-6866 confirmation number [REDACTED] Customer did not receive disconnect confirmation; only connection confirmation 6 Customer wants only Con Edison as her electric company, please disconnect service and waive any termination fees if applicable 6 Customer only wants business</p>
[REDACTED]	New York	10025	<p><<05/11/12 - 09:47 - Xenia Rivera - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your utility company? 3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility) 4 Were you given a contract? When? Have you reviewed it? 5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6 What would you want us to do for you? 7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns " 1 Customer called to question the high prices on her bill and during this conversation with Con Edison decided to return to be a Con Edison customer Customer called IDT to cancel there services 2 esco is IDT and Con Edison is the utility company 3 had Electric and Gas with IDT and know notices she has both companys 4 Customer was given something to sign and she did review it 5 IDT informed her that she could cancel service with them Customer was never told by anyone that she needed to call Con Edison back to complete this change 6 customer want to be billed only by Con Edison and not both companys and wants to be billed based on previous chages 7 I have read the statement to the customer "We will send the case to the company and ask them to investigate your concerns "</p>
[REDACTED]	Broadalbin	12025	<p><<05/10/12 - 15:28 - Tisha Thomas - >>1 What is the problem you are experiencing? 2 What resolution(s) are you seeking? Previous case # [REDACTED] 1 Cust states that the harrassing phone calls have started again 2 Cust seeking that IDT stop contacting them forthwith</p>
[REDACTED]	Bronx	10456	<p><<05/10/12 - 16:03 - Jose Diaz - >> Customer called stating : " IDT called and tried to convince me they were not going to slam me but at the same time threw in an attempt to switch my ConEd account again ?" Customer stated: " I repeatedly told her I wasn't interested in switching to her company, but she said I misunderstood and wanted to explain what ever</p>

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██████	Wolcott	14590	<<09/30/14 - 09:06 - Ronald Williams - >>1. Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2. What is the name of the ESCO company? What is the name of your utility company? 3. What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility.) 4. Were you given a contract? When? Have you reviewed it? 5. When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6. What would you want us to do for you? 7. NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns." 1. Customer calling PSC as she has noticed she is being billed by Xoom (enrtolled at the end of April) and she states she never authorized the enrollment. 2.Xoom Energy/ RG&E 3.Both Services/ Got her first bill showing Xoom charges. 4.No contract from Xoom 5.When customer called the ESCo thay adv her that the service was in the LANDLORDS name and they wouldnt take it off her bill due to this circumstance. 6.Customer is seeking company credit her RG&E account for any payments made and she only be responsible for charges she would have incurred as a RG&E customer.
██████	New York	10013	<<10/16/14 - 15:36 - Eva Shmuylovich - >>1. Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2. What is the name of the ESCO company? What is the name of your utility company? 3. What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility.) 4. Were you given a contract? When? Have you reviewed it? 5. When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6. What would you want us to do for you? 7. NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns." 1. Customer states that 8 mos ago when moving locations from 175 Canal St to 171 Canal St, customer discovered Xoom Energy on his CE bill. Customer states at that time he called CE to find out what was going on. Customer states that the company told him that they would investigate the issue and get back to him. Customer states immediately after terminology on his bill changed from "xoom" to "esco" Customer thought the issue had been rectified, until his current bill came in \$2215.39. Customer called again to find out what would happened and why the bill was so high, and was told he was still with ESCO and that he should only pay the CE charges. Customer had to call back and push to find out names of companies. Customer states rep at CE told him that he was slammed. 2. Planet Energy 5/2011 through May 2013, Xoom Energy 5/2013 through 8/2014 / Con Ed 3. Customer states he only gets electric service 4. Customer states he never got anything from the companies regarding the switch. 5. Customer has been unable to get in touch with the company to discuss the issue with them. Customer states when he asked CE for a contact number the number. Customer states the number give to him was 1-800-697-7728, which turned out to be a collection agency. 6. Customer is requesting a full investigation into how the company got his information and why he was switched. Customer wants a refund for the difference between what was paid to Xoom and what would have been paid to CE.
██████	Bronx	10452	<<06/10/14 - 11:45 - Theresa Fernandez - >>1. Why are you contacting this office (include dates, \$ amount, unmet promises, etc)?

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			<p>2. What is the name of the ESCO company? What is the name of your utility company?</p> <p>3. What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility.)</p> <p>4. Were you given a contract? When? Have you reviewed it?</p> <p>5. When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you?</p> <p>6. What would you want us to do for you?</p> <p>7. NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns."</p> <p>1-6. Customer advised that she got notices on 3/7 & 4/28 saying that XOOM was taking over accounts. She had called Con Edison and had block placed on the account. Recently she got another notice and this time when she called Con Edison was told that XOOM got onto account on 5/23. Customer advised she had never even heard of XOOM until these notices came in and she NEVER gave permission for XOOM to take over her account. She called XOOM and was told that the sign up was done via computer. Customer advised XOOM that she did not sign up with them and they said they would cancel it (Conf# [REDACTED]) but it may take a couple of billing cycles to come off her bill. Customer is irate that she will now have to pay a company that she never even requested. She is going to call XOOM back to request that any charges will be the same as what Con Edison would have charged her. Please review and contact customer to resolve issue.</p> <p>7. READ STATEMENT</p>
[REDACTED]	Newburgh	12550	<p><<11/13/14 - 10:48 - Adrienne Bletz - >>1. Why are you contacting this office (include dates, \$ amount, unmet promises, etc)?</p> <p>2. What is the name of the ESCO company? What is the name of your utility company?</p> <p>3. What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility.)</p> <p>4. Were you given a contract? When? Have you reviewed it?</p> <p>5. When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you?</p> <p>6. What would you want us to do for you?</p> <p>7. NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns."</p> <p>1-6. Consumer states that they enrolled with Xoom in June or July and processed cancellation end of July, to go into effect 8/9/14, states she has email providing confirmation of this, # [REDACTED]. She states she is still being billed by CH for Xoom services. When she calls Xoom she states she is told she is paid in full and closed and that CH billing is wrong. When she calls CH they tell her that she is still being billed by Xoom. Consumer was enrolled for electric service only. Consumer is seeking to have Xoom services cancelled and backdated to her email confirmation stating it would take place 8/9/14.</p>
			XOOM Energy New York, LLC Total 98
[REDACTED] Amplified Power & Gas, LLC			
[REDACTED]	Wallkill	12589	<p><<03/11/14 - 16:14 - Marina Milyutkina - >>See customer correspondence for Complaint/Inquiry information. You are required to respond to all issues addressed in this correspondence. The customer correspondence should be attached to this form. If the correspondence is missing you should immediately call the PSC Office listed on this form.</p>
[REDACTED]	Shrub Oak	10588	<p><<06/04/14 - 09:24 - Ronald Williams - >>1. Why are you contacting this office (include dates, \$ amount, unmet promises, etc)?</p> <p>2. What is the name of the ESCO company? What is the name of your utility company?</p>

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██████	Bronx	10452	<p><<08/27/14 - 14:07 - Ryan Richmond - >>1. Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2. What is the name of the ESCO company? What is the name of your utility company? 3. What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility.) 4. Were you given a contract? When? Have you reviewed it? 5. When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6. What would you want us to do for you? 7. NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns."</p> <p>1. The customer had a previous complaint that the company enrolled him for service without his authorization. Case number ██████ He was cancelled from xoom energy in April. He notice the company was on his bill this month and called Con Ed. He was told that since May he has been enrolled with Xoom energy. The customer never agreed to sign up for service with Xoom Energy. 2. Xoom energy 3. Electric and Gas 4. No 5. The customer never spoke with the company. 6. The customer wants Xoom energy off his account and does not want to be signed up with the company any time in the future.</p>
██████	Rock Hill	12775	<p><<03/26/14 - 12:12 - Adrienne Bletz - >>1. Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2. What is the name of the ESCO company? What is the name of your utility company? 3. What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility.) 4. Were you given a contract? When? Have you reviewed it? 5. When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6. What would you want us to do for you? 7. NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns."</p> <p>1-6. Consumer states that he just found out that he was being billed by Xoom when he spoke to them they advised he has been with them since 2/2013, he says he never authorized service wiht Xoom and never received any contract terms/conditions from Xoom. He says that he did cancel service when he spoke with them 3/26, no cancellation number was provided. Xoom advised him they have his signature but consumer states he did not sign anything with them. Consumer is seeking to have enrollment investigated since he states he never enrolled with Xoom and to be credited for difference from what he was paying with Planet Energy which he states was .03/kwh Fixed Rate.</p>
433139	Brooklyn	11225	<p><<08/26/14 - 16:40 - Xenia Rivera - >> Utility Customer has complaint about Xoom Energy New York LLC 344 South Poplar Stre Hazleton, PA 18201 1-888-997-8979</p> <p>Customer entered 66-6040-6540-0003-4 as their account number from bill. Customer indicated service for Commercial Customer has NOT contacted NYSPSC before</p> <p>Problem they are experiencing : I am a costumer of conEdison and I used to receive electric supply from conEdison however, last February 2014, the electricity supplier, Xoom Energy New York LLC, stole my account number and became my new</p>

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[REDACTED]	Brooklyn	11233	<p>due to misrepresentation of identity With already having service with IDT he feels that its just wrong that this person comes to his door and tells him he still wants to see the bill even though he already has them</p> <p><<03/08/12 - 09:00 - Kirsten Ewing - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your utility company? 3 What service was switched; gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility) 4 Were you given a contract? When? Have you reviewed it? 5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6 What would you want us to do for you? 7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "</p> <p>1 -7 Customer started ESCO Nov She signed up with door to door solicitation She was offering a savings she was given contract She found no saving on electric She wants to cancel IDTShe called 1 877 887 6866 last week spook with rep who told her they charge a early term fee, but didn't know how much it will be That her supply can go back to utility when Coned reads the meter Custoemr would like like ESCO to confirm cancellation for asap, advised her of fee or waive fee</p>
[REDACTED]	Bronx	10457	<p><<03/08/12 - 13:43 - Theresa Fernandez - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your utility company? 3 What service was switched; gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility) 4 Were you given a contract? When? Have you reviewed it? 5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6 What would you want us to do for you? 7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "</p> <p>1-6 Customer advised got post card from IDT congratulating him on his switch Customer states he has never given permission for switch IDT Rep came to door about 2-3 weeks ago but customer told them he was not interested After he got post card called Con Edison to make sure he was not switched and to put block on service Customer requests that he remain with Con Edison and that IDT not try to switch him and that any charges IDT may want to put on his bill be taken off/credited to him 7 PLEASE READ STATEMENT TO CUSTOMER WE WERE DISCONNECTED</p> <p>NOTE: PLEASE APOLOGIZE AND GIVE CUSTOMER CASE #</p>
[REDACTED]	New York	10034	<p><<02/12/13 - 10:51 - Adrienne Bletz - >> Customer entered [REDACTED] as their account number from bill Customer indicated service for Residential Customer has NOT contacted NYSpsc before</p> <p>Problem they are experiencing : An IDT rep gained entry to my 48-apartment coop and was doing a door-to-door sales pitch to residents -- including me He introduced himself to me as a Con Ed rep and asked if I had an ESCO provider (I said "yes"), who (I said "Energy Plus"), and then asked to see one of my electric bills It didn't take long to figure out he was NOT a Con Ed employee I did get his name and ID number from the badge that he wore: Mr Lydell German, #008702509 He gave the contact phone number of his office as 1-877-887-6866 #1: he should have NOT been doing any door-to-door pitches in our building #2: he it is illegal to pose as a utility company</p>

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Case # City

Zip Code

Details

employee #3: I believe this to be a plain-vanilla scam I also went online and found a blog about this sort of scam Here's the Internet address: <http://brooklynian.com/forum/greenwood-heights-and-sunset-park/idt-ener-gy-scamhave-you-been-hit-up>

And, a copy of what was said:

We were sent this report courtesy of [REDACTED]

[REDACTED] have confirmed the same thing going on in their hoods

Several weeks ago we had an early evening door-to-door visit from 3rd party reps from IDT Energy wanting to explain and "help us" save money on our Con Edison and National Grid bills by allowing IDT Energy to be the supplier They explained that they were already technically the supplier and that by "going direct" we'd shave \$20+ dollars off each of our bills each month The slick presentation by the trio sounded good too good to be true Update: If you want to contact CCGH about the issue, send an email [info (at) ccgreenwoodhts com]

During the discussion, the main presenter asked to see a copy of our Con Ed bill to specifically point out (and circle, which he did) the charges that would disappear if IDT Energy was selected by us as the alternative provider What we saw, but did not dawn on us until later, was that one of the "helpers" was copying down all of our Con Ed information After seeing him do this, we inquired why they need our info? Since we "did not need to sign up today if we wished not to," they had our info to mail us more information on IDT Energy We concluded the conversation that we'd go to IDT Energy's website for more info, await something in the mail and make our own educated decision at a later date We did finally receive more info in the mail from IDT Energy Information that WE HAD ENROLLED WITH IDT ENERGY and our service would be transferred in November Seems we're not the only community

Needless to say a very unhappy me just got off the phone with IDT Energy finding out that I had "signed up" to transfer my Con Ed supplier to IDT Energy Not only did I not sign anything, the scumbag rep forged my signature The rep I spoke to was not surprised in the least (troubling) and removed us from their service and filed a complaint against the rep (who's # I got) While we feel very angry (and slightly gullible), we wanted to find out if others in the area have had the same problem, alert you if these gentlemen visited you and warn folks to not even give these guys the time of day if they hit your area We remember the sub-contractor working for Midtown Promotions located in the [REDACTED] We're doing research on-line and have already come across this scam and that company's name (I wish we had kept their card!) But, IDT is subcontracting this out, thus they are the end culprit!

Resolution Sought:

IDT should be held responsible for its actions and should cease and desist using such "marketing" actions of its services

Resolution Offered:

I called Con Edison and the rep told me that they have been getting "a spike" of these kinds of calls and he encouraged me to file a complaint with the PSC

Disputed Amount:

Disputed Amount Reason:

[REDACTED] Watertown

13601

<<05/16/13 - 11:05 - Adrienne Bletz - >>

Customer entered [REDACTED] as their account number from bill

Customer indicated service for Residential

Customer has NOT contacted NYSpsc before

Problem they are experiencing :

I am a current customer with national grid I was approached at my house by someone from IDT on their badge This person told me that NG owes me two checks in the amount of \$50 00 and I should have received them last week I told them no thank you not interested He then told me he wasn't here to get me to switch services or buy anything He then asked to see my

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Case #	City	Zip Code	Details
			she claims why would she sign again as she is on a fixed income and cannot afford to pay these charges Customer is seeking this contract be cancelled asap and not to apply any charges to her CE account also customer is also seeking that no charge of early term be applied either Customer advises she has already cancelled this and does not want them to start this again
			7 Advised customer we will send this case to the esco and ask them to investigate your concerns
█	Downsville	13755	<<03/22/13 - 10:07 - Maribel Rivera - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your utility company? 3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility) 4 Were you given a contract? When? Have you reviewed it? 5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6 What would you want us to do for you? 7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "
			1 Customer received a call from salesperson advising the state of NY has authorized the energy companies to provide two months of service 2 IDT Energy & NYSEG 3 Electric 4 N/A 5 N/A 6 Stop lies to con customers to switch companies
█	New York	10032	<<05/07/12 - 10:53 - Jose Diaz - >>CUSTOMER CONTACTED THE NEW YORK STATE PSC SPANISH SPEAKING HELPLINE CUSTOMER IS ALSO REGISTERED AS " EBDC " IN CON EDISON'S RECORDS " PSC INTERVIEW 1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your utility company? 3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility) 4 Were you given a contract? When? Have you reviewed it? 5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6 What would you want us to do for you? Customer being ELDERLY, BLIND AND DISABLED (EBDC) AND INCAPABLE OF SPEAKING ENGLISH NOR CAN SHE NEGOTIATE A CONTRACT WITH ANY ESCO SHOULD NOT HAVE HAD HER ACCOUNT SWITCHED NO MATTER WHO THE ESCO SALESMAN SPOKE TO Customer stated : " She lives alone and sometimes gets visitors that do things to help her but are not authorized to make any decisions for her CUSTOMER STATED : " SHE HAS ALWAYS BEEN A CON EDISON CUSTOMER AND HAS NEVER ENTERTAINED SWITCHING TO ANY OTHER COMPANY AND NEITHER DID SHE KNOW IT WAS POSSIBLE TO SWITCH " Customer stated: "Based on her recent experience, when she called IDT the person advised her IDT has a tape of someone switching her account making her think this ESCO company does not care if her rights were violated, the person she spoke to was uncaring and sounded like a machine reinforcing her idea that these ESCO companies only care about themselves giving her more reason to only use the actual Utility " IDT to please be advised , this customer did not solicit nor approved any

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Case #	City	Zip Code	Details
█	Brooklyn	11237	<p>change of service provider and will remain with CON ED only The PSC, as per customers wishes, have an ESCO BLOCK installed on her account Customer account should be reviewed for refund of charges above Con Ed rates</p> <p>If this case is upgraded, a full review of the TPV will be conducted and only the person on the account will be accepted as authorized customer that can switch the account, no other person on the TPV will be accepted unless the customer approved that individual</p> <p><<12/30/13 - 12:32 - Shakeyva Moran - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your utility company? 3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility) 4 Were you given a contract? When? Have you reviewed it? 5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6 What would you want us to do for you? 7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "</p> <p>1-7 Customer contacted PSC stating that her (husband is Acct holder) Con Ed bill showed charges from Esco (IDT Energy) and that she never signed an agreement for services from this company Customer stated that she did try the ESCO for a little while but then decided that she no longer wanted the company's services Customer said it was long ago and does not remember exactly when this took place Made customer aware that the ESCO charges were not just from recent bills but have been occurring for a period of time now Advised her to contact the ESCO to make sure that the services were in fact terminated Customer did contact Con Ed to have a block put to her acct Customer wants charges removed from bill and service terminated from ESCO and only have Con ED</p>
█	Binghamton	13905	<p><<05/07/12 - 14:29 - Nathan Perrin - >>Cust called about her case acknowledgement letter showing her complaint was against NYSEG when it should say IDT I apologized for our mistake and explained it has already been corrected</p> <p><<05/04/12 - 08:56 - Kirsten Ewing - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your utility company? 3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility) 4 Were you given a contract? When? Have you reviewed it? 5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6 What would you want us to do for you? 7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "</p> <p>1 -7 Customer got a call from ESCO rep James Rowland agent# 1009 reach him at 585 331 8617 ext 2005 He said he was calling about government plan to give utility customers a rebate Said hed guarantee savings of 8% on first two billings for customer He asked several questions and says forcefully he kept asking her for the billing account Pod id # Customer found this suspicious so she didn't give it She said she will call back and got his information She called NYSEG to question and was told about ESCO's and found out it was IDT Energy She feels misleading marketing and requests IDT to take her name off their list for solicitation</p>
█	Ossining	10562	<p><<08/05/13 - 08:51 - Michael Fagan - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your</p>

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Case #	City	Zip Code	Details
			stating they were with CE and that they wanted to see if she qualified for reduction using Family Energy program that CE was doing She states she had no idea that this person was not from CE He states that she signed up but her English is not very good and she did not understand what she was signing up for She states she is a senior citizen and that she was told that the person was just looking to see if she qualified for CE program She states that she doesn't even manage the bills, which she states she told Family Energy rep LI1189 She states that she does not want to have service with this company and it was wrong of them not to explain what was actually going on
			Family Energy, Inc. Total
			16 7

49210A Oasis Power LLC, d/b/a Oasis Energy

██████████	Jamaica	11436	<p><<01/31/12 - 12:04 - Ryan Richmond - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)?</p> <p>2 What is the name of the ESCO company? What is the name of your utility company?</p> <p>3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility)</p> <p>4 Were you given a contract? When? Have you reviewed it?</p> <p>5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you?</p> <p>6 What would you want us to do for you?</p> <p>7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "</p> <p>1 The customer states that he recently became aware that his bill had oasis energy on it He called Con Ed and was told it was an ESCO He called Oasis to cancel and the company told him he could not cancel because it was under a ██████████ name The customer called Con Ed and Con Ed got on the phone and verified that the Con Ed account had his name on it The company then cancelled the service</p> <p>2 Oasis Energy, Con Ed</p> <p>3 Electric only</p> <p>4 No</p> <p>5 The customer spoke with Oasis today and the person he spoke with was George The customer was told the account was not in his name and that he could not cancel the service The service was canceled after the Con Ed rep explained the account was in his name</p> <p>6 The customer wants to be refunded for the amount that he would have been charged if he was with Con Ed due to the fact that he never authorized the switch and the account was not in his name</p>
██████████	New York	10040	<p><<09/05/13 - 14:15 - Adrienne Bletz - >>Received below web, sent letter to consumer requesting additional information since CE account does not show any ESCO enrollment or charges Web denied then added to case</p> <p><<09/05/13 - 14:14 - Adrienne Bletz - >></p> <p>Customer entered ██████████ as their account number from bill Customer indicated service for Residential Customer has contacted NYSpsc before Previous Case Number ██████████</p> <p>Problem they are experiencing : My Con Edison bill is still reflecting charges that do not make any sense When Con Edison was contacted they are now saying I have charges from ESCO I have not enrolled nor asked to be enrolled in any other gas or electric company It is September 2013, and my bill is still stating charges that are for February</p> <p>Resolution Sought: I need to be credited the amount that has been charged I am a US Senior</p>

Case #	City	Zip Code	Details
██████████	New York	10032	<p>immediately and instructed them to cancel the switch. Customer states he then got a call from Liberty saying that MPower was trying to switch his services. Customer stated he told the rep she said they would take care of it. Customer states he then went down to the walk in office at CE to make sure the switch would not take place. Customer states he was informed that it was too late to stop it, as the switch was already in process.</p> <ol style="list-style-type: none">2. M Power / Con ed3. Customer states only electric was switched.4. Customer states he has not gotten any contract, just notification that services will switch in November, no specific date is given.5. Customer states when he called the company the rep merely told him the cancellation was "done" but gave no confirmation number.6. Customer wants the switch of his services to MPower completely cancelled and for his service to remain with Liberty. Customer wants no charges from MPower to appear on his bill. <p><<11/07/14 - 11:32 - Linda Fonville - >> Customer entered ██████████ their account number from bill. Customer indicated service for Residential Customer has NOT contacted NYSPSC before</p> <p>Problem they are experiencing : I have a ConEdison account. On 11/6/14 at about 6PM, two individuals knocked on my door and misrepresented themselves to me. They were going to each tenant in the building claiming to be sent by NY State, and I believe they specifically said that they were sent by the Public Service Commission. They discussed how they were sent by the state to prevent Con Edison from overcharging customers. I asked to record his ID, and he allowed me to take a picture of both his company ID and driver's license. His ID was from an ESCO, MPower Energy. The main person I spoke to is named Suliman McCullon. I do not know the name of his partner. He took down my Con Edison account number and other contact information, and then proceeded to attempt to have me sign an agreement switching to the MPower ESCO. At this point I became highly suspicious, and when I questioned again who sent him, he continued to say that the state had sent him. However, I suspected that he was misrepresenting himself, as he was an employee of an ESCO, and I refused to sign the form. I subsequently contacted ConEd to block any ESCOs from enrolling me without my express permission to ConEd. They also suggested that I file this complaint.</p> <p>Resolution Sought: Take action against MPower Energy for misrepresenting themselves and using deceptive marketing practices to trick customers into switching to them as their energy supplier.</p> <p>Resolution Offered: When I realized that they still had my account information, I left my apartment and found them on another floor. I asked for the paperwork back, but they claimed that they had "ripped up" the paperwork that had already been completed. However, since it contained my account number and other contact information, I worry that they may try to enroll me anyway.</p> <p>Disputed Amount: 0 Disputed Amount Reason: 0</p>
██████████	Brooklyn	11212	<p><<06/02/14 - 15:48 - Darren Gluskin - >>1. What is the problem you are experiencing? 2. What resolution(s) are you seeking? 1. Customer thought she was talking to CE the whole time Mpower was trying to get her under their contract. Over the whole course of the conversation, she believed it was Con Ed who was speaking with her. ██████████ does not want a contract with this company and demands they not be on her supply as she feels deceived by this company. 2. Customer wants a call to verify that this company is not her supplier.</p>

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Case #	City	Zip Code	Details
██████████	Flushing	11377	<p><<07/15/13 - 09:00 - Theresa Fernandez - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your utility company? 3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility) 4 Were you given a contract? When? Have you reviewed it? 5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6 What would you want us to do for you? 7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "</p> <p>1-6 Customer advised that he is the LL of a building where 2 MPower reps got in by claiming to be Con Edison reps They were soliciting the tenants and knocking on doors The tenants called him and he advised the tenants to tell them there is no soliciting in the building A tenant had to threaten to call the police for them trespassing before they would show ID The tenant then forced them to leave by again threatening to call the police LL called Con Edison who said they had nothing to do with them and then he called PSC LL does not want these people in his building He is appalled that they lie to get into the building and do not want to show ID He is requesting that his property NOT be solicited anymore and that any info on his tenants be removed from MPower files LL Advised he will be filing police report for trespassing Please review and comply 7 READ STATEMENT</p>
██████████	New York City	10032	<p><<01/25/13 - 13:10 - Lisa Rarick - >>2nd DELINQUENT NOTICE SENT <<12/28/12 - 11:20 - Lisa Rarick - >>1st DELINQUENT NOTICE SENT <<12/05/12 - 13:11 - Xenia Rivera - >> Utility Customer has complaint about MPower Electric Company 18772867693</p> <p>Customer entered ██████████ as their account number from bill Customer indicated service for Residential Customer has NOT contacted NYSPSC before</p> <p>Problem they are experiencing : MPower contacted me in August 2012 to install my utility services with them and I was unaware this company was different than ConEdison I answered some questions thinking I was talking with ConEdison They confused me and took advantage of my confusion Actually I called them to cancel their service because I am receiving two different bills of electricity and gas when I only want to receive one bill each month from ConEdison Since I put my cancellation to their service # 481-227-00 they are charging me \$33 42 and \$38 18=\$71 60 for terminating my illegal contract with them I am a senior of 90 years old and I can not afford to pay anything extra but my utilities bill</p> <p>Resolution Sought: I want MPower not to contact me again offering me any services I want them to remove the extra charges of \$71 60 for cancellation of their services because illegally they did it through the phone when I thought I was talking with ConEdison</p> <p>Resolution Offered: Nothing, they said I have to pay the charges of \$71 60 for terminating the contract of gas and electricity with them</p> <p>Disputed Amount: 71 60 Disputed Amount Reason: 71 60</p>
██████████	Bronx	10457	<p><<01/25/13 - 13:11 - Lisa Rarick - >>2nd DELINQUENT NOTICE SENT <<12/28/12 - 13:54 - Lisa Rarick - >>1st DELINQUENT NOTICE SENT</p>

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Case #	City	Zip Code	Details
█	Brooklyn	11233	<p>she never authorized this switch and that she already had trouble with Mpower switching her service Customer states that CE put a block on her account so that MPower can not switch her without her authorization</p> <p>2 Customer DOES NOT want MPower Energy as her supplier</p> <p><<03/27/13 - 08:06 - Jose Diaz - >> Utility Customer has complaint about Mpower</p> <p>Customer entered na as their account number from bill Customer indicated service for Residential Customer has NOT contacted NYSpsc before</p> <p>Problem they are experiencing : My 88 year old mother received a call from Mpower They asked if she had made a request to change her gas services FROM Mpower She indicated that she did not make any request to change her service from Mpower The issue is that she never made the request to change because her supplier is Just Energy Mpower then used her negative response as a positive justification to notify National Grid that my mother had requested a supplier change Because of MPower's method of framing the question they are using that technique as a way to getting unsuspecting people to change their supplier of record The Better Business Bureau has a very bad classification for them and I see why</p> <p>Resolution Sought: My only request is for Mpower to cease its deceptive practices and to stop preying on the elderly No changes to any service should be made that is not in writing and NEVER try to contact me or my mother ever or I will endeavor to pursue legal action against them</p> <p>Resolution Offered: NA</p> <p>Disputed Amount: 0 Disputed Amount Reason: 0</p>
█	Bronx	10470	<p><<01/30/13 - 13:03 - Tracey Brock - >>1 What is the problem you are experiencing? 2 What resolution(s) are you seeking?</p> <p>1 customer states he called 1/8 to cancel electricity and gas Customer states Mpower only canceled electric service Customer called again today and rep at mpower and they told customer that he didn't request his gas service canceled 2 Customer wants his gas supply canceled</p>
█	New York	10032	<p><<07/12/12 - 13:45 - Theresa Fernandez - >>NOTE: CUSTOMER SPEAKS SPANISH - PLEASE ACCOMMODATE</p> <p>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your utility company? 3 What service was switched; gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility) 4 Were you given a contract? When? Have you reviewed it? 5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6 What would you want us to do for you? 7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "</p> <p>1-6 Customer advised that he has been charged by Mpower even though he never signed up with them He called them and asked why they charged him and was told that they had his permission, they then played a recording</p>

Case #	City	Zip Code	Details
██████	New York	10040	<p>experiencing? 2. What resolution(s) are you seeking?</p> <p>1. Customer is calling to advise that she got her RGE bill and found that a esco company named Hiko energy started a service in her name without her knowledge. Customer is seeking that any charges that were applied to account be removed and credited back to her RGE account. Customer is also seeking that she not be charged a fee for early termination as she did not agree to this service.</p> <p>2. Customer is seeking esco cancellation asap.</p> <p><<05/02/14 - 09:59 - Lisa Rarick - >>2nd DELINQUENT NOTICE SENT <<04/24/14 - 14:53 - Lisa Rarick - >>1st DELINQUENT NOTICE SENT <<04/03/14 - 12:15 - Susan Baker - >>1. Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2. What is the name of the ESCO company? What is the name of your utility company? 3. What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility.) 4. Were you given a contract? When? Have you reviewed it? 5. When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6. What would you want us to do for you? 7. NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns."</p> <p>1-6 Customer is calling to advise that an esco signed her for a service without her knowledge and is seeking this esco cancel this service asap. Customer claims she has been trying to cancel this esco for the last 3 weeks and claims no csr returns her call. Customer claims she was not given a contract as she never authorized this esco to become her provider. Customer is seeking to not be charged a fee for early termination as she did not want this customer claims she speaks no english so she could not authorizr. Customer is also seeking these charges that were applied to her CE be removed and credited back to her CE account. Customer claims electric was switched without her knowledge.</p> <p>7. Advised customer we will forward this case to the esco and ask them to investigate your concerns.</p>
██████	Bronx	10458	<p><<03/17/14 - 09:53 - Eva Gnacik - >>1. Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2. What is the name of the ESCO company? What is the name of your utility company? 3. What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility.) 4. Were you given a contract? When? Have you reviewed it? 5. When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6. What would you want us to do for you? 7. NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns."</p> <p>1-2 & 5. Customer stated that she switched to Hiko from Con Ed after having a visit at her door from a young woman who promised they were going to help her save money on her bill. Customer stated that the Hiko rep- 4019 last name Zalenzuela - told her that she would never pay more on her bill with them than with CE. Customer stated that from the beginning (November 2013) she has not saved a dime, in fact her bills have been higher. Customer stated that she has been calling Hiko for two weeks, has left numerous messages and has gotten no call back. Customer stated that she gave them a chance to be lower and it did not happen. Customer is at the end of her rope.</p> <p>3. Hiko switched both G&E 4. Customer stated she was given a contract. Customer stated that she did</p>

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Case #	City	Zip Code	Details
█	Copake	12516	<p>1 Cust states all of the sudden she was billed on her NYSEG bill for about 4 months of services from HIKO She stated she never signed up for the service and the company told her that she had to pay for the services Cust is in danger of shutoff on 8/12</p> <p>2 HIKO, NYSEG</p> <p>3 Elec only, sees it on her bill</p> <p>4 Cust states that she did not receive a contract and in fact did speak with a rep and told them that she was not interested in the service at all</p> <p>5 Cust states she spoke with HIKO and they told her that she signed up but they did not provide her with written or verbal proof</p> <p>6 Cust wants proof that she authorized the switch to HIKO as she disputes that She wants her account re-rated to what NYSEG would have charged as she believes she has been overcharged for something that she did not agree to</p> <p>7 read to customer</p> <p><<11/08/13 - 14:26 - Susan Baker - >>Customer is calling back to thed psc to advise that he is still getting billed from this esco company Advised customer case was placed as a slamming issue and wadvised to esco not to charge customer as customer adcises he never authorized this service to begin Will upgrade case</p> <p><<11/08/13 - 13:08 - Lisa Rarick - >>1st DELINQUENT NOTICE SENT</p> <p><<09/09/13 - 15:14 - Tisha Thomas - >>Cust states that she was overcharged and would like to have Hiko charges removed and charged the utility company rates</p> <p><<09/09/13 - 15:11 - Tisha Thomas - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)?</p> <p>2 What is the name of the ESCO company? What is the name of your utility company?</p> <p>3 What service was switched; gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility)</p> <p>4 Were you given a contract? When? Have you reviewed it?</p> <p>5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you?</p> <p>6 What would you want us to do for you?</p> <p>7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "</p> <p>1 Esco Slamming</p> <p>2 Hiko / NG</p> <p>3 Electric/ Bill</p> <p>4 No</p> <p>5 Didnt talk to any one calls get transferred to voicemail</p> <p>6 Cancel HIKO</p>
█	New York	10032	<p><<11/08/13 - 15:21 - Adrienne Bletz - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)?</p> <p>2 What is the name of the ESCO company? What is the name of your utility company?</p> <p>3 What service was switched; gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility)</p> <p>4 Were you given a contract? When? Have you reviewed it?</p> <p>5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you?</p> <p>6 What would you want us to do for you?</p> <p>7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "</p> <p>1-6 Consumer states that she had contacted CE regarding billing concerns and found out she had Hiko for her electric service When she contacted Hiko they advised someone at her home authorized her switch She requested cancellation and was told ok but no confirmation number She states she never authorized switch and never received any information from Hiko showing terms or conditions Consumer is seeking to have account cancelled ASAP and have account</p>

Testimony of William D. Yates, CPA, Case #16-E-0060, Case #16-G-0061
Exhibit WDY-3c, Page 19

Case #	City	Zip Code	Details
██████	Brooklyn	11226	<p><<01/10/14 - 13:24 - Linda Fonville - >>1 What is the problem you are experiencing? 2 What resolution(s) are you seeking?</p> <p>1 Customer states that he signed up with Hiko Energy He states that he was told he have 3 days to cancel service He states that after reading through the contract he discovered he no longer wanted the service Customer states he been trying to get in touch with Hiko before the 3days time run out He states that he left several messages and tried to contact them since he received the service 2 Customer states that he would like someone from Hiko to give him a call so he can have the service terminated</p>
██████	Lockport	14094	<p><<04/12/12 - 15:43 - Ryan Richmond - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your utility company? 3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility) 4 Were you given a contract? When? Have you reviewed it? 5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6 What would you want us to do for you? 7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "</p> <p>1 The customer states that she signed up with the company HIKO in Dec 2011 The customer never got any charges from the company until April She then got an 800\$ bill The customer called and was told that it was her responsibility to call the company if she had wanted to cancel or was not getting bills The customer found out that the rate she was charged is twice as much as NYSEG rates The customer was told that she had 30 days to cancel however the customer never got a bill and therefore was never able to compare the prices The customer asked the company if she could pay the charges for the first thirty days and then get the rates for NYSEG for the remainder due to the company error and she was told no she needed to pay the bill The customer feels this was dishonest and wants the company to address why she was never sent a bill and why she is responsible when she was never given the opportunity to compare rates</p>
██████	Ellenville	12428	<p><<01/24/14 - 15:49 - Tisha Thomas - >>1 What is the problem you are experiencing? 2 What resolution(s) are you seeking? 1 Cust states that he is unable to reach anyone to discuss his bill 2 Cust seeking to speak to a supervisor at Hilo</p>
██████	New York	10032	<p><<01/10/14 - 13:52 - Lisa Rarick - >>2nd DELINQUENT NOTICE SENT <<12/27/13 - 10:51 - Lisa Rarick - >>1st DELINQUENT NOTICE SENT <<11/26/13 - 14:32 - Susan Baker - >>1 What is the problem you are experiencing? 2 What resolution(s) are you seeking?</p> <p>1 Customer is calling to the psc today to advise that a csr of Hiko energy came to his home and switched his service from CE to Hiko without his knowledge Customer advises he never gave this esco permission to switch his service Customer is seeking that this contract be cancelled asap and that no charges be applied to his CE account including a charge for early termination as he never agreed to switch the service Customer was notified by mail informing him of the switch</p> <p>2 Advised customer we will forward this case to the esco and ask them to investigate your concerns</p>

Testimony of William D. Yates, CPA, Case #16-E-0060, Case #16-G-0061
Exhibit WDY-3c, Page 20

Case #	City	Zip Code	Details
██████	New York	10040	<p>part of NG and then when finally got her to admit with Hiko says they advised her that by signing up with them they would remove taxes and surcharges from account since they have the arrangement with NG She does not feel that the company was honest about representing themselves</p> <p><<01/17/14 - 10:08 - Darren Gluskin - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your utility company? 3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility) 4 Were you given a contract? When? Have you reviewed it? 5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6 What would you want us to do for you? 7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns " 1 Customer was contacted at the door on 12/5/13 by HIKO energy They spoke with his wife and she said she didn't want to sign anything Customer then received several notifications from ConEd stating cust switched to HIKO energy Cust also received a welcome to HIKO energy which was sent out on 1/3/14 Cust spoke with a supervisor from HIKO who said she would provide him the details, but never called him back Cust asked HIKO to send him a copy of any documents he supposedly signed He received in the mail a forgery of his signature in handwriting, a made up phone number, and pissbily a con ed acct number On top of that the form was in Spanish 2 HIKO/ Con Edison 3 Electric and Gas Cust found out through a letter from Con Edison notifying him of switching to HIKO 4 Customer was given a forged document in the mail after he requested it from the Company 5 Cust spoke with a Supervisor and asked her for a copy of his contract that he knew he didn't sign The Supervisor said she would get cust details, but never called him back 6 Cust would like an explanation of a contract he claims was forged and why he was signed up for a service he never authorized He feels this is illegal</p>
██████	Valley Falls	12185	<p><<02/24/14 - 15:49 - Donald Meyer - >>1 What is the problem you are experiencing? 2 What resolution(s) are you seeking? 1 ████████ claims his bill has gone up to the point to which he can no longer afford it and wants to cancel but can not reach the company 2 Please contact the consumer and address his issues and concerns about cancelling the service due to the high rates</p>
██████	Alden	14004	<p><<02/26/14 - 10:01 - Susan Baker - >>1 What is the problem you are experiencing? 2 What resolution(s) are you seeking? 1 Customers friend is calling on his behalf as he does not speak any english friend advises customer got his latest bill from NYSEG in the mail and found that this esco Hiko Energy had started a service contract in his name without his knowledge as he does not speak English Customer has been trying to contact the utility to cancel this but cannot get esco to call him back Customer is also seeking to not be charged a fee of early termination as friend claims he never agreed to this service 2 Customer is seeking contract be cancelled asap</p>
██████	Webster	14580	<p><<03/13/12 - 09:46 - Kirsten Ewing - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your utility company?</p>

Case #	City	Zip Code	Details
			<p>Resolution Sought: We never authorized any change in ESCO from NGG to Gateway</p> <p>Resolution Offered: Unable to reach a live individual</p> <p>Disputed Amount: 3900 Disputed Amount Reason: 3900 <<03/19/14 - 12:20 - Tracey Brock - >>1. What is the problem you are experiencing? 2. What resolution(s) are you seeking?</p> <p>1. Customer states that GE started charging his mother and father in-law from Nov to Feb. Customer states that the bill went from \$300 to \$3000 per month. Customer states that his parents are incompetent to make the decision to switch because they are elderly. Customer states that he is authorized to speak on behalf of the account. Customer states that his parents never authorized this service to be switched and has not been able to speak to Gateway. Customer states that NG told him that there is nothing that they can do. 2. Customer wants GE removed from the bill and wants a refund on the over charges</p>
	Elmira	14903	<p><<03/27/14 - 09:17 - Michael Fagan - >>1. What is the problem you are experiencing? 2. What resolution(s) are you seeking?</p> <p>1. Customer signed up for Gateway Energy under the impression she would be with them for a year back in 2011. She stated she never re-signed after that year was up. Customer has been with them ever since without her knowing and now she's received 2 unusually high bills as a result. Customer cancelled with them back in February but is still receiving bills with Gateway. 2. Customer wants her service with Gateway cancelled back to when she originally requested and her bill to be adjusted.</p>
433978	Brooklyn	11235	<p><<05/14/14 - 09:02 - Joann Schraa - >> Customer entered 67-7130-1121-0101-6 as their account number from bill. Customer indicated service for Commercial Customer has NOT contacted NYSPSC before</p> <p>Problem they are experiencing : Our contract with Gateway Energy is about to expire by the end of this month. We received notification that our cost for purchasing electricity from this company will be higher by 50% Is there any limits on how much the company can increase the price for kWh of electricity from year to year? Our business already suffered tremendous loss during Superstorm Sandy. We just almost recovered from that disaster and now we are facing a gigantic bill from Utility which will hurt our business again. Please let us know if we have any options to mitigate the impact of this burden.</p> <p>Resolution Sought: Explanations as to how to mitigate the rise of energy cost for small business.</p> <p>Resolution Offered: None.</p> <p>Disputed Amount: Disputed Amount Reason:</p>
	Johnson City	13790	<p><<12/17/14 - 09:21 - Linda Fonville - >>1. What is the problem you are experiencing? 2. What resolution(s) are you seeking?</p>

Case #	City	Zip Code	Details
██████	Great Neck	11023	<<08/19/14 - 09:39 - Michael Fagan - >>1. What is the problem you are experiencing? 2. What resolution(s) are you seeking? 1. Customer states that he signed up with Constellation Energy under the assumption he would be saving money switching from National Grid. Customer received a large bill after signing up with ESCO. Customer contacted company but they could not give him a straight answer as to why his bill has gone up. Customer has already cancelled service with Constellation and switched back to National Grid. 2. Customer would like to be refunded whatever he was overcharged.
██████	Huntington Station	11746	<<11/20/14 - 16:04 - Shakeyva Moran - >>Customer called in to adv that she has not been contacted by the ESCO to address concerns. Adv customer that we allow 5-10 days for the ESCO to make contact but that the local utility has adv that a hold is placed on acct during this investigation. Customer understood and was adv that she was contacted by her local utility and would be waiting to hear from the ESCO but would call back if she did not. <<11/17/14 - 15:47 - Darren Gluskin - >>1. What is the problem you are experiencing? 2. What resolution(s) are you seeking? 1. Customer states in April there was an error in her billing which NG LI corrected and has told customer that they have contacted Constellation several times to notify them but Constellation is stating it is NG's problem. 2. Customer is seeking bill be corrected.
██████	Rochester	14609	<<07/08/14 - 10:50 - Theresa Fernandez - >>1. What is the problem you are experiencing? 2. What resolution(s) are you seeking? 1-2. Customer advised that he has been with Constellation for about 4 years with no problem. Suddenly in June he got a May bill with an adjustment of \$738.33 from Constellation. He called them and was told to fax the bill back to them and they would check it out for him. He called them back a week or so later and they said to refax it as they never got it. They finally said they got it and would check it out and call him back but they haven't called him and now he has a shut off notice. He wants the bill explained but is being ignored. Please review account and contact customer to resolve issue.

Constellation NewEnergy - Gas Division, LLC Total 5

██████ **BluCo Energy, LLC**

██████	Floral Park	11001	<<05/08/14 - 13:38 - Lisa Rarick - >>2nd DELINQUENT NOTICE SENT <<05/01/14 - 15:57 - Lisa Rarick - >>1st DELINQUENT NOTICE SENT <<04/08/14 - 10:23 - Michael Fagan - >>1. What is the problem you are experiencing? 2. What resolution(s) are you seeking? 1. Customer's daughter calling on her behalf as she is elderly with dementia. Customer's daughter states that BluCo Energy LLC has slammed her mother's account for the 2nd time. Daughter has already cancelled service after receiving an unusually high bill from National Grid. 2. Customer wants BluCo's marketing practices to be investigated and for them to stop contacting customer about switching.
██████	Fulton	13069	<<12/22/14 - 10:52 - Susan Baker - >>1. Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2. What is the name of the ESCO company? What is the name of your utility company? 3. What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility.) 4. Were you given a contract? When? Have you reviewed it? 5. When did you talk with the ESCO, who did you speak with and at what

Case #	City	Zip Code	Details
			<p>Ambit energy charged me 0.0761 per kwh in February. This month in March, they charged me 0.12323 per kwh. I tried to call them and the recording only tells me that because of the Polar Vortex, they are experiencing many calls. I have tried several times and have been put on hold for much too long a time. I went to the website and there is no way to contact them that I see unless you are a business. So, I did send them an email under the business heading but have not heard from them as yet.</p> <p>Resolution Sought: Lower rate!!!! NOCO and NYSEG are only charging 0.6 + per kwh. Ambit's rate of 0.12323 is outrageous!!</p> <p>Resolution Offered: Ambit could not be reached.</p> <p>Disputed Amount: 60.92 Disputed Amount Reason: Price per kwh is too high</p>
██████	Ballston Spa	12020	<p><<03/20/14 - 14:17 - Joann Schraa - >>1. What is the problem you are experiencing? 2. What resolution(s) are you seeking?</p> <p>1. Consumer adv that when he signed up for Ambit Energy his agreement stated that it was going to be 2% lower then the supply rate through NY State. Consumer adv that when he called Ambit they adv that due to the Polar Vortex that the supply rates increased and they had to double their rates in order to cover the cost of their supply. 2. Consumer adv that he is seeking some sort of reimb or try to have his rates lowered to work something out that is more affordable to him</p>
██████	Montour Falls	14865	<p><<12/31/14 - 11:02 - Darren Gluskin - >>1. Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2. What is the name of the ESCO company? What is the name of your utility company? 3. What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility.) 4. Were you given a contract? When? Have you reviewed it? 5. When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6. What would you want us to do for you? 7. NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns."</p> <p>1. Customer states he signed up with Ambit in 2010 with the promise of 1% savings over what he would have paid with NYSEG. Customer called company and they claim to have sent him a letter notifying him that he would no longer receive the 1% savings. Customer claims to never have received the letter. Customer also states his budget keeps going up with no explanation from company as to why. 2. Ambit/ NYSEG 3. Electric 4. Yes 5. ESCO claims to have sent out a notification claiming there would be no more 1% guaranteed savings. 6. Customer is seeking the 1% savings be retroactively credited to him as he feels his original contract should be honored.</p>
██████	Long Beach	11561	<p><<03/20/14 - 11:52 - Tracey Brock - >> Customer entered ████████ as their account number from bill. Customer indicated service for Residential Customer has NOT contacted NYSPSC before</p> <p>Problem they are experiencing : My bill went from \$144.96 to \$902.52 when my usage did NOT go up over 6 times. I have never gotten a bill like this EVER. I was told by National Grid</p>

Testimony of William D. Yates, CPA, Case #16-E-0060, Case #16-G-0061
Exhibit WDY-3c, Page 24

Case #	City	Zip Code	Details
			<p>Problem they are experiencing :</p> <p>I became a City Power and Gas Customer effective March 1, 2012 and terminated with them on March 30, 2012 after receiving my first bill and determining I was not getting any savings I called company and spoke with a representative I informed them the rate I was getting was uncompetitive plus I was paying more in sales taxes - 8.875% vs 4.5% when I was not using an ESCO I was informed that as a result of a coding error on their part the amount charged was inaccurate for a primary residence I was informed I would be receiving a credit of \$16.56 and the coding adjusted This credit was not reflected on my next statement I phoned the company at the number given 888-504-6618 and have been unsuccessful despite 4 attempts to speak with a representative to find out where my credit is and why they are continuing to bill me at a sales tax rate of 8.875%</p> <p>Resolution Sought:</p> <p>I want the company to issue the credits it owes me for charging me the incorrect sales tax rate plus rate</p> <p>Resolution Offered:</p> <p>I have left 4 messages on they answering system and none have been returned They should not be able to offer a service unless they have adequate resources to man their phones and respond to customers</p> <p>Disputed Amount: 25.00 Disputed Amount Reason: 16.56 based on my initial call on 3/30/12 + 10 est</p>
	Bronx	10467	<p><<06/05/12 - 11:34 - Xenia Rivera - >>1 What is the problem you are experiencing? 2 What resolution(s) are you seeking?</p> <p>1 Customer is an 84 year old woman who did not request City Power Service Customer's daughter in law has tried to call City Power and has not been able to reach a customer Service representative to change the service back to Con Edison</p> <p>2 Customer want nothing to do with City Power and wants service to be with Con Edison</p>
	Lake Grove	11755	<p><<06/21/13 - 15:42 - Donald Meyer - >>1 What is the problem you are experiencing? 2 What resolution(s) are you seeking? 1 [REDACTED] had his service with Family Energy and in Oct 2012 he advised NG he wanted to switch back to them and NG told him it would take a billing cycle to happen He received a bill shortly after for \$195 and when he called NG to question it he was advised that his supplier was City Power He did not authorize this change and wants credit he was billed at a higher price than NG between Nov 1 - Dec 31 2012 2 Please contact the consumer and address his issues and concerns about being possibly slammed and if he was receiving a credit for this unauthorized service</p>
	Bronx	10458	<p><<03/18/13 - 15:45 - Ryan Richmond - >>Utility Customer has complaint about City Power and Gas LLC One Commerce plaza 90 Washington Ave Albany New York 12210 Tel: 1-877-518-9339</p> <p>Customer entered [REDACTED] as their account number from bill Customer indicated service for Residential Customer has contacted NYSPSC before Previous Case Number: dont remember</p> <p>Problem they are experiencing :</p> <p>I have an agreement with Con Ed with past due amounts Since December, 2012 I have been experiencing an inflated bill by City Power and Gas I called them in Dec , 2012 and received a credit check of \$200.00 plus</p>

Testimony of William D. Yates, CPA, Case #16-E-0060, Case #16-G-0061
 Exhibit WDY-3c, Page 25

Case #	City	Zip Code	Details
██████	Jamaica	11416	<p><<08/22/12 - 14:45 - Xenia Rivera - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your utility company? 3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility) 4 Were you given a contract? When? Have you reviewed it? 5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6 What would you want us to do for you? 7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns " ***** customer only speaks Spanish***** 1 Customer never requested service with this esco and thinks the charges are to high 2 Independence energy 3 customers electric service was changed 4 Customer never spoke to the company until she called to question after con Edison informed her 5 Customer requested for them to cancel this contract with them and was informed that it would be done 6 Customer wants service returned to Con Edison and for her charges to be reflected as a Con Edison customer</p>
			INDEPENDENCE ENERGY GROUP, LLC Total 3

6216SO South Bay Energy Corp.

██████	Brentwood	11717	<p><<04/26/12 - 11:31 - Lisa Rarick - >>3rd DELINQUENT NOTICE SENT <<04/19/12 - 14:18 - Lisa Rarick - >>2nd DELINQUENT NOTICE SENT <<04/05/12 - 10:10 - Lisa Rarick - >>1st DELINQUENT NOTICE SENT <<03/16/12 - 14:17 - Theresa Fernandez - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your utility company? 3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility) 4 Were you given a contract? When? Have you reviewed it? 5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6 What would you want us to do for you? 7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns " 1-6 Customer advised that he got a call about a week ago from SOUTH BAY ENERGY He listened and said he didn't want to change companies but they could send him info Now he has recieved notification that SOUTH BAY ENERGY is going to be his new service provider Customer advises he never gave permission to be switched, he has called National Grid and advised them he wants to remain with his esco Hi Rise Energy National Grid gave him our number Customer requests that SOUTH BAY ENERGY release him and to take his name off of their listings He also requests that any and all charges by SOUTH BAY ENERGY be removed from his account Please call customer to resolve this problem ASAP 7 Read Statement</p>
345824	Bohemia	11716	<p><<11/20/13 - 13:10 - Susan Baker - >> Customer entered 904-50-1600-2 as their account number from bill Customer indicated service for Commercial Customer has NOT contacted NYSPSC before</p>

Testimony of William D. Yates, CPA, Case #16-E-0060, Case #16-G-0061
Exhibit WDY-3c, Page 26

Case #	City	Zip Code	Details
			<p>3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility)</p> <p>4 Were you given a contract? When? Have you reviewed it?</p> <p>5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you?</p> <p>6 What would you want us to do for you?</p> <p>7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "</p> <p>1 Customer's service was slammed by an ESCO</p> <p>2 South Bay Energy Con Edison</p> <p>3 Electric Customer received a welcome letter in the mail written in Chinese Customer doesn't even speak Chinese</p> <p>4 Customer was never given a contract</p> <p>5 Customer attempted to call them but the number given on the letter is a bogus number</p> <p>6 Customer would like the service cancelled without owing or paying any penalty fees</p>
	East Northport	11731	<p><<11/08/12 - 14:53 - Lisa Rarick - >>1st DELINQUENT NOTICE SENT <<10/19/12 - 16:04 - Theresa Fernandez - >>Attached Customer Correspondence Below</p> <p>See customer correspondence for Complaint/Inquiry information This case should be handled in accordance with our Quick Resolution System as indicated above The customer correspondence should be attached to this form If the correspondence is missing you should contact the PSC Office listed on this form</p> <p><<10/19/12 - 11:06 - Michele Winkelsas - >>Cust called to conform that fax received, i confirmed it was</p> <p><<10/19/12 - 09:49 - Shawnika Tanner - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)?</p> <p>2 What is the name of the ESCO company? What is the name of your utility company?</p> <p>3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility)</p> <p>4 Were you given a contract? When? Have you reviewed it?</p> <p>5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you?</p> <p>6 What would you want us to do for you?</p> <p>7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "</p> <p>Cust called PSC today to advise that South Bay Energy Corp switched her account without any authorization as of 10/1/12 PSC has verified this information with NG Also NG advised PSC that a cancellation was put in and as of 11/1/12, cust will no longer be with South Bay Energy Corp What authorization did South Bay Energy Corp obtain to switch this account If there is none, then the billing from South Bay Energy Corp appears to be unauthorized Cust does not want to be billed by this co, therefore there should be no bill presented to this cust from South Bay Energy Corp, if there was no legal consent for the gas supply service Please send PSC a detailed response for the record and resolve this complaint</p>
	East Northport	11731	<p><<05/10/13 - 18:18 - Theresa Fernandez - >>Please review letter and contact customer to resolve issue</p> <p>See customer letter for Complaint/Inquiry information You are required to respond to all issues addressed in this letter The customer letter should be attached to this form If the letter is missing you should immediately call the PSC Office listed on this form</p>

Testimony of William D. Yates, CPA, Case #16-E-0060, Case #16-G-0061
Exhibit WDY-3c, Page 27

Case #	City	Zip Code	Details
			<p>3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility)</p> <p>4 Were you given a contract? When? Have you reviewed it?</p> <p>5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you?</p> <p>6 What would you want us to do for you?</p> <p>7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "</p> <p>1 Customer's service was slammed by an ESCO</p> <p>2 South Bay Energy Con Edison</p> <p>3 Electric Customer received a welcome letter in the mail written in Chinese Customer doesn't even speak Chinese</p> <p>4 Customer was never given a contract</p> <p>5 Customer attempted to call them but the number given on the letter is a bogus number</p> <p>6 Customer would like the service cancelled without owing or paying any penalty fees</p>
	East Northport	11731	<p><<11/08/12 - 14:53 - Lisa Rarick - >>1st DELINQUENT NOTICE SENT <<10/19/12 - 16:04 - Theresa Fernandez - >>Attached Customer Correspondence Below</p> <p>See customer correspondence for Complaint/Inquiry information This case should be handled in accordance with our Quick Resolution System as indicated above The customer correspondence should be attached to this form If the correspondence is missing you should contact the PSC Office listed on this form</p> <p><<10/19/12 - 11:06 - Michele Winkelsas - >>Cust called to conform that fax received, i confirmed it was</p> <p><<10/19/12 - 09:49 - Shawnika Tanner - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)?</p> <p>2 What is the name of the ESCO company? What is the name of your utility company?</p> <p>3 What service was switched: gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility)</p> <p>4 Were you given a contract? When? Have you reviewed it?</p> <p>5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you?</p> <p>6 What would you want us to do for you?</p> <p>7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns "</p> <p>Cust called PSC today to advise that South Bay Energy Corp switched her account without any authorization as of 10/1/12 PSC has verified this information with NG Also NG advised PSC that a cancellation was put in and as of 11/1/12, cust will no longer be with South Bay Energy Corp What authorization did South Bay Energy Corp obtain to switch this account If there is none, then the billing from South Bay Energy Corp appears to be unauthorized Cust does not want to be billed by this co, therefore there should be no bill presented to this cust from South Bay Energy Corp, if there was no legal consent for the gas supply service Please send PSC a detailed response for the record and resolve this complaint</p>
	East Northport	11731	<p><<05/10/13 - 18:18 - Theresa Fernandez - >>Please review letter and contact customer to resolve issue</p> <p>See customer letter for Complaint/Inquiry information You are required to respond to all issues addressed in this letter The customer letter should be attached to this form If the letter is missing you should immediately call the PSC Office listed on this form</p>

Testimony of William D. Yates, CPA, Case #16-E-0060, Case #16-G-0061
Exhibit WDY-3c, Page 28

Case #	City	Zip Code	Details
			2 What resolution(s) are you seeking? 1 Customer claims ESCO is now billing her at a variable rate and cancelled her fixed rate agreement without notice because her bill is so high She wants the company to reinstate the contract at the fixed rate to reflect she was always on a fixed rate and not a variable rate 2 Customer is requesting a call to discuss how to resolve this issue and to re-rate her most recent bill to reflect a fix rate
██████████	Huntington Station	11746	<<03/18/13 - 12:19 - Susan Baker - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your utility company? 3 What service was switched; gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility) 4 Were you given a contract? When? Have you reviewed it? 5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6 What would you want us to do for you? 7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns " 1-6 Customer is calling to advise that an esco named Gateway Energy started an account in his name without his knowledge Customer states the name of his T&D provider is National Grid LI Customer advises Gateway switched his electric service without his knowledge and now customer is being billed by this esco for over \$800 00 Customer was not given a contract nor did he review this material as he advises he never requested this service to be started in his name Customer tried to contact Gateway Energy to cancel this service and stated he could not get them on the phone Customer is seeking this contract be cancelled asap and that all charges that were applied to his NG account be removed asap as he did not request this service to start he feels he has been frauded and advises he never gave permission to this utility to start this service in his name or his wife's ██████████ name Customer is also seeking that he not be charged a fee for early termination as he did not seek this service to begin 7 Advised customer we will send this case to the esco and ask them to investigate your concerns
██████████	Savona	14879	<<08/22/13 - 13:59 - Maribel Rivera - >>Customer is asking about this case Explain to csr it was never upgraded to complaint status and after a thorough discussion, he felt it was okay to pay the amount outstanding and leave this alone <<04/01/13 - 13:14 - Ryan Richmond - >>1 Why are you contacting this office (include dates, \$ amount, unmet promises, etc)? 2 What is the name of the ESCO company? What is the name of your utility company? 3 What service was switched; gas, electric or both? When? How did you know you were switched? (bill, letter from esco/utility) 4 Were you given a contract? When? Have you reviewed it? 5 When did you talk with the ESCO, who did you speak with and at what telephone #? What did they tell you? 6 What would you want us to do for you? 7 NOW, READ THIS STATEMENT TO THE CUSTOMER: "We will send the case to the company and ask them to investigate your concerns " 1 The customer says his most recent bill showed that he was switched from energetix to Gateway energy as his supplier He never authorized this switch 2 Gateway, Corning natural gas 3 Gas 4 No 5 The customer spoke with Gateway the week of March 17th The company offered to lower the rate but he never authorized the switch He is