

**PENNSYLVANIA PUBLIC UTILITY COMMISSION**  
**Harrisburg, Pennsylvania 17105-3265**

**Interim Guidelines on Marketing and  
Sales Practices for Electric Generation  
Suppliers and Natural Gas Suppliers**

**Public Meeting – November 4, 2010**  
**2185981-DIR**  
**Docket No. M-2010-2185981**

**DISSENTING STATEMENT OF VICE CHAIRMAN TYRONE J. CHRISTY**

Although the Interim Guidelines that the Commission is promulgating today are a positive step toward curbing some of the abuses that inevitably will occur in the marketing of electricity and natural gas to residential customers door-to-door, the Interim Guidelines are based on the premise that door-to-door marketing is a valid marketing strategy. I disagree with this premise, and therefore am voting against the adoption of these Interim Guidelines. If the Commission were required to allow electric generation suppliers (EGSs) and natural gas suppliers (NGSs) to conduct door-to-door marketing, these Interim Guidelines would be essential. However, the Commission is not so required, and the initial question should have been whether the Commission should allow the practice. Unfortunately, the Commission did not give this question serious consideration. Instead, the Commission started with the assumption that door-to-door sales are valid, and then promulgated these Interim Guidelines in an effort to curb the abuses that everyone knows will occur. I believe that the question as to whether EGSs and NGSs should be allowed to sell electricity and natural gas supply contracts to residential customers through door-to-door sales should have been the first question to be addressed, and that the question should have been answered in the negative, thus rendering these Interim Guidelines unnecessary.

It is telling that all of the entities that represent the interests of residential consumers that filed comments in this proceeding either opposed door-to-door marketing, or expressed serious concerns about the practice. The Commission's Consumer Advisory Council (CAC) stated as follows:

The Consumer Advisory Council strongly urges the Pennsylvania Public Utility Commission to conclude that door-to-door sales of electric generation and natural gas utility service constitute "unsafe, inadequate and unreasonable service." As discussed in more detail below, door-to-door sales are fraught with danger for many consumers. Moreover, unlike the PUC and OCA web sites, door-to-door sales are designed to provide consumers with inadequate information to make an informed purchase decision. These important safety and information issues alone make door-to-door sales of electric generation and natural gas utility service unreasonable. Consequently, the Commission should conclude that door-to-door sale of such utility service should be prohibited.

\* \* \*

[T]he process of door-to-door sales contravenes the important consumer education efforts engaged in by the PUC and the OCA. . . [S]uch sales . . . will

not provide consumers the same level of detail made available by these agencies, and will limit a consumer's opportunity for reflection and consideration of the information they receive at their door and should be prohibited. Unlike some other goods and services sold door-to-door, the CAC submits that electric and natural gas service are so essential and fundamental to the life of residential consumers and families that the selection process for electric and natural gas service must be an "informed and comparative purchase decision."

\* \* \*

The CAC submits that the sale of electric generation and natural gas utility service door-to-door requires greater regulation than any other sales methods because of the "physical invasion" of consumer privacy which results from door-to-door sales. The physical invasion of privacy creates an increased risk of physical harm to consumers and a greater likelihood that elderly, infirm and uneducated consumers may become victims. . . In the experience of the CAC, door-to-door sales often target the elderly. . . The CAC is extremely concerned that the elderly, infirm and uneducated consumers may be victimized by door-to-door sales through the use of unfair and deceptive trade practices. We encourage this Commission to adopt the one position which avoids this possibility and prohibit door-to-door sales of electric supply and natural gas utility service.

CAC Comments at 2-5. The Pennsylvania Utility Law Project (PULP) stated as follows:

PULP respectfully submits that the Commission should proceed cautiously to ensure that the development of competitive markets does not come at the expense of other important consumer concerns, such as the safety of vulnerable customer populations and the protection of privacy. . . The proposed use of door-to-door marketing . . . places vulnerable consumer populations at too great a risk and improperly violates consumer privacy. Door-to-door marketing should be prohibited by the Interim Guidelines.

\* \* \*

Door-to-door marketing places vulnerable customers at heightened risk of unfair and deceptive trade practices. The complaints of unfair and deceptive trade practices cited most often regarding door-to-door sales are of five kinds: (1) Deception by salesmen in getting inside the door; (2) high-pressure sales tactics; (3) misrepresentation as to the quality, price or characteristics of the product; (4) high prices for low-quality merchandise; and (5) the nuisance created by the visit to the home by the uninvited salesmen. Vulnerable customers are particularly susceptible to these kinds of tactics and are often targeted for door-to-door sales. . . . Elderly customers, particularly those with deteriorating mental capacities associated with dementia or Alzheimer's disease, may be ill-equipped to or uncomfortable fending off unwanted attention from persistent sales people.

\* \* \*

[L]ow-income, elderly, disabled, non-English speaking communities are particularly susceptible to unfair and deceptive trade practices that often take place in door-to-door sales. They are "easy marks" who are targeted. . . [T]he

danger to vulnerable populations is real. It is a real danger that the Commission can address by prohibiting the use of door-to-door sales.

Door-to-door marketing runs counter to the intent of the Choice Acts. Another problem with door-to-door sales is that it does not support customers in making an informed choice. This is a serious deficiency since the Choice Acts, as one might suspect from their names, are built upon the assumptions that customers will make choices, *informed choices*. The General Assembly explicitly included in each law a requirement that information be provided to customers to support an informed decision making process. As such, consumers will need to do homework as part of the process of choosing an alternative supplier. This homework includes researching a range of options and companies to have sufficient data on which to base a reasoned decision.

\* \* \*

Door-to-door sales methods are diametrically opposed to the kind of informed decision making contemplated by the Choice Acts and the General Assembly. Door-to-door sales are high-pressure, one-sided presentations . . . Given that door-to-door sales do not lead a consumer to make an informed choice, they run counter to the intent of the Choice Acts and should not be permitted.

\* \* \*

The prohibition of door-to-door marketing would not unduly burden alternative suppliers or undermine the creation of a competitive marketplace. We live in a world that is awash with wireless connection and multiple channels of communication – radio, television, print media, the Internet, e-mail, etc. Millions of business use these channels to market their products successfully. It seems difficult to understand why electric generation and natural gas suppliers can not do the same. . . It seems particularly questionable when it will come at the expense of consumer safety and privacy. Door-to-door-sales are not needed since there are ample other resources consumers can use to learn about alternative suppliers.

PULP Comments at 2-7. In its Reply Comments, PULP submitted information about a deceptive and high-pressure sales call on the Pennsylvania Legal Aid Network (PLAN), which is located in the same building in Harrisburg as PULP, on or about August 17, 2010. During this sales call, three men indicated that they were associated with PPL and stated that PLAN had forgotten to respond to something about choosing an electric supplier. The men informed PLAN that the “deal” for switching providers was good only to the end of the day, and presented a multiple-page contract in small print, with no obvious rate listed. They indicated that, if PLAN signed the contract, it would have three days to cancel; however, there would be a cancellation fee that they refused to specify. The men did not provide their names or any identification or contact information. PULP states that “[i]t is clear that no matter what good intentions are expressed by market participants, there are entities involved that will victimize customers. The Commission should ensure that residential and other customers are clearly protected in this era of competition, and the only way to do that, to really protect customers, is to prohibit the practice of door-to-door sales for electric generation and natural gas alternative suppliers.” PULP Reply Comments at 3.

The Office of Consumer Advocate (OCA), AARP, and Dominion Retail submitted joint comments supporting the adoption of the Interim Guidelines, and noting that it shares the Commission's concerns about door-to-door marketing. OCA/AARP/Dominion stated as follows:

Shopping for energy supply requires thoughtful consideration of a wide range of information, including information about prices, individual customer usage patterns, other available offers, default service prices, potential termination fees, and the length of contracts in the face of price volatility. A door-to-door sales contact, where the customer may not have ready access to the necessary information for making an informed choice, and may feel pressured to make a quick decision in light of a sales agent standing in their door or home, could result in customers making less than optimal choices about their energy supply. This concern is heightened even further when door-to-door sales techniques are used with senior citizens or vulnerable customer populations. Making an informed choice is critical for these customers as the potential for getting locked into a contract that becomes unaffordable is not merely an annoyance, but a matter of their own health and safety if they are unable to pay their energy bill and face termination of service.

\* \* \*

The OCA/AARP/Dominion Retail would also note that the Commission's concerns about customer confusion and potential for fraud or abuse in the door-to-door sales contact have been borne out in other states where this sales technique has been used. In Illinois, AARP joined with the Illinois Citizens Utility Board (CUB) in filing a complaint against a marketer related to door-to-door sales practices. The Illinois Commerce Commission and CUB had received approximately 5,630 complaints alleging various forms of misrepresentation by the sales agents for the marketer, including allegations that the sales agents were switching customers without authorization, were representing that they were from the utility, were providing misleading or incomplete information, and were taking advantage of non-English speaking or elderly customers who did not understand the transaction. The OCA/AARP/Dominion Retail submit that while there is always a potential for fraud, fraud and sales abuses can be particularly prevalent in hard-sell door-to-door solicitations as has been seen in other states.

OCA/AARP/Dominion Energy Comments at 1-2.

I agree with the concerns expressed by the CAC, PULP and OCA/AARP/Dominion Retail, and I further agree with the CAC and PULP that the Commission should not allow EGSs and NGSs to market energy supply to residential customers using door-to-door sales. In addition to the concerns about unscrupulous sales agents expressed by the CAC, PULP and the OCA/AARP/Dominion Retail, I also am concerned that door-to-door sales will lead to instances where customers are physically assaulted and/or subjected to property crimes by sales agents who have not been properly screened. The Commission already has licensed over 150 EGSs, and the number is growing steadily every month. Given the large and growing number of licensed EGSs and NGSs, and the fact that the Commission's jurisdiction over EGSs and NGSs

is very limited, it is inevitable that some bad actors will be employed as sales agents, the Interim Guidelines notwithstanding. In short, allowing door-to-door marketing at best needlessly exposes customers to the risks of signing bad deals under pressure, without sufficient information to make an informed choice, after being misled by false information and misleading sales tactics. At worst, allowing door-to-door marketing needlessly exposes customers to physical assaults and property crimes by sales agents who have not been properly screened.

These concerns are not the product of mere speculation. PULP cites an instance of a misleading and deceptive sales call on PLAN the day after PULP filed comments in this proceeding. OCA/AARP/Dominion cite to a case in Illinois involving over 5,600 instances of misrepresentation by one marketer. Attached to my Dissenting Statement is a memo prepared at my request by PPL, which provides a representative sample of calls received by PPL over the last several months in response to door-to-door marketing by EGSs in PPL's service territory.<sup>1</sup> The most common complaint involves EGS sales agents telling customers that they represent PPL. The most alarming complaint involves a complaint about a sales agent exposing himself in the customer's home after asking to use the bathroom. Finally, attached to my Dissenting Statement is a recent news report of a physical assault on a female customer by an electricity marketer in Connecticut.

Despite the good intentions of the Commission evidenced by the issuance of these Interim Guidelines, common sense tells me that door-to-door marketing is going to lead to bad results and that many customers will be harmed in one way or another. Ultimately, the reputation of responsible EGSs that do not engage in door-to-door marketing will be harmed, as will the public perception of the benefits of retail competition. Given that electricity and natural gas supply can be marketed effectively through a myriad of other ways, I believe that the public interest clearly requires that the Commission not permit EGSs and NGSs to engage in door-to-door sales to residential customers.

11-4-10  
DATE

Tyrone J. Christy  
TYRONE J. CHRISTY, VICE CHAIRMAN

<sup>1</sup> I have redacted customer names, addresses and account numbers, as well as the names of the EGSs involved, from the information provided by PPL.

PPL Electric Utilities Corporation  
Customer Complaints Regarding EGS Marketing Activity

PPL Electric Utilities Corporation ("PPL Electric") has received customer complaints over the past several months regarding increased Electric Generation Supplier ("EGS" or "Supplier") marketing activity and EGS supplier door-to-door solicitations. Some customer contact complaints seem to be minor infractions whereby the customer does not understand what the Supplier is trying to tell them or if the Supplier is a legitimate EGS. The customers tend to call PPL Electric's customer contact center asking questions about shopping, EGSs in general or for confirmation that a Supplier is legitimate. When PPL Electric has knowledge of a Supplier's sales force in an area, the customer contact representatives ("CSRs") are able to confirm with the customer that PPL Electric is aware of marketing activities of a specific Supplier giving the customer some comfort that the supplier probably is legitimate. However, PPL Electric is not always aware of such activities and can not always provide the customer with confirmation.

Other complaints that seem to be of a more serious nature involve situations where the Supplier's sales representatives are forcing their way into homes, misrepresenting their identities and confusing and frightening the elderly, and strong-arming customers into signing up for service from the Supplier. In one extreme case, a EGS' representative asked to use the bathroom and exposed himself to the customer.

A new issue arose recently regarding calls from customers seeking their account numbers and other account information. PPL Electric has received calls from customers that actually originated from a Supplier's telephone number and the Supplier's representative was on the line listening in while the customer asked the questions. It is apparent that the customer has been prepped by the Supplier to ask for confidential information from the CSR to verify that the party is in fact the authorized customer assigned to the account. PPL Electric believes that this is not an ethical practice because the Supplier is on the line while the CSR is asking the customer to respond with confidential information that would identify the caller as the account owner.

Included below is a matrix with a list of documented customer contacts that PPL Electric has been collecting for the past few months. This is not an all inclusive list, but rather a representative sample of the calls that PPL Electric's customer contact center has been receiving. The documentation is sometimes cryptic because the CSR must type quickly to capture the essence of the conversation with the customer. In most cases, PPL Electric has received multiple calls from different customers regarding the same issue, sometimes regarding the same or a different Supplier. PPL Electric did not alter the language in this matrix section to keep the original intent and essence as clear as possible.

PPL Electric has established an internal coordinated method to address serious issues identified by its customers. If a serious issue is identified and brought to the attention of a CSR, the customer contact center manager or supervisor will contact Bruce Bolbat, PPL Electric's Ombudsman in the Supplier Coordination Group with the relevant information. Mr. Bolbat will summarize the information, include PPL Electric's concerns regarding the issue, and send an email to the identified Supplier,

addressed to the appropriate executive level for consideration of appropriate action. Typically, most EGSs are quick to respond, investigate and correct issues, and, in many cases, they will contact the customer who registered the complaint (PPL Electric will contact the customer at the Supplier's request to determine whether the customer would be willing to speak to the Supplier's representative about the complaint.) To date, each issue sent to a Supplier for resolution has been resolved positively. That is, from information that PPL Electric has received from the Suppliers, they have done something to correct or rectify the specific issue. In some cases, PPL Electric has been informed that they have changed their employee training or dismissed individual employees who acted on their own and contrary to the EGS' marketing standards. However, even though PPL Electric has been assured by some EGSs that they have corrected employees' marketing/sales activities, PPL Electric continues to receive calls on repeat offenses from time-to-time.

PPL Electric has established consistent call handling procedures through its customer contact center to handle all types of calls received by customers regarding Supplier solicitations and third party on-the-line calls. Below are two excerpts from those customer contact center call handling procedures:

1. Call Handling for Door-to-Door Sales by Supplier
2. Call Handling for When 3rd Party is Also on the Line.

## **Call Handling for Door-to-Door Sales by Suppliers**

If you receive a call from a customer about door-to-door sales by suppliers or who feels a supplier acted inappropriately or misrepresented his/her company:

- Inform the customer that PPL Electric supports shopping and electric choice; however, we do not go door to door regarding a customer's bill or promoting one supplier over another.
- Advise the customer that we will inform the proper agencies and forward the information to your supervisor.
  - If the caller states that the person was wearing PPL Electric logo, please provide as much information as you can about the person working for the supplier when forwarding the information to the supervisor.
  - If the customer wants to take additional action, suggest they contact the Better Business Bureau.
  - If the customer feels threatened or unsafe, suggest they contact the local authorities.

**Note: See information below for contact information for the Better Business Bureau:**

### **Council of Better Business Bureaus**

4200 Wilson Blvd, Suite 800

Arlington, VA 22203-1838

**Phone:** 1(703) 276-0100

**Fax:** 1(703) 525-8277

**Website:** <http://www.bbb.org/is/> -- Click on "For Consumers" and then "Complaints"

## **Call Handling for When 3rd Party is Also on the Line**

We have been receiving calls where the customer is requesting information with a 3rd party knowingly on the line.

- A common 3rd party on the line with the customer is a supplier needing the customer's account number; however, this applies to any situation when there is a 3rd party on the line.

When the customer has a 3rd party on the line:

- Provide the information the customer is requesting with the 3rd party on line.
- If you see that the account is in active collections while providing the requested information, explain to the customer that you have important information that we need to discuss and suggest the third party disconnect from the line.
  - If the customer is unable to stay on the line because he or she has not completed the transaction with the 3rd party:
    - Advise the customer to call back as soon as possible, and document accordingly.
    - Place a 15-day Grace Extension suspend charge on the account.
    - If there is a Cut Non-Payment service order already issued, void the service order.

Additionally, on August 2, 2010, 24 CSRs at the Scranton Service Center had the opportunity to meet with two representatives from the Public Utility Commission:

- Dan Mumford - Bureau of Consumer Services
- Matt Hrivnak - Supervisor, PUC Call Center

This meeting was a result of the EGS marketing tactic concerns expressed over the past several months.

During the meeting, CSRs were able to elaborate on the experiences that customers shared regarding the billing and marketing techniques of various suppliers, including:

1. Supplier representatives who present themselves as PPL Electric employees.
2. Aggressive tactics used by suppliers; especially during door-to-door and phone solicitations.
3. Tactics that appear to be targeting the elderly.
4. Understanding the bill, particularly the budget amount.

As a result of this meeting, the PUC representatives were able to gain a better understanding of the many choice-related issues facing PPL Electric's customers.



Supplier Name	Account number	Issue	Date
?	[REDACTED]	<p>Kaylin [REDACTED] called to question if we sent a PPL rep to her house at [REDACTED] Scranton PA [REDACTED] about her bill. The man had a clipboard with a PPL bill on it, and a PPL jacket. He stated that he was from PPL. She did not see a badge. He was Hispanic about 5'6" or 5'7" tall. I explained that we did not send someone out and she can always ask to see a badge from us. Also informed her that she can call the police if she is concerned</p>	
?	[REDACTED]	<p>John [REDACTED] called &amp; reports someone portraying he is from ppl &amp; was requesting \$ (about cust choice).....cust quickly told him to leave.</p>	
?	[REDACTED] Scranton	<p>Person wearing PPL logo going door to door in this area asking to see their bills and saying they can save them money. A neighbor went too far and actually gave the person their personal information, customer said it is a male with a shirt with PPL on it, carries a clip board.</p>	
?	[REDACTED]	<p>Customer Dorothy [REDACTED] stated that a black man in his 20's thin, 5'10" had a picture badge from PPL and stated he could give the customer a better price.</p>	
?	[REDACTED]	<p>Kimberly said last night around 6:30 someone came to her door. Her mother was the only one home. They said they were PPL employees and that she should have received a letter stating they would be around. Her mother said they did not have ID and they were wearing a black uniform with red on the shoulder. Kimberly said her mother said they knew their name. She said they then went down to the next apartment. Kimberly said her mother is elderly and does not remember much more but was very upset. Kimberly will talk to her neighbors to see if they know what company they were with.</p>	5/5/2010
?	[REDACTED]	<p>mrs [REDACTED] called said a gentleman with ppl badge came to door requesting bill to sign up with new supplier, said his name was Mateo. Said she would be getting letter confirmation. She insisted he said he was from PPL, reviewed with her when she gets letter to call us asap. She said he gave phone as 577-887-6860 ext 0582.</p>	6/7/2010

This customer states his wife received a phone call yesterday from PPL offering 50.00 to switch for generation. I advised cust that it wasn't us and that he is enrolled with Direct Energy. Advised cust that if he receives a confirmation letter from PPL confirming the switch he would need to contact the other co. He provided phone number of 610-455-2061 ext 1002 for a rep named Kevin. I called the phone number and the recording states I have reached the Department of Energy Procurement. Just letting you

?

[REDACTED]

6/8/2010

I just received a call from customer at acct# [REDACTED] who wanted to know if PPL was offering a 50.00 rebate and 20.00 off monthly bills. She said they said they were with PPL. I advised her we were not sending anyone door to door and knew nothing about any discounts. They wanted her account # and she just closed door on them. She said her sister is expecting a call on 6/11 from person who offered rebate and she will call and let us know what company they are with. Just thought I'd pass this on.

?

[REDACTED]

6/8/2010

Faye [REDACTED], daughter of ratepayer, called because her mother received phone call recently, from someone from PPL offering credit on account and wanted to verify her bill account number, says her mother just hung up. She is concerned because her mother is 82 years old, and does not want to switch from PPL. Told her we are not offering credits etc, and advised we already have her bill account information on file. I told her I would bring this to my supervisors attention. FYI

?

[REDACTED]

6/17/2010

sw Linda [REDACTED] / daughter / calling for elderly parents / states that a man and woman came to their door and had ppl badges and demanded that they see their ppl bill so they could determine if they are receiving the proper discount / Mrs. [REDACTED] / rp wife stated that her daughter handles all the billing and closed the door / Linda to call the police. I am forwarding this info to CRS and he will forward to proper area for invest. Linda's phone is [REDACTED] / cust sat.

?

[REDACTED]

6/25/2010

? [REDACTED] s/w ELIZABETH [REDACTED] said someone called would give their name, the ph # on the caller id was 610-455-2061, said they're from PPL & are going to save her money, since our rates are going up, will send them a \$50 rebate. They wanted her acct #, she wouldn't give any info to them, revd we weren't trying to contact custs. Forwarded concern to Supr JMZ, SATIS 7/7/2010

? [REDACTED] s/w FRANCIS [REDACTED] - keeps receiving calls from ST. Louis Missouri, ph# 314-815-3455 saying their from PPL, its a Charter & way to save them \$\$, & there was info in their electric bill about it, they were asking for his acct #, but he wouldn't give out any info. Expid we are not contacting custs nor are we a part of this. Sent info to Supr. JMZ, satis 7/7/2010

? [REDACTED] Mr. [REDACTED] just got off phone w/the "PPL Rewards Program". He rec'd a call & he said he ?'d the gentleman 3 times as to who he was w/& he kept saying the PPL rewards program. He ended up giving his acct #. He has no idea what company it was. I told him to call if he receives a letter showing he has been enrolled. Just wanted to pass this info about what some suppliers are saying. 7/8/2010

? [REDACTED] A PPL customer (Senior Citizen) was contacted by someone who claimed to be a PPL representative. They informed her that she was entitled to an award for being a loyal PPL customer who had consecutively paid her bill on time. To receive her award all she had to do was supply them with her account number for verification; which she did. I am unaware of any award program so I assumed it was to switch her to another supplier without her consent, something she was not interested in doing. I informed her to call customer service as soon as possible and notify them of the incident as well so no changes are made to her account. 8/9/2010

JUST HAD A CALL FROM A CUSTOMER, SAID THERE ARE TWO MEN (VERY YOUNG MEN, LOOK LIKE HIGH SCHOOL AGED KIDS) GOING DOOR TO DOOR IN HER AREA, STATING THAT THEY ARE FROM PPL. THEY HAVE ID'S ON THEM THAT LOOK LIKE THEY ARE PHOTOCOPIED. WANTED TO GO IN CUSTOMERS HOME, ETC... TOLD HER THAT THEY HAD REPORTS OF HIGH BILLS IN THE AREA AND THAT THEY WERE LOOKING TO CHECK THAT. SHE DIDN'T LET THEM IN, BUT SHE WANTED THIS REPORTED.

?

?

8/16/2010

Chris [REDACTED] had a customer call in (acct# [REDACTED]). He stated he received a call from Alyx at 1-888-393-5448. She stated she was from PPL and since rates are going up this summer, she can save him 10%. She asked for customer's bill account #. Customer did not give her any information.

Alyx  
Called number and voice mail said "customer service", no mention of any suppliers name

James [REDACTED] owner from [REDACTED] CORP, [REDACTED] SELLERSVILLE PA [REDACTED], (215) [REDACTED]. States someone called him representing themselves as a PPL employee and tried to get him to sign up with a supplier. He said they called from 1-800-919-8021.

4/23/2010

CALLED BY [REDACTED], THEY ADVISED HER WE WOULD NOT HAVE ANY MORE POWER AT THE END OF THE MONTH AND SHE MUST GO WITH THEM. THEY STATED PPL WILL NOT TELL HER THIS. SHE SIGNED UP APPARENTLY, BUT SHE IS NOT SURE, (SHE IS SIGNED UP) SHE STATED [REDACTED] WILL SEND HER A LETTER. SHE DOES NOT WANT TO GO WITH [REDACTED]. SHE TRIED TO CALL AND CANCEL AND ONLY GETS AND ANSWERING MACHINE. ADVISED TO CALL PUC. SHE SAYS SHE WILL. I WILL PERSONALLY FOLLOW UP WITH HER THIS AFTERNOON AS SHE IS ELDERLY AND I STATED I WOULD. SHE IS SAT SO FAR.

7/7/2010

Has our customer Kevin [REDACTED] from [REDACTED] RD NEWPORT PA 17074 very upset...they called her 8x in the last few days. We told her we can't stop other suppliers from doing what they do. She did ask one of their reps to speak with a supervisor, they hang up when that happens. She wants to know what we are going to do about it.

8/3/2010

[REDACTED] ?  
s/w Jean [REDACTED] (elderly r/p) & niece Patricia [REDACTED], rcvng ph calls clmng to be PPL offering discount on elec bill, 1 call was frn 1-800-243-2236, Patricia read hand written mesg "POENA SMITH 1-800-968-3235 EXT 7734" 800# belongs to [REDACTED] [REDACTED], advised cstmr we are not calling to offer discount/be careful about giving out personal info

[REDACTED] [REDACTED]  
Hi Mark, Just something that came up that I wanted to inform you of...cust [REDACTED], [REDACTED] college...they sold the building and disc eff 4/10, well their generation supplier (called [REDACTED]) called them and informed them that they are not allowed to disconnect between billing periods...and asked them to contact us. FYI, we told them we don't have that rule, so refrd her back to supplier.

4/20/2010

[REDACTED] [REDACTED]  
[REDACTED] [REDACTED]  
[REDACTED] told cust [REDACTED] to have us forward their bill history so they can put her on a BB plan with them. ??

[REDACTED] [REDACTED]  
This customer received a call from a woman at [REDACTED]. The customer was confused so he asked 'do you have permission from ppl to do this' and she said 'we're calling on behalf of PPL'. He feels like that is illegal and he is really upset. For a few minutes on the phone, he actually thought he was speaking to PPL. He thinks they totally misled him. She asked for his account number before he even agreed to any service. He doesn't know her name, but I thought I would pass it along.

4/13/2010

Alfred [REDACTED], customer number [REDACTED] at [REDACTED] WILKES BARRE PA 18702, said that someone from [REDACTED] was just going door-to-door stating that they were working for PPL. When the customer questioned that person about it saying "[REDACTED]", on the top of the form they were trying to get the customer to sign, they told him that "they ARE ppl". The customer did not get the employee's name but he wanted to let us know that they are falsely representing themselves as PPL EU.

[REDACTED] [REDACTED]  
6/17/2010

Customer claims she was slammed by [REDACTED]. She states that she called them after she recvd our letter and they told her that they have her signed application. Cust told [REDACTED] that she never signed anything. [REDACTED] went on the say that the application was signed MRS ROBERT [REDACTED].

Customer states she does not sign anything that way... her signature is [REDACTED]

[REDACTED] [REDACTED]  
6/7/2010

Anthony [REDACTED] is claiming to be PPL, confused this poor old lady! I told her to call if she rec'd ltr from us about supplier! Michael [REDACTED] sd he rcvd a ph call, clmng to be [REDACTED], he expind he already signed up w/ them, person sd no record of that & gave 1-800-919-8021 which he was told is Florida Enrlmnt Cntr, cstmr sd they clmd he is NOT enrld & were very nasty to him, he cld orig ph# he had for [REDACTED] & was tid prbbly "slamming", I cnfrmd enrld w/ [REDACTED]. Stsfd.

[REDACTED] [REDACTED]  
4/15/2010

Customer NIKIA [REDACTED] received a phone call from a Mr Robert Simpson from [REDACTED] in Florida saying that they work closely with PPL to lower customer's rates. Caller ID came up as 616.980.1154 but he gave number 1.877.612.4052. She is upset that he called her and her number is unlisted and on a do not call list. (She recently changed the number on her acct to all zero's). She wanted us to be aware of this and to call her back to make sure it isn't a scheme.

[REDACTED] called her and said PPL was trying to get people to go to [REDACTED] because PPL can't supply enough electricity and they, ([REDACTED]) was cheaper.

[REDACTED] [REDACTED]  
[REDACTED] [REDACTED]  
[REDACTED] [REDACTED]

Jessenia [REDACTED] sd a Gregory Williams from [REDACTED] (his ph # is 570-801-2387) keeps coming to her door & calling her several times a day. Sd he is harrassing her even after she told him she is not interested in [REDACTED]. Said she is concerned because he knows where she lives.

[REDACTED] a customer told me that she was told by [REDACTED] that PPL's rate was going up to over 16 per kwh in June. They used this to get her to sign up with them. The acct# was [REDACTED]

They started today with this one ..... calling for bill copies. They want us to either fax or email the most recent bill copy to them directly. Today, I spoke to Brandy twice and I refused to do this -- the first time she called she wanted the bill emailed; the second time, faxed. I told her that I would gladly fax/email the copy directly to the customer, but she told me that the customer didn't have an email or a fax. She then called in again and got Rene who told her the same thing. She called back a fourth time, and I got her again, and this time I spoke to the customer and he gave me his home email address, and I sent the bill copies to that email address. Krista just got a call from Theresa asking the same thing. (We don't quite understand why they need a bill copy because we have been providing them with the information verbally with the customer's authorization.)

Telling customers that they are from PPL --  
Yesterday, Gigi got a call from a man who said that he worked for PPL and he was with the customer and was asking for account information. Gigi questioned him and got his name, and she looked him up in email and told him that she doesn't have a record of him being a PPL employee. (She doesn't remember his name - thinks it was Patrick - she shredded her call sheet from yesterday.) Once she confronted him, he backed down and then said he was "representing PPL". Again, she pressed him and told him (and the customer) that he does not represent PPL.

Calling here and saying they work for the customer as an "administrator" or "assistant to owner" -- Had this one a few times from Sarah Fuller. She called in a while back. I spoke to her and she told me she was the administrator for Company A, so I gave her the information she asked for. The following day, she called in representing herself as the administrator for Company B. Her name sounded familiar, so I looked back in my book and found her name and the account number that she called about the prior day. I verified it just to make sure that she wasn't calling about the same account, and she wasn't. I then asked if she called in yesterday, and she told me "no", so I pressed her and told her that I spoke to her yesterday about Company A and I would not give any information about Company B without speaking to the customer first. Theresa must also be working from the same playbook because she tried this yesterday with Krista.

Telling customers not to worry about cancel fees/questioning why we are letting customer know they are signed with another supplier -- When they call for information, we check to see if the customer is already signed up with a supplier. When we get the customer on the phone, we tell them that they are already signed up with Supplier A, and that they may be subject to an early termination fee with that current supplier. We have overheard them telling the customer not to worry about the cancellation fee, and they have even questioned us as to why we are telling the customers this information. Krista told them that this was information that she needs to make the customer aware of, and Theresa and Sarah both told her that they were aware of the customer's contract with another supplier.



A customer I just spoke with called stating his wife received a phone call from an [REDACTED]. He stated that [REDACTED] told his wife that their electricity would be shutoff if they did not switch to them. I advised the customer that this was not true and that PPL would not do that. I advised that our customers are more than welcome to stay with PPL. I figured I would give you all the heads up on another supplier trying to lie their way into getting customers.

[REDACTED] ?  
7/12/2010

Roscoe [REDACTED] claims [REDACTED] told him PPL increases their generation prices during summer months. Not sure if the customer was actually told this by [REDACTED] or if he misunderstood.

s/w RICHARD [REDACTED], just spoke with a man from [REDACTED] and he said they could save him more money than Dominion and asked for the first 5 digits of SS#, then the [REDACTED] Rep asked Richard to hold on for the computerized portion of the call where he was asked for the last 4 digits of SS#; (Richard became suspicious and hung up) advised to call PUC don't know if they can do anything

[REDACTED]  
6/10/2010

MAN CAME TO DOOR LAST NIGHT JUST BFOR 6PM & SAID HE WAS PPL, STATG HE COULD SAVE THEM MONEY ON ELEC BILL & DEMANDED TO COME IN & SEE COPY OF BILL. SHE SAID "NO" SHE'S STAYG W/PPL & HE ACTUALLY OPENED THE STORM DOOR TO COME IN, UNINVITED. SHE ASKED FOR ID & IT HAD A "●" ON IT. HE FINALLY LEFT...I EXPLAINED IT WAS NOT A PPL PERSON, BUT A REP OF A SUPPLIER. I EXPLAINED...I GAVE HER THE PH# FOR [REDACTED] & THE PUC TO FILE A COMPLAINT, AS SHE WAS ALONE W/HER DAUGHTER & WAS SCARED. HE WAS VERY RUDE...I ADVISED HER IF THAT SHOULD HAPPEN AGAIN, CALL THE POLICE, AS THEY ARE HARRASSING YOU & TRYG TO BREAK IN.... SATSFD

[REDACTED]  
6/10/2010

I was on call with Ruth [REDACTED] explaining her billing (bb) and reviewed with her she would need to call [REDACTED] for their actual charges and why they are charging \$104. She wanted to consider being removed from [REDACTED] but I also advised her she needs to be aware if there is a deferred amount that would be billed in one sum. She was anxious and confused and I offered to call and do a three way to help her find if she had a deferred. [REDACTED] refused to speak with customer while I was on the line. I had to tell the customer she would need to hang up and call them alone.

6/14/2010

I am a concerned ppl consumer. Our neighborhood has been solicited with I am assuming a competitor of yours. They are carrying around binders that have your PPL logo (in B&W) on the front of the folders. I was approached by someone almost bashing in my front door and my husband was approached twice today asking for a copy of our PPL bill. We are intelligent enough to NOT do that. I, being worried for elderly people being taken advantage of by these people called the WHITEHALL POLICE whom took all of my information. Maybe you should run an add or a community telecast on RCN etc about such solicitation as to what to do if approached. I really don't know what you want to do as a corporation, but just looking out for all in our community, as to should you as a company. I would LOVE to hear from you or a response or any action in which you are or will be taking very quickly. Thank you,

6/15/2010

Customer said 2 people, male and female, that had [REDACTED] badges just left from her front door. They told her PPL sent them to see if they can save her some money and need to see her PPL bill. She asked them if PPL really sent them and they repeated it. They had a clipboard that had a copy of a PPL bill in plastic that they flashed to her. She told them if PPL sent you, then they would have supplied you with a copy of my bill or bill information. She told them she was not interested and they got indignant and said something like, "very well, if you don't want to save any money that's your problem!" She said they weren't very nice. Unfortunately, she didn't get their names, but they were wearing [REDACTED] badges. Sorry that's all the information she could give me.

7/2/2010

SIMON [REDACTED] stated yesterday David [REDACTED] fr [REDACTED] solicited him and had a id badge said PPL Company underneath said [REDACTED] - the rep said that ppl gave ok to solicit for their service.

7/7/2010

Mrs. [REDACTED] is a customer of ours at [REDACTED] Enola PA 17025 with account number [REDACTED]. Last week three people from [REDACTED] came to her home. She told me that she had a very bad experience with them and they were very pushy. One man asked if he could use her restroom so she let him. She said that he came out of the restroom half exposed, stated that he couldn't finish because he was not in his own home. She told him she can't help him with that so he went back to the restroom. When he came back out she told them that they better cancel anything that she had agreed to before this happened and they all left. She was able to provide me with the name of the man that half exposed himself to her, his name is [REDACTED]. I provided her with the number for the Better Business Bureau and explained that she can call the local authorities if she feels unsafe. This customer is elderly and lives alone. I think she felt threatened because she told me she put her dog in the bedroom at one point because she was worried it would bite someone.

7/9/2010

GUY from [REDACTED] WAS VERY PUSHY AND ALSO SAID HE WAS FROM PPL AND SHOWED HER A BILL THAT HAD [REDACTED] CHARGES ON IT WHICH SHE SAID WERE LIKE \$104.00([REDACTED]'S BB). SHE TOLD HIM SHE HAD TO TALK TO HER SON, HE WANTED HER TO GIVE HIM SONS phone #. SHE DID GIVE HIM HER BILL AT FIRST BECAUSE HE TOLD HER HE WAS FROM PPL AND TOLD HER SHE MAY QUALIFY FOR 15% OFF HER BILL.  
Impersonating PPL

7/12/2010

[REDACTED] told her he works for PPL, did not give his name, but gave badge # of 32002

SW FAITH [REDACTED], CUST STATING REPS FROM [REDACTED] KEEP COMING TO HER HOME, SHE'S NOT INTERESTED, HAD TO EVEN CALL THE POLICE, THEIR SCARING HER. REFRD TO OCA PH# AND PUC#, REV'D ACCT IS NOT SIGNED UP W/ ANY OTHER SUPPLIERS, FORWARDED ACCT TO SUPR JMZ, SATIS

This customer said a man knocked on the door said he was representing ppl and wanted to see his bill

[REDACTED]...talking to them in English and they only understand Spanish. The person from [REDACTED] called [REDACTED] for the customer and had her follow the promotes to sign up.

[REDACTED] called her and told her she HAS to switch, that PPL is making our customers switch.

DANE [REDACTED] called said man came to her door yesterday said w/ppl then said [REDACTED] and could save her up to 50% on her bill.. asked for id he was down at bottom of steps she could not read.. he left.. did not like the way he approached her saying ppl..

Received a phone call from Derrick [REDACTED] acct# [REDACTED] yesterday stating that 3 men in red coats came to there house stating that they were from PPL and wanted to give them a discount on there electric bill. Asked his wife for there phone# which she provided and then for the electric bill. She did give them there electric bill then told them she would call tomorrow to discuss further and they told her NO it had to be done now. She took the bill back and they left. I explained to him the were not from PPL and if they received a confirmation letter from PPL to call and left us know they were slammed. I made the contact a critical contact so who ever receives the call will understand.

He had a bill for [REDACTED] and was at customer [REDACTED]'s home. He represented himself as PPL. She said he gave the name of "BOB". Short curly hair. He was threatening to urinate on her deceased husband's truck. He had his fly open. She said she has his behavior on video. He had no uniform.

[REDACTED] callers name was Tiffany and first said she was affiliated with PPL but when customer questioned her she said she wasn't cust did get her # 727-451-3811 ext 1014.. Our PPL customer said PPL would have never talked to her like this girl did..

John [REDACTED] - [REDACTED] -- states he talked to Pat [REDACTED] from [REDACTED] last week and was specific that he did not want to leave PPL. Pat told him that he would send him info on his company only, but cust was signed up with them anyway

Linda [REDACTED] ( [REDACTED] ). She called b/c her sister who lives at [REDACTED] St in Allentown had informed her that a representative claiming to be PPL (he had a ppl uniform & ID & a PPL Truck) & he asked her for a copy of her bill & was telling her how he can save her money if she only switch w/ [REDACTED]. She was refusing but he kept insisting. This occurred the day before yesterday & supposedly he told her that he will remove her name from the list. She did show him the bill however. I am passing this along w/ the Linda did say that a couple of people have called ppl about this & she wants to make sure we do something about this b/c now they are using ppl uniforms, ID's, & Trucks. She said you can call her if need be. Thanks!

[REDACTED] [REDACTED]  
4/13/2010

Spanish speaking customers who indicated they were signed up with [REDACTED] and they did not ask to be. The customer this morning stated she told the rep, in broken English, that she did not want to change companies and they enrolled her anyway. She received our confirmation letter and called right away. Seems like this population is being targeted. Some do not understand English very well. They are showing their bills and info is taken down to enroll them. I asked the customer I spoke with this morning to contact [REDACTED] to cancel and to let them know how they enrolled her.

[REDACTED] ?  
4/14/2010

sw dolores [REDACTED] - sister - RP no speak english - stated that an Agent named Jessica came to her sifers and her apt - Agent ID 16012 [REDACTED] - stated that agent took a PPL bill from the RP's home without permission also that the agent had a hat and chain on that said PPL as well as PPL ID - inform that as of 6/1/10 will be with PPL again - sat day

[REDACTED] [REDACTED]  
4/26/2010

This customer lives in a secured building..she is very old. Someone from [REDACTED] named Jim came in-said he had approval from building management to be there but it turns out he didn't. She was very upset..she kept saying he was a con man. He said he was with PPL & he could offer her a discount for being a loyal "PPL customer". She was told to sign a paper

[REDACTED] [REDACTED]  
5/12/2010

The customer called and was very upset with us because "we" sent someone to her house from [REDACTED] without informing her. The rep from [REDACTED] stated that info was printed on the back of her bill that we would be sending people to their homes. This could have been his way to get a hold of the acct information. The rep stated that we sent him to her house and told her she could call us to verify the information and she did just that. In the meantime, she did get info from the literature about him:

[REDACTED] [REDACTED]  
5/21/2010

The customer listed below called and stated a representative stopped by her home last night and stated he was from PPL. The customer told him that she was not informed by PPL that someone would be coming around. The rep asked if she had received a brochure from PPL. She said "no". The rep then started explaining how she can save 10% on her bill and asked to see her latest bill to explain how she could save. She refused. The Rep was dressed in plain clothing and did not have any ID on him. She did have him to write his name down and he gave her a brochure from [REDACTED]. The name looks like it is KEVIN [REDACTED].

[REDACTED] [REDACTED]  
5/27/2010

One of our reps here just spoke with a customer who had a bad experience with [REDACTED]. She states the two men who came to her door began insulting her and her son by making very vulgar and even racist comments. She also added that she spoke with a few people on her street that had similar experiences, as well. She is very intimidated by these men and refuses to contact the PUC or OCA about it, because she feels there may be some sort of retaliation against them.

[REDACTED] [REDACTED]  
7/23/2010

Wants us to know that last night after 5:00p, two "rough" looking gentlemen came to her house and told her they had her PPL account number and wanted to save her 10% so just verify this info and we will sign you up. She said she was not interested, but they would not leave. She was most upset that not only did they have her account number but all of her neighbors too and they showed them to her. The one gentleman's name is Joseph Wilkins. She wanted to make sure someone here at PPL knew of this.

[REDACTED] [REDACTED] 7/30/2010

Just got a call from a customer Frank [REDACTED] of [REDACTED] St Allentown [REDACTED]..... [REDACTED] SUPPLIERS are in the area right now claiming to be from PPL (YET WEARING SHIRTS SAYING [REDACTED]) requesting PPL's last electric bill, they were also there yesterday saying the same thing. Would like PPL to report them..... FYI Mark?

[REDACTED] ? 8/2/2010

sw kathleen [REDACTED] - wife. [REDACTED] rep came to door to solicit - provided [REDACTED] badge etc. so signed up w/them. then rec'd follow up call from [REDACTED] -surveying field rep conduct (ie courtousness etc, literature provided - then gateway came to door & stated they were "cleaning up after [REDACTED]" and she got scared she did something wrong. explain [REDACTED] legit.

[REDACTED] [REDACTED] 4/28/2010

WAS CONTACTD BY A SUPPLIER, NATIONAL (SOMETHING) PPL: AGENT SAID THEY ARE TIRED OF ALL THIS COMPETITION SO PPL IS STARTG THEIR OWN AND CONTACTG THEIR PREFERRED CUSTOMERS & REQ'D HER ACCT# TO SET HER UP. SHE REFUSED & SAID SHE WNTD TO CK W/PPL 1ST..ASKD IF HE WOULD CALL BACK. SAID HE HAD OTHR CALLS TO MAKE..SHE DOUBTS IF WILL CALL BACK. I SAID WE HAVE NO LISTG OF SUCH SUPPLIER & IS NOT US...SATSF

[REDACTED] [REDACTED] 6/22/2010

The r/p on the above account received a call last night from a man named Joe who told the r/p 3 times he works for PPL. He called from tel#314-815-3455. I called the tel# and it comes up an energy supplier named [REDACTED]. Just thought I'd let you know if you want to pass it on.

[REDACTED] [REDACTED] 7/8/2010



JONATHAN [REDACTED], states person came to their home w/ ID showing [REDACTED]; person told him that Dominion Energy is operating illegally and that they are being double-charged; I expl to cust that person was not from PPL as we are not making home visits; expl PUC licenses suppliers, so any ? about legitimacy of any supplier can be directed to PUC. SAT.

8/10/2010

These 2 customers were on the line at the same time. They live in this same housing building and both had problems with [REDACTED] which is not listed as a supplier. They both said they were signed up without their authorization. Sandra said the representative grabbed her PPL bill off a table and took the bill. Said they were going down the hall when she realized they had her bill and yelled for them to give it back. She said they brought the bill back but apparently had written down her account number.

WAYNE [REDACTED] called to say [REDACTED] gained entrance to their building by saying they were PPI affiliates. customer called PUC and filed a police report. states they stold his neighbors bill. wanted ppl to know this is how they are gaining access to secure buildings.

acct [REDACTED] about [REDACTED] this customer wanted to stay w/ [REDACTED].. said called twice to cancel they did not do it. I canceled.. She gave ph # 888-354-4415 she got on letter from them.. She said they came to her door..

4/13/2010

Cust was solicited by salesman who identified himself as coming from PPL --but the actual name of the company is [REDACTED]

5/12/2010

This customer said someone came to her door last night and said they were from PPL. Customer said she did sign up with them but the her neighbor told here they were not from PPL. I think she may not have heard them correctly. They gave her a pamphlet and their company is [REDACTED]. I asked here if she was sure they did not say [REDACTED] instead of PP & L but she is sure. They are not on the authorized supplier list but they do have a web site

,<http://www.ppandu.com/programs.php>. She said they never told her what the rate would be only she would save.

5/5/2010

Thought I would give you this information in case there are other problems with [REDACTED] [REDACTED].....Lois [REDACTED] said she received a phone call from someone who said they work for PPL Charter Rewards Program and could save her money with [REDACTED]. They first told her there was no cancelation fee. After she gave them her account information she said at the end of the call they quickly said there is a cancelation fee of \$100 if she did not cancel within 3 days. Feels she was pressured since they gave her incorrect information.

[REDACTED] [REDACTED]  
4/29/2010

This customer was very upset when Julio from [REDACTED] called her and told her that they were affiliated with us. The customer is very frustrated b/c she feels like they misled her, that they lied to her. She did agree to their service, but the more she thought about it, the more it seemed like it didn't make sense. After speaking to us, she said they totally gave her the wrong idea. They even told her we buy our electricity from them for our customers who don't shop. They told her that we are partners and they are working with us. I just wanted to pass it along.

[REDACTED] [REDACTED]  
6/1/2010

I just had a customer tell me that Direct Energy is going out of Business and [REDACTED] [REDACTED] is taking over.. Is this true? Or did [REDACTED] just tell them this to get the customer signed up?

[REDACTED] ?  
6/3/2010

recvd a call from Lewis at [REDACTED] the other day. Lewis told me that PPL was offering me a 10% discount because I was a very good payer, then he said well a good payer. I asked him if he was representing PPL and he said yes he was. I told him I worked for PPL and did not know of this program. He continued to state that he was representing PPL and maybe it was so new of a program that I did not know of it. I told him that I knew suppliers could save me 10% on the bill, but PPL was not offering such a program and that I worked customer service....He then got agitated and told me he never said he was a supplier and that he is only doing his job.

[REDACTED] ?  
6/7/2010

I just spoke with the customer listed below. He received a call from a young lady who stated she was calling from PPL. She requested his acct # so she could verify his rate. He told her that she should have that info if she is from PPL. The rep stated she was not in the billing dept so she did not have access to that info. She asked him to call 888-668-4775, which is the PPL Choice Hotline #. Then she asked him to call her back at [REDACTED]. I called that phone number and it is [REDACTED]. I called the customer back to let him know the name of the company. The customer was upset because she clearly stated she was from PPL. [REDACTED] was never mentioned. He is reporting this to the PUC. Thought I would let you know also. The r/p did have a name...Tisha [REDACTED] I believe.

[REDACTED] [REDACTED] 6/16/2010

[REDACTED] called this customer...told him that Dominion is going out of business at the end of the year & they would be taking over for them. They called a 2nd time & said they were PPL but at the end of the call they said [REDACTED]. He was frustrated so I thought I would pass it along.

[REDACTED] [REDACTED] 7/7/2010

This customer was slammed by [REDACTED]. We believe a representative from [REDACTED] called on 6/8 and got the customer's account number. They had called 3 times that day claiming to be the daughter & POA. All 3 representatives refused to give the account number. The caller got the account number on the 4th try claiming to be the r/p this time. All calls were made from the same phone number, which is 202-528-[REDACTED].

[REDACTED] [REDACTED] 7/10/2010

This customer signed up with [REDACTED] because they told her that 'PPL referred her to their savings plan because she pays on time & has a good history with us'. She was also told that 'our rates will go up every 3 months next year'. She feels like she was lied to & misled. She also signed a contract & now she doesn't want to be with them anymore. She is going to call them to cancel but I wanted to pass this along to you.

[REDACTED] [REDACTED] 7/21/2010

Rec'd call from Tara ID 2918 from [REDACTED]. [REDACTED]...she told this customer she was ppl

[REDACTED] [REDACTED] 7/26/2010

FYI, Got a report from a customer that [REDACTED] is representing themselves as PPL. Not sure if there was anything we can do but wanted to report it.

4/30/2010

Cust just adv that verde energy told her if she dropped them they would not have elec - cust states until threatened with puc they were not cooperative

5/6/2010

Carol [REDACTED] called. She said she singed up with [REDACTED] & she cancelled with them right away She left a message with her sales person. Some customers you just think might have a harder time dealing with the supplier so I did a 3way with [REDACTED] & spoke w/Kayla. I explained who I was & why I was calling & she pretty much told me that their customers don't cancel through them, they must call us to cancel. I explained that we cannot cancel another supplier for the customer unless they are slammed. She said 'they just have to sign back up with you'. I'm not sure if all the [REDACTED] reps tell their customers to do this or this one in particular was confused, but she lead me to believe that this is the way they do it. She said 'that's what they do in Connecticut'. She was very professional and polite, but she was definitely not giving her customers correct information.

6/7/2010

Gina [REDACTED] had 3 customers that called her to say [REDACTED] is calling customers to say they can reduce their DISTRIBUTION RATE!

6/8/2010

I just spoke with a customer who advised that she [REDACTED] contacted her by phone to enroll & when she told them no they advised her that she had to take it & that they were part of PPL. Customer is Robert [REDACTED] acct # [REDACTED] --I spoke with Mrs [REDACTED]. She said she told them several times that she did not want to enroll so I removed supplier due to slamming.

6/22/2010

Terry the above customer (elderly) was called by [REDACTED] and they told her they were representing PPL she said they insisted they were PPL and then she received letter.

6/29/2010

Bob [REDACTED] received a call from someone on Saturday, 6/26/10 who said they represent PPL, the rep would not give him the name of the company he worked for (I'm not sure if the rep gave his name or not) . The rep said he will send him \$50 to switch. He gave the rep his bill account number. I informed him to respond to the letter he receives to the supplier if he does not want to switch.

[REDACTED] [REDACTED]  
6/30/2010

DALE [REDACTED] called said that a Linda Sign gave ph # 610-455-[REDACTED] employee # 1039 for [REDACTED] got him to enroll he says kept telling him she is with PPL.. He was upset..

[REDACTED] [REDACTED]  
7/2/2010

they are senior citizens..said got call from [REDACTED] and gave his name joe [REDACTED] his ph #610-455-[REDACTED] ext 1074.. said state authorized them to call for ppl and they are giving them a \$50 rebate and 11% savings and ppl authorized them to call to setup ..kept telling him no interested wants to stay w/ppl.. Said they authorized them to call.

[REDACTED] [REDACTED]  
7/7/2010

[REDACTED] called this customer..the man said he was calling from PPL and he was 'calling seniors (citizens) to put them on a special rate where they would save \$10/mo'. He believed they were PPL until the end when he said that the customer would see [REDACTED] charges on the bill. At that time, he said he didn't want anyone other than PPL & the rep still signed him up. He was very upset..said it was illegal in some way what they are doing. Just wanted to pass this along

[REDACTED] [REDACTED]  
7/7/2010

Here is an account with a customer who filed a complaint against [REDACTED] y. The customer stated that [REDACTED] y said they were a part of PPL.

[REDACTED] [REDACTED]  
7/15/2010

This customer called, upset, stating that received a call from [REDACTED] and the man she spoke with stated they are part of PPL. Acct# [REDACTED] . I explained to her that we are not the same, nor part of the same company and gave her Choice information and shopping information as she stated she's been out of town for over a year. By the end of the call, she said that I'd calmed her down.

[REDACTED] [REDACTED]  
7/19/2010

I was recently contacted by a company with the URL of [REDACTED]. The agent indicated that they were the company recommended by PPL as the preferred electricity supplier and that the information had been included in the news sheet with a bill. Will you please verify this information.

[REDACTED] [REDACTED]  
8/8/2010

SAYS CO CALLED HER STATING THEY WERE PPL & THEY COULD GIVE HER \$50 REBATE & SAVE HER MONEY IF SHE DROPPED HER SUPPLIER & WENT WITH [REDACTED] - SHE DID NOT GIVE HER CST # TO THEM BUT WANTS THIS REPORTED - TOLD HER WLD NOTIFY SUPERV

[REDACTED] [REDACTED]  
8/17/2010

received a call from [REDACTED]. The customer jotted down the phone # the call came from; 727-939-[REDACTED]. I called the number and no one picks up, not even an a/m. The caller asked the customer to provide them with their last three PPL bills. When the customer stated he doesn't receive paper bills, he was instructed to go on line and print them down. They presented themselves as PPL and also told the customer he would be eligible for a rebate.

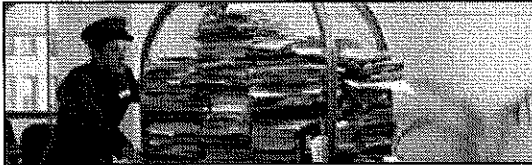
[REDACTED] [REDACTED]  
7/7/2010

I just received a call from the customer listed below. She stated she had just hung up from a representative from [REDACTED] or [REDACTED] (she could not remember which one but it started with the letter "M"). The rep stated he was calling for PPL. The rep requested all of her acct information, then proceeded to ask her 7 questions in which she had to answer either "yes" or "no"...then they gave her a confirmation number. She is not sure if this means she is enrolled with them or not. She did tell them she was enrolled with Direct Energy and the rep said she enrolled with the wrong company. The customer is:

[REDACTED] [REDACTED]  
6/3/2010

At 1541 System Operations received a call from Ralph [REDACTED] informing us that his mother-in-law in Hazleton was approached at her home by two men and one of the men had a PPL ID card. The men had a clipboard and asked her to sign it and she would receive 15% off of her electric bill. It is the understanding of this department that PPL is not soliciting door to door, and this may be an issue that should be looked into...

[REDACTED] [REDACTED]  
6/2/2010

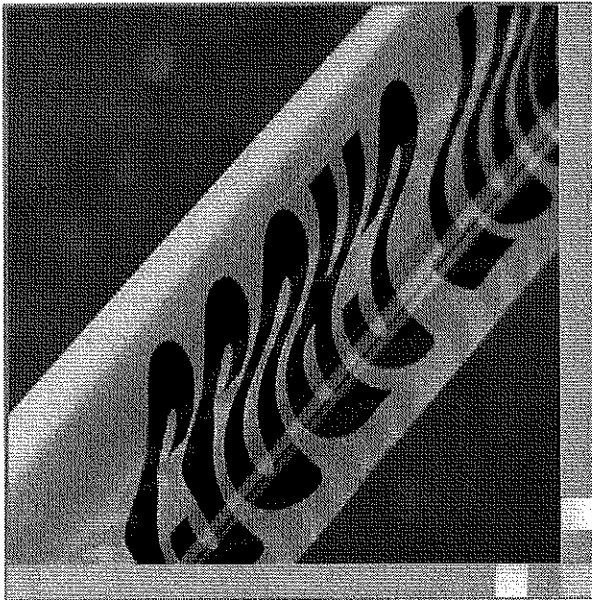


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# Door-to -Door Salesman Charged with Sexual Assault



By **Cassandra Upton**

NBCConnecticut.com

updated 10/28/2010 4:16:22 PM ET

Police say a Bridgeport woman was sexually assaulted in her own home by a man going door-to-door to promote a Stamford low-cost energy provider.

Long Chao, 35, of Babylon, New York, was charged on Tuesday with second-degree sexual assault, the Connecticut Post reports. He was being held in lieu of \$25,000 bond.

On Tuesday afternoon, Chao and Shelton

Sittol, both representatives of the MX Energy Co. in Stamford, knocked on the door of a 43-year-old Nob Hill Circle woman. During their sales pitch, police told the Post, the woman complained of not feeling well.

Chao then reportedly escorted Sittol out of the home and , fondling the woman and stuck his hand inside her pants, police said.

Chao and Sittol left the area when the woman began yelling for help. She then called police.

Both men were taken into custody. Sittol told them he didn't trust Chao alone with the victim and wanted to leave but Chao refused, the Post reports. Chao later confessed to assaulting the woman, according to the newspaper.

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Officials at MX Energy have not reponded to the Post's comment on the arrest.

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