

April 5, 2016

Debra A. Howland, Executive Director
New Hampshire Public Utility Commission
21 S. Fruit Street, Suite 10
Concord, N.H. 03301-2429

HPUC 11APR'16 10:01

SENT VIA ELECTRONIC MAIL & UPS

RE: DM 15-514, Clearview Electric, Inc. d/b/a/ Clearview Energy
Competitive Electric Power Supplier Application
Deficiency Letter #2 - Request for Additional Information

Executive Director Howland,

In the above referenced Request for Additional Information dated March 7, 2016, Clearview Electric, Inc. d/b/a Clearview Energy ("Clearview") was asked to provide additional information regarding the number and type of complaints Clearview disclosed in its application to become a Competitive Electric Power Supplier (CEPS) in New Hampshire.

Specifically, question 1(a) asked:

With respect to the customer complaint listing provided in response to Question 13 in Clearview's application for CEPS registration, describe in greater detail the specific types of complaints included in each listed category (for example, "Clearview Rate Issue," "Early Termination Fee Dispute," "Misrepresentation," "Service Cancellation," "Enrollment Dispute," etc.).

A summary document outlining in more detail the types of issues included in each complaint category is enclosed in "**Exhibit A**".

Question 1(b) asked:

With respect to each individual complaint included in the listing for a state under the following categories, provide a summary description of the complaint and how the complaint was resolved.

Due to the inclusion of customer sensitive data in the summary of complaints received and their respective resolutions, Clearview is submitting two versions of the enclosed "**Exhibit B**". One is a **CONFIDENTIAL** version, for Commission consumption only; and the other is a Public - Redacted version pursuant to the Puc 200 rules.

Question 1(c) asked:

With respect to each complaint summarized in response to question 1(b) above, if the resolution of the complaint included a formal or informal finding by the state commission or agency that the conduct giving rise to the complaint violated a state law, regulation, rule, or order, please describe in detail the finding and the specific factual and legal basis for such finding.

Clearview received one formal complaint in the Commonwealth of Pennsylvania. Clearview settled the complaint with the consumer without the admission of any wrongdoing. A copy of the complaint, settlement, and resolution documents are enclosed in "**Attachment C**". Similarly to Exhibit B, there are two versions of the documents, a **CONFIDENTIAL** and a Public-Redacted version pursuant to Puc 200 rules.

Question 1(d) asked:

With respect to each complaint described in question 1(c) above, describe in detail any actions taken or changes implemented in order to ensure future compliance with the relevant state law, regulation, rule or order.

Clearview admitted no wrong doing in the settlement between it and the one consumer in Pennsylvania who filed a formal complaint. Clearview does not believe it violated any state law, regulation, rule, or order in the case, but settled as a courtesy to the consumer who did not feel Clearview's third-party marketer properly disclosed the details on the product they enrolled in.

Question 2 asked:

Pending investigations or complaints involving state or federal consumer protection law or regulation.

With respect to Question 15 in Clearview's application for CEPS registration, please confirm that Clearview is not, as of the date of its response, the subject of any pending civil, criminal, or regulatory investigation or complaint involving and state or federal consumer protection law or regulation. If Clearview is the subject of any such current investigation or complaint, please provide a detailed explanation of the factual and legal basis for the investigation or complaint and current status of the investigation or complaint.

Clearview is not the subject of any criminal or regulatory investigation by any state or federal agency. Clearview is however still involved in a civil case brought by a private individual under the Telephone Consumer Protection Act (TCPA). The case originated in approximately May of 2013, and no Court has found any merit to the individual's claims to date.

Question 3(a) asked:

- (a) Please list, by state, all consultants, agents, brokers, and aggregators that represent Clearview within each state during the previous two calendar years.

Clearview values its list of agents, brokers, and consultants as highly sensitive due both to the value of this information to competitors, and Clearview's contractual non-disclosure obligations with its vendors. As such, a **CONFIDENTIAL** version of "Exhibit D" is enclosed for Commission consumption only, along with a Public - Redacted version pursuant to Puc 200 rules.

Question 3(b) asked:

For each such consultant, agent, broker, and aggregator listed in 3(a) above, indicate whether or not it was, during the previous two years, or is currently, the subject of any pending civil, criminal, or regulatory investigation or complaint involving any state or federal consumer protection law or regulation, based on or related to its representation of Clearview in such state.

Clearview is not aware of any civil, criminal, or regulatory investigation or complaint relating to any of its marketing vendors listed in Exhibit D.

In closing, if it would be helpful, Clearview would be happy to send a representative to meet with staff in person to address any additional concerns staff may have regarding the issuance of a CEPS license to Clearview.

Respectfully Submitted,



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Encl.

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Service List