

Exhibit A

Clearview Energy
Complaint Categories and Descriptions

February 26, 2014

#	Complaint Category	Description
1	Enrollment Dispute	<ul style="list-style-type: none"> A. Customer did not authorize the change of suppliers. B. Customer stated the enroller was not authorized to make changes on the account. C. Used if Clearview determines that the sales agent processed the TPV or signed the enrollment form. D. Used if the sales agent participated in fraudulent activities.
2	Early Termination Fee Dispute	<ul style="list-style-type: none"> A. Customer expressed frustration about Clearview's early termination fee. B. Customer stated that the ETF was not disclosed during enrollment.
3	Clearview Rate Issue	<ul style="list-style-type: none"> A. Clearview stated Clearview's rate is higher than the utility's rate B. Sales agent guaranteed savings. C. Customer billed at a different rate than quoted during enrollment.
4	Utility Billing Issue	<ul style="list-style-type: none"> A. Customer received a missed bill window. B. Customer received multiple supply charges on one bill. C. Loss of budget billing or other assistance program.
5	Misrepresentation	<ul style="list-style-type: none"> A. Sales agent associated themselves with a utility company or other third-party supplier
6	Unsolicited Contact	<ul style="list-style-type: none"> A. Customer stated they were contacted after registering with the National or State Do Not Call Registry. B. Customer stated agent ignored "do not solicit" signage. C. Repeated contact after refusal D. Customer contacted after being added to Clearview's internal do not call or do not solicit list.
7	Unprofessional Behavior	<ul style="list-style-type: none"> A. Sales agent provided false information about service. (Examples: gift cards, reduced distribution charges) B. Note: If sales agent mentioned savings, then use "Clearview Rate Issue." C. Sales agent was rude, aggressive, or displayed unprofessional behavior. D. Sales agent coached the customer through the recorded verification process. E. A language barrier existed between the customer, sales agent, and/or verifier.
8	Service Cancellation	<ul style="list-style-type: none"> A. Customer requested to remain with the utility company or previous electric supplier. B. Customer's service cancellation was not processed in a timely manner.
9	Other	<ul style="list-style-type: none"> A. Used if the customer's complaint does not fall under one of the complaint types described above.