

State	Customer Name	Enrollment Date	Complaint Date	Complaint Description	Complaint Summary	Resolution
CT	[REDACTED]	[REDACTED]	9/11/2015	Clearview Rate Issue	<p>PUC: Complaint filed by [REDACTED]</p> <p>Cust stated they called Clearview to discuss their rate increase, that she was never notified that her rate was going up. She stated Clearview told her that they never received an update on a change of address, although the utility company has her new address. Customer spoke to [REDACTED] Clearview, who stated CL&amp;P did not advise Clearview of the address change, and offered the customer a higher rate than the utility and advise the customer to cancel. [REDACTED] felt that the rep was very rude and did not want to retain her as a customer. The customer would like a credit/refund for the last 4 months from when she can recall her rate was increased.</p>	<p>Our records show the [REDACTED] rate increased from [REDACTED] kWh to [REDACTED] kWh on August 22, 2014. As a customer courtesy, we will refund [REDACTED] the difference between Clearview &amp; CL&amp;P's standard offer rate) for the last thirteen months. The total refund amount is: [REDACTED]</p>
CT	[REDACTED]	[REDACTED]	2/20/2015	Misrepresentation	<p>PUC: Customer stated she wants to cancel contract - that representative stated they were CL&amp;P. Customer also stated a walmart phone# showed up on her caller ID for Clearview.</p>	<p>Enrollment was cancelled prior to service start date. During TPV, customer was properly informed that Clearview Energy is not affiliated with Eversource (CL&amp;P). Placed customer on DNC/DNS list.</p>
CT	[REDACTED]	N/A	3/10/2015	Misrepresentation	<p>PUC: [REDACTED] did not enroll but reported a woman from Clearview called her on February 5, 2015 stating she was working in conjunction with and under the jurisdiction of CL&amp;P (Eversource). [REDACTED] stated the woman told her it was her job to call all CL&amp;P customers who were not under government assistance to offer them lower rates that Clearview &amp; CL&amp;P had agreed upon. She said the woman told her that in looking in her file she saw that they were not getting government assistance but needed a verbal verification - yes or no. The woman then then asked [REDACTED] to read her account number to her. [REDACTED] refused to provide her account number. The woman told her she was offering her a lower rate [REDACTED] than the rate she currently had with CL&amp;P. [REDACTED] informed the woman she just signed up with another provider at [REDACTED] [REDACTED] told the woman that if CL&amp;P did agree to lower rates they would notify her by mail. [REDACTED] states the woman became verbally abusive before hanging up.</p>	<p>Agent has been identified as [REDACTED]. Sales manager for [REDACTED] monitored [REDACTED] calls and did not hear anything of what customer is claiming. He then addressed the agent regarding this complaint. The agent doesn't remember talking to this customer and denies ever using a script like what customer claims. Complaint has been addressed as a serious matter - agent put on final warning and lost her commission. If she receives another complaint or is monitored going off script, she will be terminated.</p>
CT	[REDACTED]	N/A	3/19/2015	Misrepresentation	<p>PUC: Complaint filed by [REDACTED] of the [REDACTED] Police Department: We received a complaint on 3/11/15 at [REDACTED] of an individual asking for account information/personal information regarding the resident's electric bill. They told the resident they were a rep for a company that works for Eversource. The individual identified herself as belonging to a company called "Everclear", which is a subsidiary of Eversource and was collecting information for them. The next day the resident received email confirming her account activation for the company Clearview Electric Inc. The resident then called to cancel her new account and was not charged any fees. The [REDACTED] area has also received similar complaints from residents, although I am not sure if it is the same company soliciting.</p> <p>Thank you,</p> <p>[REDACTED] Police Department</p>	<p>Agent has been identified, and was pulled from the field for statement. She is adamant she identified herself as an agent of CVE. Sales manager addressed ALL employees to review how they should be introducing themselves to customers, to best avoid any confusion. Agents were also reminded to have name badge clearly displayed. Added apt. complex address to DNC/DNS list.</p>
CT	[REDACTED]	N/A	3/19/2015	Misrepresentation	<p>PUC: Customer received a call from a female representative saying they were from CL&amp;P and were asking for her account number stating there was a federal law that allowed them to lower customers electric rates but would need the customer's account number. Customer kept asking who the rep was and rep said [REDACTED] from CL&amp;P. Customer hung up and called the number back on her caller ID [REDACTED] and it was a number for Clearview. Customer would like her number removed asap.</p>	<p>Agent denied telling the customer they were from CL&amp;P and stated they never said the words "Federal Government". Sales manager discovered the agent did mention "you don't want me to apply the savings to your account". The customer then exploded and requested supervisor. Agent wasn't following script. Agent has been terminated. Placed on DNC/DNS list.</p>

CT	██████████	N/A	4/21/2015	Misrepresentation	<p>PUC: On Tues April 21, 2015 at 1:10pm - Customer states 2 men came to his door saying his electric bill from Eversource has gone up 29%. Customer told them he hasn't noticed and then they asked to see his bill so they could show me on the back. Customer told them he would NOT show them his bill.</p> <p>They had a tag around their necks saying EVERSOURCE with a state license # etc. and blue wind breakers with the writing Clearview and a 1/2 sun on the left hand side,</p> <p>One of the men had dark hair with a navy blue baseball cap with a southern accent who did the talking and the other had a long dark blond pony tail also with a southern accent and carried a white binder.</p>	<p>All Clearview agents are required to wear a CLEARVIEW badge around their neck. They also wear jackets and hats with the Clearview logo. The sales manager that was working in this area when the incident occurred has addressed all agents and instructed them not to reference anything that is on the customer's bill and to stick to strictly pitching the Clearview product. This should eliminated any possible confusion in the future. Placed on DNC/DNS list.</p>
CT	██████████	N/A	5/8/2015	Misrepresentation	<p>PUC: on 5/4/15 Clearview rep soliciting door to door claiming its on behalf of Eversource, according to the customer. Also asking for copies of utility bill</p>	<p>Sales team has been instructed to avoid making reference to Eversource in their sales pitch and to stick to pitching the CV product. Placed on DNC/DNS list.</p>
CT	██████████	██████████	6/17/2015	Other	<p>PUC: Complaint filed by ██████████'s daughter - ██████████</p> <p>Cust was switched to CV from ██████████ Rep came to customer's residence. She is elderly and has health issues. Cust did not understand the questions being asked. According to the daughter, cust does not have any bills in her home, everything is taken care of by the family; cust is not in right state of mind to make decisions. Daughter contacted Eversource and switched back to ██████████</p>	<p>Complaint states rep came to her home - but this was a phone sale. TPV indicates this was a valid enrollment. Provided TPV &amp; welcome kit to PURA. Placed on DNC/DNS list.</p>
CT	██████████	██████████	7/2/2015	Other	<p>PUC: Cust states that CV did not notify her that she was back with UI - and now her bill is double the amount.</p>	<p>Cust provided incorrect utility acct number during her online enrollment at ChooseEnergy.com. United Illuminating rejected the enrollment as "Invalid Distribution Company Account Number".</p>
CT	██████████	██████████	7/23/2015	Other	<p>PUC: Cust claims agent told her that her previous supplier ██████████ was no longer supplying electricity. She just found out that is not true and cancelled her service with Clearview.</p>	<p>Enrollment/TPV is valid. CV sales scripts and marketing materials do not include language stating ██████████ no longer supplying electricity. Pulled agent for questioning. Agent denies telling any customer that their supplier is no longer in business. Due to nature of complaint, agent removed from all future CV campaigns. Placed on DNC/DNS list.</p>
CT	██████████	██████████	3/30/2015	Service Cancellation	<p>PUC: **Customer has 2 accounts - ██████████ &amp; ██████████**</p> <p>Please cancel the customers enrollment + no cancellation fee. Customer is elderly and doesn't want to be switched. Please let me know that you wont switch her and she will still be on with ██████████</p>	<p>Drop issued for both accounts (██████████ &amp; ██████████). Service cancelled. Placed on DNC/DNS list.</p>
CT	██████████	██████████	6/2/2015	Service Cancellation	<p>PUC: Customer is upset that she rescinded her agreement with CV but was still charged. Customer claims CV misrepresented themselves on the phone and changed her supply without her authorization. She claims she called CV once she realized what happened. The same day. And was promised the change would not take effect. Customer claims she was with ██████████ at a rate of ██████████ and CV charged her ██████████ on her most current bill.</p>	<p>Customer called us on the same day of enrollment to cancel, but drop order was processed incorrectly. Drop NIS was processed under utility account number instead of POD ID. Customer is going to fax copy of her utility bill so we can refund her rate differential for duration of service. Placed on DNC/DNS list.</p>
CT	██████████	N/A	7/9/2015	Service Cancellation	<p>PUC: Elderly customer, received a phone call from Clearview - does not wish to switch to Clearview Electric. Customer called PURA to make sure it does not get processed. Customer is returning to Eversource's Standard Service rate and be placed on the switch-block list.</p>	<p>We are unable to locate an account in our system for ██████████. We searched our system by the name, address, and phone number you provided. Informed PURA if they can provide ██████████'s utility account number, I will be more than happy to place a block in our system for any future enrollments. Placed on DNC/DNS list.</p>
CT	██████████	██████████	8/7/2015	Service Cancellation	<p>PUC: A Clearview Energy Salesman enrolled ██████████ at her door on Wednesday, August 5, 2015. The customer changed her mind and tried to call your Company yesterday and today to cancel the enrollment. However, she could not reach anyone at Clearview Energy. I spoke with a Representative at Eversource and they advised me that the switch is pending with Clearview Energy. The customer is within the 3 day rescission period and I am requesting that you notify Eversource to rescind the switch as soon as possible.</p> <p>Please send a written response confirming that this action has been completed as soon as possible. In addition, please send a written confirmation that there will be no penalties or early termination fees applied to this account.</p>	<p>Enrollment has been rescinded. Placed on DNC/DNS list.</p>

CT			6/22/2015	Enrollment Dispute	<p>PUC: Cust had [REDACTED] as her supplier. At some point in [REDACTED] she was notified that her supplier is CV. She claims he never asked to leave [REDACTED] and hasn't had any conversations w/CV. She was alerted bc [REDACTED] sent a letter saying she was switched. She has her bill due for 7/3 and CV is still the supplier. She asked Eversource today and they told her the next bill will have [REDACTED] as her supplier. Cust wants PURA to investigate. Can she get a refund? How did this happen?</p> <p>Pura stated to send a written response asap. In particular please answer the following:          1. How did [REDACTED] become our customer?          2. What was the effective date?          3. What is the cancellation date?          4. Are there any Early Termination Fees          5. Will you refund all of the money that she paid your company since she paid your company since she did not ask to switch to CVE.</p>	Cust enrolled online through [REDACTED]. Sent response to PURA along with answers to specific questions they provided. Placed on DNC/DNS list.
CT			8/28/2015	Enrollment Dispute	<p>PUC: Customer disputed enrollment. Customer states he was signed up with [REDACTED] at rate of [REDACTED] from July - October, until Clearview took his account.</p>	Enrollment is valid. Provided TPV to PURA. Placed on DNC/DNS list.
CT			9/8/2015	Enrollment Dispute	<p>PUC: Customer stated she was slammed.</p>	Customer participated in a TPV to authorize Clearview as her supplier. However, possible confusion during the TPV, as the customer mentioned she thought she would receive a reduction in charges. Due to possible confusion, will process refund for rate difference (between CVE & CL&P) for duration of service. Total refund. [REDACTED]
CT			9/12/2015	Enrollment Dispute	<p>PUC: PURA Comments: Please review the customer's complaint. Also, if the customer was charged at a higher rate, please credit according to the rate he would have received with the Utility Company.</p> <p>Complaint: Customer was switched to Clearview without his consent. He called Clearview and they provided him with the TPV and customer states that the person on the recording is not him. On 9/2, Clearview advised him the enrollment did not go through, so they did not have to cancel anything. Clearview advised him that rep # [REDACTED] will be reprimanded.</p>	<p>8/2/15: Clearview received enrollment from [REDACTED]</p> <p>8/4/15: [REDACTED] notified Clearview to drop account because agent terminated due to suspicious enrollments. Clearview submitted drop, but customer ended up being with Clearview for 1 billing cycle.</p> <p>Processed refund for \$ [REDACTED] to cover the rate differential (between CVE &amp; UI) for duration of service. Placed on DNC/DNS list..</p>
CT			3/10/2015	Enrollment Dispute	<p>PUC: Complaint shows filed by [REDACTED]: Customer claiming she never switched to Clearview.</p>	Enrollment is valid. Authorized by [REDACTED]. Provided TPV & welcome kit to PURA. Placed on DNC/DNS list.
CT			9/1/2015	Enrollment Dispute	<p>PUC: Customer stated [REDACTED] and now Clearview energy(800)-654-6990 back to back had fraudulently open these energy accounts, I never authorized any whatsoever. I found out last year when this happened there was a person selling POD, information to energy company's.</p>	<p>8/3/15: Clearview received enrollment from [REDACTED]</p> <p>8/4/15: [REDACTED] notified Clearview to drop account because agent terminated due to suspicious enrollments. Clearview submitted drop, but customer ended up being with Clearview for 10 days.</p> <p>Processed refund for \$ [REDACTED] to cover the rate differential (between CVE &amp; UI) for duration of service. Placed on DNC/DNS list.</p>
CT			6/10/2015	Unprofessional Agent Behavior	<p>PUC: Customer stating that CV is offering him a zero transmission charge for switching to CV. The customer called PURA to confirm the information before switching. PURA advised him that the information is incorrect, Eversource is the company that charges the transmission fee - not the supplier. The customer wanted this complaint filed due to the false information the company is using to solicit business.</p>	We don't have a new enrollment for this customer. Only thing in our system is old acct from 2012. CV sales scripts and marketing materials do not include verbiage regarding a zero transmission charge. Apologized on behalf of CV for any miscommunication. Placed on DNC/DNS list.
DC			7/1/2015	Other	<p>PUC: Cust called PSC to say that CV and [REDACTED] are charging her for service that she cancelled. She does not remember when she signed up with either company and does not understand why she is seeing their charges on her bill. Cust is on disability and is unable to pay the balances due to each company. Cust has received \$ [REDACTED] from [REDACTED] but is concerned that her service will be disconnected bc she is unable to pay for the past due charges.</p> <p>PSC asks if there is any consideration that can be given to this customer regarding reduction of the bill.</p>	[REDACTED] doesn't have any outstanding supply charges with Clearview. Any past due amount that is remaining with Pepco has already been paid to Clearview through Pepco's Purchase of Receivables (POR) program, and is now owed directly to Pepco. For this reason, we are unable to assist [REDACTED] with a reduction of his supply charges. However, as a customer courtesy, we removed his early termination fee of \$ [REDACTED]. Additionally, we notified our collection agency to completely remove him from their records.
DC			4/29/2015	Service Cancellation	<p>PUC: Customer stated he called Clearview tice to cancel his service [REDACTED] ago. Last year he received a confirmation number. Consumer stated that spoke to Sabrina at Clearview, but there is no record of his call. Customer is requesting that his service be returned to Pepco.</p>	Our phone records do not show [REDACTED] ever contacted us prior to April 28, 2015. On this date, we submitted a drop request and his his service is scheduled to return to Pepco on 6/26/15. Placed on DNC/DNS list.

DC	██████████	██████████	10/23/2015	Enrollment Dispute	<p>PUC: The client, an elderly disabled woman, contacted OPC seeking assistance. The client states after thoroughly reviewing her bill, it has come to her attention that Clearview Energy is her energy supplier. The client states, she is not certain when this change in energy supplier happen, and who authorized the change. In addition, the client states she is a ██████████ customer and normally her charge per kilowatt is approximately ██████████. However, according to her bill, she is paying now approximately ██████████ per kilowatt.</p> <p>The OPC is requesting for Clearview to provide verification of enrollment and the terms of the agreement. If the client was inadvertently enrolled with Clearview OPC is requesting a recalculation of her bill based on her average kilowatt price of ██████████. In addition, if there is a early termination fee associated with this account, OPC is requesting a waiver of that fee. Again, the elderly disabled woman is on a very limited income, and any fees or services that would adversely affect her budget or ability to pay, is unwarranted.</p>	<p>Enrollment is valid. Provided TPV and welcome kit to OPC. Placed on DNC/DNS list. Refund customer back to standard offer rate of ██████████ as requested by the OPC.</p>
DC	██████████	██████████	2/3/2015	Enrollment Dispute	<p>PUC: Customer states that he does not remember signing up with Clearview and requests to cancel contract and return his service to the utility.</p>	<p>TPV indicates this was a valid enrollment. Drop issued per customer request. Placed on DNC/DNS list.</p>
DE	██████████	██████████	4/29/2015	Clearview Rate Issue	<p>PUC: Attached is a complaint from a ██████████. I think his issue may be high electric supply charges. Can you have this looked into and assist him. Thank you.</p> <p>**This is one of the Delmarva customers in which Delmarva failed to bill - and then billed all at once.</p>	<p>Billing issue was caused by Delmarva failing to bill customer for 2 months of service and then billing him all at one. Per letter sent to customer - since he was charged more than ██████████ during the time Delmarva failed to bill him, will process refund for the difference. Total refund is ██████████ and covers dates of service ██████████ - ██████████. Customer stated he is happy with our resolution. Provided letter and breakdown of refund to the PUC.</p>
DE	██████████	██████████	4/2/2015	Service Cancellation	<p>PUC: Customer stated he cancelled service and would like to go back to Delmarva. He would like to speak with someone that will confirm his cancellation and go over his charges.</p> <p>Can you please have this customer assisted with his account. Thank you.</p>	<p>Customer disputed his final supply charges stating he was never notified of rate increase. Informed him we do not send notice for variable plans. During the month he disputed ██████████ to ██████████ his usage was double his usage from the previous sixteen months of service. Advised customer to call Delmarva if he feels usage is incorrect. Refund is not warranted. Provided TPV, welcome kit and renewal notice to PUC. Placed on DNC/DNS list.</p>
DE	██████████	██████████	6/8/2015	Enrollment Dispute	<p>PUC: ██████████ (acct holders son) called to dispute his fathers bill with CVE. He stated that his father never signed on with CV, but he is receiving charges for electric supply. He would like to have the service cancelled and the charges removed from his bill.</p>	<p>Account was enrolled by ██████████ (adult child) at the home phone for address on file. Account holder claims he doesn't know who she is. Will process refund for \$ ██████████ which covers the rate differential (between CV &amp; Delmarva) for duration of service. Placed on DNC/DNS list.</p>
DE	██████████	██████████	6/8/2015	Enrollment Dispute	<p>PUC: ██████████ stated that he was not aware that he had electric supply service with CVE. His wife ██████████ is the account but states that she never had the service changed over. They are disputing the high electric charges they received April to present.</p>	<p>Enrollment/Winback is valid. Provided both TPV's, welcome kit, renewal notice to PUC. Placed on DNC/DNS list.</p>

IL	[REDACTED]	[REDACTED]	10/6/2015	Clearview Rate Issue	<p>PUC: Customer stated she called in 2013 to cancel service and she did not realize she continue to have service with Clearview. Customer needs to cancel and return to ComEd. Customer stated her bills are high and is asking for help. Customer is asking that the rate be changed to a lower rate similar to ComEd's rate.</p> <ol style="list-style-type: none"> <li>1) IDENTIFY MARKETER, IF THIRD PARTY MARKETER, PROVIDE THEIR NAME AND ADVISE WHETHER THEY ARE AN ABC OR DO THEY SOLICIT EXCLUSIVELY FOR YOUR COMPANY.</li> <li>2) IDENTIFY THE SALES CHANNEL AND THE NAME OF THE SALESPERSON.</li> <li>3) PROVIDE THE AUTHORIZED VERIFICATION OF THE SWITCH INCLUDING ANY OF THE FOLLOWING WHICH ARE AVAILABLE: RECORDING OF SALES CALL, TPV, LOA, COPY OF SIGNED AGREEMENT, OTHER VERIFICATION.</li> <li>4) IF YOU FIND THAT THE CUSTOMER WAS SWITCHED WITHOUT PROPER AUTHORIZATION, WHAT WILL THE COMPANY DO TO ENSURE THE CUSTOMER DOES NOT PAY MORE THAN THE RATE OF THE CHOSEN SUPPLIER (INCLUDING ANY PENALTIES IF THE CUSTOMER HAD AN ARES)?</li> <li>5) WHAT RATE IS THE CUSTOMER ON AND WHEN DID THEY ENROLL IN YOUR SUPPLY SERVICE?</li> <li>6) VERIFY THE RATE CLASS FOR THIS CUSTOMER.</li> <li>7) ARE THERE ANY EARLY TERMINATION FEES (ETF)? WHAT IS THE AMOUNT? PROVIDE CALCULATION OF THE ETF AND A COPY OF THE AGREEMENT/CONTRACT. ARE THE FEES BEING WAIVED?</li> <li>8) IF ONLINE ENROLLMENT, PLEASE PROVIDE UNIQUE IDENTIFIER AND ONLINE LOA THAT WAS USED TO LEGITIMATE THE SALE/AUTHORIZATION.</li> <li>9) PLEASE PROVIDE THE RECORDING OF THE SALES CALL</li> <li>10) PLEASE PROVIDE THE RATE HISTORY FOR THIS CUSTOMER AND ANY NOTIFICATION THEY MAY HAVE RECEIVED OF RATE CHANGES OR OF A RENEWING CONTRACT.</li> <li>11) IF YOU FIND THE CUSTOMER WAS AUTO-RENEWED, THAN PLEASE PROVIDE A COPY OF THE RENEWAL NOTICE.</li> </ol>	<p>Unable to locate original TPV, Renewal notice, Winback TPV or Winback TOS. Will refund customer rate differential (between Clearview &amp; ComEd) for duration of service [REDACTED] to [REDACTED]. Provided original TOS, renewal notice and breakdown of refund to the ICC. Placed on DNC/DNS list.</p>
IL	[REDACTED]	[REDACTED]	10/8/2015	Clearview Rate Issue	<p>PUC: Customer stated rep broke down her bill and advised her she would be paying less than she currently had with [REDACTED] so she agreed to service. She just received welcome letter and Clearview rate is double rate she has with [REDACTED]. She just called today to cancel and was told its to late to rescind as service is to start on 10/8. Customer stated she will not pay a termination fee.</p>	<p>[REDACTED] was cancelled within her rescission period. ETF does not apply. The TPV indicates that [REDACTED] was properly informed and educated of Clearview's terms and conditions. That being said, we documented this occurrence in our complaint database and provided the information to our sales team to review with the agent. The agent is being retrained to ensure he understands how to properly sell and explain our service. Provided TPV &amp; welcome kit to ICC. Placed on DNC/DNS list.</p>
IL	[REDACTED]	[REDACTED]	4/15/2015	Early Termination Fee Dispute	<p>AG: Customer disputed ETF. Customer stated the agent told her she needed to switch because all of [REDACTED] was switching so she thought this was protocol so she switched over the phone. She stated she cancelled her service but it took a few months to switch back. Customer stated she paid \$ [REDACTED] more a month with CVE.</p>	<p>ETF is valid. Clearview Energy sales scripts and marketing material do not include language stating the customer is required to switch. Provided TPV and welcome kit to the AG. Placed on DNC/DNS list.</p>
IL	[REDACTED]	[REDACTED]	1/6/2015	Early Termination Fee Dispute	<p>PUC: [REDACTED] disputed any rate in excess of the Ameren default rate as well as the \$ [REDACTED] ETF. [REDACTED] stated he only enrolled because the sales agent told him Ameren was going to drastically raise their rates this winter. He also stated that the agent told him that he lives in a government hot spot where it is known that Ameren mistreats its customers. [REDACTED] stated he did not understand the verification questions but answered how the agent told him to answer. He stated his previous rate with Ameren was [REDACTED] cents per kwh and his rate with Clearview is almost double. He is upset that his first bill with Clearview is over [REDACTED] and when he called to cancel he was told he would have to pay [REDACTED] ETF and also be with Clearview for 1 more billing cycle at the higher rate before returning to his utility.</p>	<p>Enrollment/TPV are valid. Contacted customer and informed him ETF has been waived. Also confirmed that disconnect date is set for [REDACTED]. Mailed waived ETF letter to customer per his request. Placed on DNC/DNS list.</p>
IL	[REDACTED]	[REDACTED]	2/3/2015	Early Termination Fee Dispute	<p>PUC: Customer is disputing ETF. Customer stated the agent promised her savings but her bill increased. She stated the agent told her when she switched service suppliers she would not have to pay an ETF. When doing the TPV by phone the customer states the agent told her what to say.</p>	<p>ETF is valid. Provided response, TPV and welcome kit to the ICC.</p>

IL	██████████	██████████	2/4/2015	Early Termination Fee Dispute	PUC: Customer disputed ETF. Customer stated the sales agent promised him a lower rate. Customer cancelled service with CV because ██████████ rate is double the ██████████ rate he was paying previously with ██████████	Waived ETF as customer courtesy. Placed on DNC/DNS list.
IL	██████████	██████████	3/30/2015	Early Termination Fee Dispute	PUC: ██████████ Customer states she was contacted by D2D sales person who told her she could get a lower rate than her previous rate with ██████████. She was with CVE from ██████████ to ██████████ and found out it was higher. She is disputing the \$██████████ ETF because she claims she was misled by sales person.	Customer did not respond with clear "yes" during TPV when explained of the ETF. Waived ETF. Placed on DNC/DNS list.
IL	██████████	██████████	4/7/2015	Early Termination Fee Dispute	PUC: The customer says two salesman came to her door. She already had supply with ██████████. She says she was told by one of the salesman that she already had supply with Clearview and she needed to sign documents to confirm that supply. She says she was distracted. She states salesman was very aggressive and she did not understand what he was asking her to do. She wants to cancel without an ETF.	Customer renewed her service to a fixed rate on ██████████. Since she was under a variable rate prior and cancelled within 3 days of renewal to fixed ETF should not have been charged. ETF waived, placed on DNC/DNS list.
IL	██████████	██████████	6/23/2015	Early Termination Fee Dispute	PUC: Cust states he was with CV but his acct got cancelled at Ameren by someone else. He states he never cancelled it and is now being charged \$██████████ ETF. Cust claims he was never told that there was an ETF. Also states that his bill more than doubled after switching to CV. Cust also claims he was scammed bc agent told him his current supplier at the timer was sold to Clearview. Customer is disputing ETF.	Spoke with cust today. Informed him that since Ameren changed his disconnect date to ██████████ which is his contract end date, ETF has been waived. Provided response, TPV, and welcome kit to ICC.
IL	██████████	██████████	6/30/2015	Early Termination Fee Dispute	PUC: Cust stated she enrolled in November and just recently discovered she has been paying double her previous rate with ██████████. She stated she cancelled service and CV threatens to charge her an ETF. Cust stated she has completed contract so should be no fee.  **ICC REQUESTS TO PLEASE SEND A COPY OF CONTRACT OR TPV WITH RESOLUTION. PLEASE INVESTIGATE AND CONTACT CUSTOMER AND ICC WITH RESOLUTION**  Cust Email: ██████████	Since service ended 1 day after contract end date, ETF does not apply. Placed on DNC/DNS list.
IL	██████████	██████████	6/30/2015	Early Termination Fee Dispute	PUC: Cust claims she was misled to enroll bc agent told her that her entire complex was changing providers to CVE. She claims no indication that she had a choice so she was forced into signing up. Customer has since cancelled bc her bills have doubled. Customer requests ETF waived and to have no further contact from CV.	CV sales scripts and marketing materials do not include language stating the customer is required to switch to CV and/or that the customer's entire complex is switching to CV. Documented complaint in database. Waived ETF as customer courtesy. Placed on DNC/DNS list.
IL	██████████	██████████	7/23/2015	Early Termination Fee Dispute	PUC: Cust claims he asked CV agent about ETF from his previous supplier, and for Clearview. He claims agent told him would be an ETF for CV 6 month contract term, but told him would be no ETF from his previous supplier. Customer stated his rate is 4 times as much with CV and wants to return to previous supplier (██████████) and doesn't feel he should have to pay ETF since he received an unfair representation. Cust also stated he is terminally ill and under section 8 through the government.	CVE sales scripts and marketing materials do not include information regarding any other supplier but Clearview. This being said, our sales agents are only able to provide product and contract information relating to Clearview's plans and products. Issued drop per customer request. Waived ETF. Placed on DNC/DNS list.
IL	██████████	██████████	7/23/2015	Early Termination Fee Dispute	PUC: Cust claims the agent told her she had to choose a supplier and CV is offering the best rate. Cust thought she had to switch, and then found out CV rate is ██████████ more than her previous rate. Cust claims that her supply service was taken over by ██████████ Municipal Aggregation and caused \$██████████ ETF from CV. Cust stated CV offered to waive fee if she switched back, but she doesn't want to switch back and pay more. Cust said salesman lied to her about saving money with CV.  Please answer the following 11 questions.	Clearview's sales scripts and marketing materials do not include verbiage stating the customer is required to choose a supplier. Furthermore, Clearview does not guarantee that its rate is the best rate available. Clearview simply offers customers price protection through a fixed rate product. Waived ETF as customer courtesy. Notified collection agency "██████████" to completely remove customer from their records. Placed on DNC/DNS list.
IL	██████████	██████████	8/28/2015	Early Termination Fee Dispute	PUC: ██████████ states agents claimed that rates would be lower. Customer stated he didn't save any money and cancelled the service agreement. Customer disputes the \$██████████ early termination fee.	Enrollment is valid. ██████████ enrolled in the GreenGuarantee12Plus plan at a rate of \$██████████ + ██████████ monthly base. All charges are valid. Waived ETF as customer courtesy. Provided TPV, Welcome kit, and rate history to ICC. Placed customer on DNC/DNS list.

IL	[REDACTED]	N/A	9/30/2015	Other	<p>AG: [REDACTED] stated he recvd a telemarketing phone call on [REDACTED] from [REDACTED] at Clearview Energy about switching his electric provider. He stated she was polite bu aggressive and used a high pressure approach to convince him that it was in his best interest to switch. He told [REDACTED] that he gets his electrical service from [REDACTED] and would not be eligible to switch and had no desire to change. Next, he asked [REDACTED] where she got his name, address and phone number and to have it removed. [REDACTED] transferred them to [REDACTED] (supervisor) who was very nice and said he would remove his information, but that he would need to call Clearview's home office in Dallas, TX to find out where they got his personal information. [REDACTED] called Clearview 800-746-4702 and spoke with [REDACTED] (supervisor) who he stated was immediately argumentive telling him the person who called him was 3rd party. [REDACTED] stated he just wanted to know how Clearview got his personal information, so he could contact that company to remove him from their list. [REDACTED] stated [REDACTED] old him to send an email to address his request. [REDACTED] stated after his experience, he told [REDACTED] he was going to contact the Illinois Attorney General. [REDACTED] requests written acknowledgement from Clearview that his information (name, address, phone number) is remove from their list.</p>	<p>Notified [REDACTED] (telemarketer) to remove [REDACTED]'s phone number for their list. Placed on Clearview's internal DNC/DNS list. Also, emailed [REDACTED] confirmation that he has been removed from Clearview's list. My email also informed [REDACTED] that he can register his phone number with the National Do Not Call Registry by visiting <a href="http://www.donotcall.gov">www.donotcall.gov</a> , or calling 1-888-382-1222 from the phone he would like to register.</p>
IL	[REDACTED]	[REDACTED]	3/6/2015	Other	<p>PUC: Customer complaint: Customer with with CVE at a rate of [REDACTED] cents per kwh. Customer does not speak English and she does not remember when she was switched but she does remember someone coming to her door telling her that everyone in the neighborhood was switching and that it was a "government program". Customer states she does not understand English and did not know she is paying more. Customer also states she did not understand she is with an alternative supplier. Customer wants to cancel Clearview and would like to be reimbursed for the time she was overpaying.</p> <p>Notes from [REDACTED] representative: I spoke with customer on Saturday [REDACTED] and called Clearview. Clearview customer service is only available Monday through Friday and they do not offer an option to reach a Spanish speaking rep. Please contact customer to address this matter. Customer states she would prefer to be contacted by a Spanish speaking rep. We would like documentation of the TPV as the customer does not speak English, the TPV should have been conducted in Spanish, and if not, the contract is not valid.</p>	<p>TPV is invalid. Customer speaks Spanish but TPV was done in English. Refund customer rate differential (between CVE &amp; ComEd) for duration of service.</p>
IL	[REDACTED]	[REDACTED]	3/12/2015	Other	<p>PUC: Customer is elderly and has has many alternative suppliers contact her. She does not recall taking supply service from CVE. She cannot afford to pay ETF being charged by her previous supplier due to switch to CVE. She says is was not explained to her, she did not realize that she would incur the ETF, if she changed supply to CVE.</p>	<p>TPV/Enrollment is valid. Contacted customer and informed her of enrollment details. Also informed her if she cancels before contract end date [REDACTED], she will be assessed ETF of [REDACTED]. She did not request to cancel at this time.</p>

IL	[REDACTED]	N/A	10/1/2015	Other	<p>PUC: Customer received called on [REDACTED] from Clearview telemarketer [REDACTED]. He stated she was polite but aggressive and used high pressure approach to get him to switch. He informed her he gets service from [REDACTED] and would not be eligible to switch and wasn't interested. He asked where they got his name, address and phone number and to have it removed. [REDACTED] transferred him to [REDACTED] (supervisor). He was nice and professional and said he would have it removed and told customer he would have to call Clearview home office to find out where they got his information. He called home office and spoke to [REDACTED] (supervisor). He stated she was immediately very argumentive, telling him that the people who called were third party vendors of Clearview. [REDACTED] advised him to send an email to address his request, and wouldn't give him the person who he could talk to regarding his experience. Customer wants written acknowledgement from Clearview that their information is removed from their list.</p> <p>PLEASE RESPOND TO THE BELOW CUSTOMER COMPLAINT AND PROVIDE TO THE CUSTOMER HIS REQUEST TO HAVE ANY AND ALL INFORMATION OF THE CUSTOMER REMOVED FROM YOUR DATA BASE. SEND THE CUSTOMER AND THE ICC WRITTEN CONFIRMATION OF THE CANCELLATION</p> <p>Please provide the ICC with a response to the below questions:                  1)                  IDENTIFY MARKETER, IF THIRD PARTY MARKETER, PROVIDE THEIR NAME AND ADVISE WHETHER THEY ARE AN ABC OR DO THEY SOLICIT EXCLUSIVELY FOR YOUR COMPANY. 2) IDENTIFY THE SALES CHANNEL AND THE NAME OF THE SALESPERSON. 3) PROVIDE THE AUTHORIZED VERIFICATION OF THE SWITCH INCLUDING ANY OF THE FOLLOWING WHICH ARE AVAILABLE: RECORDING OF SALES CALL, TPV, LOA, COPY OF SIGNED AGREEMENT, OTHER VERIFICATION. 4) IF YOU FIND THAT THE CUSTOMER WAS SWITCHED WITHOUT PROPER AUTHORIZATION, WHAT WILL THE COMPANY DO TO ENSURE THE CUSTOMER DOES NOT PAY</p>	<p>Notified [REDACTED] (telemarketer) to remove [REDACTED]'s phone number for their list. Placed on Clearview's internal DNC/DNS list. Also, emailed [REDACTED] confirmation that he has been removed from Clearview's list. My email also informed [REDACTED] that he can register his phone number with the National Do Not Call Registry by visiting <a href="http://www.donotcall.gov">www.donotcall.gov</a>, or calling 1-888-382-1222 from the phone he would like to register.</p>
IL	[REDACTED]	[REDACTED]	1/13/2015	Service Cancellation	<p>PUC: Customer states that on [REDACTED] he spoke with [REDACTED] in CS, who advised him that his service would terminate with Clearview on January [REDACTED]. Customer states he is now being told that it will be [REDACTED] before he's switched back to COMED. Customer wants the call from [REDACTED] reviewed because he wants to switch back to COMED ASAP.</p>	<p>CSR gave customer wrong disconnect date. As customer courtesy, will refund customer for rate differential (between CV &amp; the utility) for last month of service. Refund will be calculated once final bill is processed. Provided response, TPV and TOS to ICC.</p>
IL	[REDACTED]	[REDACTED]	3/6/2015	Service Cancellation	<p>PUC: Customer claims she cancelled her service over a [REDACTED] ago but recently realized account hasn't been cancelled. She requests for CV to adjust her bill for the last months since she cancelled. She also stated she called again [REDACTED] months ago.</p>	<p>Customer had 2 accounts with CVE. She called last year but only cancelled her other account [REDACTED]. Complaint is not valid. However, upon review, determined customer was charged incorrect rate during initial contract. Also, since there was possible confusion during the re-enrollment call on [REDACTED] will refund rate differential (between CVE &amp; ComEd) for duration of 2nd contract. Total refund \$[REDACTED]</p>
IL	[REDACTED]	[REDACTED]	3/16/2015	Service Cancellation	<p>PUC: Customer states [REDACTED] years ago she signed up for Clearview Energy but then cancelled three months but is still being billed.</p>	<p>This is a duplicate of complaint [REDACTED]. We already responded to this same complaint on [REDACTED] but different file - ILCC File No. [REDACTED]. Emailed [REDACTED] to see if this is a duplicate or if we need to respond. Also attached my original and breakdown of refund.</p> <p>Contacted customer to confirm acct is set to d/c on [REDACTED] and gave her breakdown of her refund. She stated she is very satisfied. Emailed ICC.</p>



IL			4/24/2015	Service Cancellation	<p>PUC: [REDACTED] CALLED CV TO CANCEL THEIR SUPPLY SERVICE ON [REDACTED] RECENTLY, SHE NOTICED THAT CV WAS STILL ON HER BILL. SHE CALLED TO COMPLAIN THAT THEY SHOULD HAVE CANCELLED OFF HER BILL A [REDACTED] AGO. THE CSR ENTERED THE CANCELLATION TODAY, HOWEVER [REDACTED] SEEKS REFUND FOR THE HIGHER RATES SHE'S PAID THIS PAST YEAR WHILE CV HAS BEEN THE SUPPLIER IN ERROR. THE CSR AGREED THAT THE NOTES INDICATE [REDACTED] CALLED TO CANCEL ON [REDACTED] BUT COULD NOT SAY WHY THE CANCELLATION WAS NOT PROCESSED. THE CSR ENLISTED THE HELP OF HER SUPERVISOR WHO TOLD THE CSR TO TELL CUSTOMER THE REASON WAS BECAUSE COMED CALLED AND TOLD THEM THAT [REDACTED] CHANGED HER MIND AND WANTED TO KEEP CV AS THE SUPPLIER. [REDACTED] DISPUTED THIS AND SPOKE DIRECTLY WITH SUPERVISOR AND WAS TOLD THAT SHE DID NOT CALL TO CANCEL ON [REDACTED] AND THAT INSTEAD THE CALL WAS JUST QUESTIONS ABOUT HER BILL. [REDACTED] IS CERTAIN THAT THE CALL WAS TO CANCEL CV AND EVEN THE CSR AGREED WITH HER. PLEASE INVESTIGATE AND PROVIDE A DETAILED RESPONSE TO CUSTOMER AND ICC. PLEASE PROVIDE A COPY OF THE CUSTOMER SERVICE CALL RECORDING WITH YOUR RESPONSE. PLEASE VERIFY THE RATE CLASS TO BE RESIDENTIAL. PLEASE PROVIDE A RATE HISTORY AND COST COMPARISON OF THE COM ED RATES.</p>	<p>Account was reinstated by ComEd on [REDACTED]. Issued drop and service is set to return to her ComEd on [REDACTED]. Provided customer service calls from [REDACTED] and [REDACTED] to ICC per request. Also, provided customers rate history with comparison to ComEd's rates.</p>
IL			6/5/2015	Service Cancellation	<p>PUC: Cust states he called CV within rescission period to cancel enrollment. Cust states he ended up being enrolled with CV after cancelling, and continues to get billed. Cust seeking CV to stop billing him and to have his bills recalculated to ComEd's rates.</p>	<p>Customer called us [REDACTED] to cancel, but CSR failed to issue drop. Will refund rate differential (between CV &amp; ComEd) for final month of service, once final bill has processed. Placed on DNC/DNS list.</p>
IL			7/23/2015	Service Cancellation	<p>PUC: THE CUSTOMER SAYS SHE CANCELLED SUPPLY WITH CLEARVIEW IN [REDACTED] SHE HAS RECENTLY RECEIVED A BILL, DUE [REDACTED] THAT INCLUDES CLEARVIEW CHARGES. SHE WANTS TO BE SURE THAT SUPPLY WITH CLEARVIEW HAS BEEN CANCELLED. PLEASE ADVISE.</p>	<p>Customer called CV on [REDACTED] to cancel. Drop was issued, and service is set to return to Ameren on [REDACTED]. Placed on DNC/DNS list.</p>
IL			1/15/2015	Enrollment Dispute	<p>PUC: Customer is asking for confirmation that he was not fraudulently signed up for service by the representative calling on him at home. Customer wants confirmation that he is not enrolled in service to commence in [REDACTED]</p>	<p>TPV is valid. Called customer and confirmed his disconnect date is set for [REDACTED]. Waived ETF as customer courtesy. Mailed waived ETF letter to customer per his request.</p>
IL			8/17/2015	Enrollment Dispute	<p>PUC: Customer claims she never agreed to CVE services. Customer states she has been trying to cancel her services with Clearview since her ComEd bill has been exorbitant.</p>	<p>Enrollment is valid. Provided TPV, welcome kit, and renewal to AG. Issued drop per customer request. Placed on DNC/DNS list.</p>
IL			8/31/2015	Enrollment Dispute	<p>PUC: Customer states her electric service has been switched without her permission. Please confirm with the customer and the ICC that the enrollment has been cancelled and that the customer account has been returned to [REDACTED]/Ameren. Also, please respond to the additional questions attached.</p>	<p>[REDACTED] originally enrolled with CVE on [REDACTED] - TPV is valid. [REDACTED] re-enrolled on [REDACTED] - TPV is valid. Clearview believes it received proper authorization (both times) to act as [REDACTED]'s supplier. Provided TPVs &amp; Welcome Kits to the ICC. Waived ETF as customer courtesy. Placed on DNC/DNS list.</p>
IL			2/9/2015	Enrollment Dispute	<p>PUC: Customer disputed enrollment. Customer stated Clearview informed him that his wife enrolled the account but he is not married. Customer stated CSR promised him [REDACTED] % refund since Clearview has been charging him double what he was paying previously with [REDACTED]. Customer stated he emailed CSR copy of his previous bill and tried calling him directly on his extension to no avail.</p>	<p>Refund rate differential (between CV &amp; [REDACTED]) for duration of service.</p>
IL			2/25/2015	Enrollment Dispute	<p>PUC: Customer states their bill has gone higher and higher last couple months and found out Clearview has been their supplier for the last couple years. Customer wants to cancel asap and wants to know how they were enrolled, as they do not remember speaking with anyone about switching supply.</p>	<p>Enrollment/TPV is valid. However, customer was charged incorrect rate during initial twelve month contract. Rate on TPV/TOS is \$[REDACTED]. Customer was charged \$[REDACTED] for 1st eleven months and \$[REDACTED] for 12th month. Total Refund \$[REDACTED].</p>
IL			4/20/2015	Enrollment Dispute	<p>PUC: Complaint filed by [REDACTED]. The customer states he was fraudulently switched and tricked into choosing Clearview. Customer stated he was told by D2D rep that he was there to take care of him to help him get a better rate. The customer does not speak English but he knows how to say yes in English and the sales rep told him and trained him to just say yes during the TPV. The customer wants to cancel ASAP and stated he tried today but was told he would have to pay an ETF. Customer wants to cancel and wants his money back. Customer stated he had to pay [REDACTED] per kWh vs ComEd's rate of [REDACTED]. The customer is very upset that this happened to him. PLEASE CALL THE CUSTOMER and answer the questions provided.</p>	<p>Enrollment/TPV is valid. Authorized by [REDACTED], the utility account holder. During TPV she speaks perfect English and even asks questions (in English) at the end. Drop issued, placed on DNC/DNS list. ETF is valid.</p>

IL	██████████	██████████	8/6/2015	Enrollment Dispute	PUC: Cust states her electric supplier was switched to Clearview without her authorization. Cust states she never agreed or authorized anyone to switch her supplier to Clearview from ██████. Cust wants service cancelled ASAP without an ETF. Cust also seeking refund from CV.	Unable to confirm with certainty that it is ██████'s voice on TPV. ██████ claims her 15 yr old daughter enrolled her account. Will refund rate differential for duration of service. ETF waived. Placed on DNC/DNS list.
IL	██████████	██████████	2/3/2015	Unprofessional Agent Behavior	PUC: Consumer states the sales agent came to their door stating that all of ██████ County Illinois had switched to a rate locked program and that their records showed he had not received credit yet. He requested to see a copy of his bill to see whether we had received the credit. Customer states after showing the agent his bill the agent said he had not received the credit and proceeded to call his office. Customer did not realize the verification call was to enroll with Clearview. Customer stated the lady on the phone from Clearview mentioned a \$█████ disconnect fee. While customer doing TPV, the customers wife asked the agent about the credits he mentioned previously and the agent stated he didn't know anything about credits. Customer then ended the call and the agent left. Customer is upset that the agent tried to get him to switch without knowing and by leading him to believe ██████. Customer made the switch and that he was owed a credit.	CV sales scripts and marketing materials do not include language stating all of ██████ County Illinois is switching to Clearview. Placed customer on DNC/DNS list.
IL	██████████	N/A	5/8/2015	Unprofessional Agent Behavior	PUC: Customer is upset over aggressive sales tactics by Clearview D2D agent today. The agent promised customer savings and wanted to look at customer's bill. Customer ended up shutting door on the sales agent.  Please investigate and respond to the following questions within 14 days.	Unable to locate an account in our system with the information provided. Placed on DNC/DNS list. Provided complaint information to ██████. Additional training will be provided to agent who was selling in this area when the incident occurred.
IL	██████████	██████████	7/8/2015	Unprofessional Agent Behavior	PUC: Cust claims the agent told him that his supplier ██████ would be increasing their rates for the summer season, and that then CV rate would be substantially lower than ██████'s. Cust states he took marketer's word and signed up. When he recvd his first bill it was approx. twice the total of his previous months bill. Cust researched and found that ██████ does not increase their rates for summer but remains at ██████ cents. Due to switch to CV he is paying double his previous rate. Cust cancelled and is disputing ETF and wants any bills billed under CV to be re-rated to the ██████ rate.  ICC requests to investigate and respond to the customer and ICC. Additionally, provide responses to their 9 questions.	CVE sales scripts and marketing materials do not include verbiage regarding ██████. During the TPV, ██████ affirmatively acknowledged his understanding of the contract terms including, but not limited to, the agreement rate, length, and early termination fee. Refund is not warranted. Waived ETF as customer courtesy. Provided TPV, welcome kit, and rate history to ICC. Placed on DNC/DNS list.
MA	██████████	██████████	9/21/2015	Clearview Rate Issue	PUC: Customer stated rates are much higher than promised when Clearview knocked on his door. Customer is requesting ETF to be waived.	During TPV, ██████ was explained and acknowledged his understanding that he was enrolling in ██████ contract at a fixed rate of \$█████/kWh. Waived ETF as customer courtesy. Placed on DNC/DNS list.
MA	██████████	██████████	10/5/2015	Clearview Rate Issue	PUC: Email from DPU:  ██████████ called on behalf of ██████████. ██████████ gave her authorization to have him speak to me on her behalf. She claims she did authorize a switch to Clearview Energy but did switch due to fact that she was promised that her electric bills would be lower. She is paying a higher rate and on a limited income. ██████████ claims that he called to cancel in ██████████ and still being billed. He spoke to ██████████ at Clearview who said she will mail ██████████ a refund check of \$██████████? and there was no ETF. Could you provide me the rate that this customer was charged each month while with Clearview. Could you review this and get back to me.	██████████'s husband, ██████████ called us to cancel on ██████████ CSR failed to issue drop at this time. As courtesy, we refunded rate differential (between CVE & Nat Grid) for the duration of service. Also, waived ETF since it was not explained during the TPV. Customer was charged at rate of \$██████████/kWh, which is rate he agreed to during TPV. Clearview's sales script does not include verbiage regarding savings. Refund was mailed to customer on ██████████. Placed on DNC/DNS list.
MA	██████████	██████████	3/31/2015	Early Termination Fee Dispute	AG: AG office requested TPV through our customer service email. Customer has been in touch with the MA Department of Public Utilities, MA Attorney General's Office and National Grid seeking relief of the early termination fee she claims she was not made aware of.	Provided TPV and welcome kit to AG. Placed on DNC/DNS list.

MA	[REDACTED]	[REDACTED]	4/29/2015	Early Termination Fee Dispute	<p>AG: Customer has 2 accounts (Acct# [REDACTED] &amp; [REDACTED]) [REDACTED] is disputing ETF of \$[REDACTED] for both of his accounts.</p> <p>Customer stated CV called him about his electric bill going up, and had a rate of [REDACTED]. He thought it was a good idea and thought he had 30 days to cancel or till his next billing date. Customer enrolled with another supplier because he got a better deal. He stated he called CV and spoke to [REDACTED] who said he should be fine. Customer stated he is now being charged \$[REDACTED] ETF per account. Customer stated he is unemployed and on a fixed budget. Customer seeks to not pay a dime, nothing.</p>	Confirmed that [REDACTED] is a supervisor with [REDACTED]. Since we don't have record of that call - waived ETF as customer courtesy.
MA	[REDACTED]	N/A	6/22/2015	Early Termination Fee Dispute	<p>AG: Reps came to his home promoting CVE and said it would cost less than his current provider. They were extremely persistent and wouldn't leave and then continued to come back to get their information. Cust felt harassed and we couldn't take it, so we gave information. Then, another company came in and did the same, and it lasted a long time. Then his family receive notice saying they have to pay \$[REDACTED] ETF bc their service was cancelled due to another new "company" providing the energy. Cust stated is outrageous and he thinks these companies are conspiring with one another, so that every time we are forced to sign up with another company. The previous one would be cancelled and we had to pay the ETF's. Cust wants CV to remove ETF and stop harassing his family.</p>	6/19/15: Emailed [REDACTED] for additional information (Acct# or name) to investigate further. I am only able to locate one acct in our system at this address - but at [REDACTED] and shows acct name as "[REDACTED]". I attempted to reach [REDACTED] @ [REDACTED] but he picks up and hangs up when I say who I am. on [REDACTED] I Spoke w/ [REDACTED] at the AG office. She has been unable to reach him as well. She sent him postcard and if no response in 10 days case closed. If case closed, we will receive letter.
MA	[REDACTED]	[REDACTED]	1/2/2015	Early Termination Fee Dispute	<p>PUC: Cust stated they were told we are part of National Grid. Cust cancelled during rescission period, but says they were told there would be a \$[REDACTED] ETF</p>	Responded that no ETF would be assessed, and checked the waive ETF button to make sure.
MA	[REDACTED]	[REDACTED]	4/2/2015	Early Termination Fee Dispute	<p>PUC: Customer stated agent was very pushy, deceptive and when they were doing TPV he told her what to say and at the end of the TPV when the customer was told of the early termination fee the rep told her that was just for commercial customers. Customer has tried to call the 800 number to cancel and cannot get through. Please make sure this customer is not switched.</p>	Enrollment has been cancelled. Per [REDACTED]: This agent underwent a two hour training regarding the nature of this complaint. In order to assure that the training will be reciprocated in the agent's performance, the agent is being shadowed by a field manager. Placed customer on DNC/DNS list.
MA	[REDACTED]	[REDACTED]	4/2/2015	Early Termination Fee Dispute	<p>PUC: Customer received a bill for ETF of \$[REDACTED]. He's 85 years old and doesn't have any dealing with Clearview. He's tried to contact Clearview but hasn't been able to reach to company to discuss it.</p>	Customer enrolled, cancelled and then re-enrolled. Contacted customer and went over enrollment details and informed him that he authorized switch on both TPV's. Issued drop per his request and placed on DNC/DNS list. Provided both TPV's to the PUC.
MA	[REDACTED]	[REDACTED]	4/16/2015	Early Termination Fee Dispute	<p>PUC: Customer disputed ETF. Customer stated a man was at his home from Clearview and would not leave until he signed up. He called to cancel and was told would have to pay \$[REDACTED]ETF. He stated this is his first apartment and he wasn't sure what this was and just the man to leave him alone.</p>	Waived ETF as customer courtesy. I believe that TPV is valid but verifier stumbles a lot in his wording and uses incorrect verbiage several times. Placed on DNC/DNS list.
MA	[REDACTED]	[REDACTED]	4/17/2015	Early Termination Fee Dispute	<p>PUC: Customer has service with [REDACTED] but has been getting phone calls from Clearview Energy demanding \$[REDACTED] because she cancelled its service.</p> <p>Customer says the caller identified herself as a representative of National Grid and is authorized to collect the money. She fears this is a scam on the elderly.</p>	Enrollment/TPV is valid. However, since welcome kit was mailed 5 days before service started - waived ETF. Placed on DNC/DNS list.
MA	[REDACTED]	[REDACTED]	6/3/2015	Early Termination Fee Dispute	<p>PUC: Customer's daughter states her father no recollection of signing up with Clearview and that he usually just hangs up, she states father is 91 yrs. old and is becoming very confused. [REDACTED] has a final bill of \$[REDACTED] early termination do you think you could waive the fee? Please advise.</p>	Waived ETF as customer courtesy. Placed on DNC/DNS list.
MA	[REDACTED]	[REDACTED]	6/9/2015	Early Termination Fee Dispute	<p>PUC: Customer claims the agent came to her house claiming that he was just looking at bill to adjust rate. She ended up going on recording agreeing to everything the verifier said but was always certain service wasn't being switched. It was switched and she called Eversource to drop it and has now recvd and ETF for \$[REDACTED]. However, she never recvd terms of service indicating there was anything about termination.</p>	Clearview's sales script and marketing material do not include verbiage regarding a rate adjustment. Additionally, during the TPV, she acknowledged her understanding that she was enrolling to have Clearview as her supplier. Waived, ETF as customer courtesy. Placed on DNC/DNS list.

MA	[REDACTED]	[REDACTED]	7/7/2015	Early Termination Fee Dispute	<p>PUC: Cust states CV came onto a NO SOLICITATION subsidized property and that she was in mental distress and illness that affected her thinking. Cust claims she thought CV was sent by the property office. She states CV rates are more. CV asked for her electric bill to get the acct number. She states agent was aggressive with SAVINGS sales pitch. Now she called CV to cancel and was told will be charged \$ [REDACTED] fee to cancel.</p> <p>Email: [REDACTED] or Call: [REDACTED]</p>	<p>We apologize for any miscommunication [REDACTED] may have experienced. However, Clearview sales scripts and marketing materials do not include verbiage regarding "savings". Issued drop per customer requested. Although Clearview believes it properly informed and educated customer of its terms and conditions, waived ETF as customer courtesy.</p>
MA	[REDACTED]	[REDACTED]	7/10/2015	Early Termination Fee Dispute	<p>PUC: [REDACTED] is 89 years old and just received an invoice for \$ [REDACTED] and I am assuming her account was assessed an ETF. She is afraid she is going to be arrested if she doesn't pay. I did call National Grid, her distribution company, and she has changed suppliers 4 times since [REDACTED]. She clearly doesn't understand what she is going. She claims she doesn't remember switching to Clearview.</p> <p>Could you provide me a copy of her TPV. Would Clearview consider waiving her ETF as a good will courtesy credit. Please review and let me know.</p>	<p>Provided TPV to DPU. Waived ETF as customer courtesy. Placed on DNC/DNS list.</p>
MA	[REDACTED]	[REDACTED]	7/17/2015	Early Termination Fee Dispute	<p>PUC: Customer Comments: customer doesn't speak English that well and didn't understand role of supplier he thought he had to switch agent said he worked for Eversource Now he is with [REDACTED] and he thought it was same company giving him different rate. Got invoice for \$ [REDACTED]</p> <p>DPU Comments: [REDACTED] did agree to switch to Clearview but didn't understand the role of a competitive supplier. He thought he didn't have a choice. Another supplier came to his door and he did switch but thought it was Clearview just offering him another rate. He doesn't understand English that well and I had difficulty explaining the electric restructuring industry and the role of a supplier. Would Clearview consider waving the ETF as a good will courtesy credit. Thank you and have a great weekend.</p>	<p>Customer already paid his ETF in full. Paid over the phone by credit card on [REDACTED]. Please advise if further action is needed. Placed on DNC/DNS list.</p> <p>[REDACTED] Issued full refund of ETF \$ [REDACTED] (including process fee) per request from DPU Ref# [REDACTED].</p>
MA	[REDACTED]	[REDACTED]	7/17/2015	Early Termination Fee Dispute	<p>PUC: DPU Comments: Do you have anything on this ? Thank You.</p> <p>Customer Comments: The Clearview energy company had a representative come out to my residence to inform me that the company I had been using prior to them no longer operated in MA. I, unfortunately, believed them and transferred my account to them. I found out a couple months later that the original company I had been signed up with was still operating in MA and were now charging me an early termination fee. I tried contacting both companies and Clearview said they would not let me out of my contract despite my transfer being under false pretenses. The other company told me they could postpone the payment of the fee so I could contact DPU regarding this. I was hoping there would be something I could do to make this contract null and void. Please let me know if there are any options for me. I don't want to be using a company that would resort to these kind of tactics nor do I want to pay their \$ [REDACTED] cancellation fee. Thank you</p>	<p>CV sales scripts and marketing materials do not include verbiage stating the customer's previous supplier is no longer operating in Massachusetts. Waived ETF as customer courtesy. Placed on DNC/DNS list.</p>

MA	[REDACTED]	[REDACTED]	8/27/2015	Early Termination Fee Dispute	<p>PUC: Customer says she signed up with Clearview after sales person offered to lower her bills and told her that Eversource was no longer handling her service. She agreed but noticed that bills from Eversource didn't stop and she's been paying them. Today, she rec'd a statement from Clearview demanding \$ [REDACTED] b/c she cancelled the service.</p> <p>***Account number provided by PUC is [REDACTED] ... Correct account number is [REDACTED]***</p>	<p>In Clearview's documentation and the TPV, there are no representations that Clearview guarantees savings. Also, Clearview's sales scripts do not include verbiage regarding Eversource no longer handling service. During the TPV, [REDACTED] was explained that her utility would continue to deliver her electricity, and send her a bill every month. Although Clearview believes it properly informed and educated [REDACTED] of its terms and conditions, waived ETF as customer courtesy. Placed on DNC/DNS list.</p>
MA	[REDACTED]	[REDACTED]	8/31/2015	Early Termination Fee Dispute	<p>PUC: Customer complaint is that he received an early termination fee of \$ [REDACTED] from Clearview, although he did NOT discontinue service and has been on a budget with [REDACTED] paying \$ [REDACTED] /month each month.</p> <p>He has called [REDACTED] (who suggested he call Clearview) and has called Clearview (who suggested he call [REDACTED]).</p> <p>Would you kindly look into this matter and confirm that this cor has paid his bill each month and confirm why this cor has received a bill for a \$ [REDACTED] early termination and what his current status is with Clearview.</p> <p>Finally, please advise whether Clearview will waive his early termination fee of \$ [REDACTED].</p>	<p>[REDACTED] was disconnected on [REDACTED] due to past due balance of \$ [REDACTED]. Clearview has only received 2 payments from [REDACTED]'s utility company which total \$ [REDACTED]. Upon receipt of this complaint, contacted [REDACTED]. He informed us that he has been on payment plan with his utility for the past year due to past due balance. Informed [REDACTED] that since he has not paid bill in full, his utility has not forwarded all payments to Clearview. To date, account is past due \$ [REDACTED]. Waived ETF as customer courtesy. Placed on DNC/DNS list.</p>
MA	[REDACTED]	N/A	5/14/2015	Misrepresentation	<p>PUC: Customer claims the agent came to her residence explaining that "Eversource had changed carriers and was now providing lower rates to customers" and needed to check her electric bill to see if she was receiving the correct rate. Once he had her bill in his hand he proceeded to call "Eversource" she thought. She claims the verifier told her that she was paying a higher rate and that it would be adjusted and she would see a lower rate on her next bill. She claims the verifier then proceeded to "welcome to Clearview Energy" and started to explain about the ETF. At this point she asked why would the electric company charge her if she cancelled her electric and the reply was that Eversource has nothing to do with changing suppliers. Customer was confused because she was told by agent that Eversource was who was making the change. She claims verifier then informed her that CV was not affiliated with Eversource. Customer then told verifier not to change anything on her account and that she was going to report the agent for using deceptive means to access her account by representing themselves as reps for Eversource.</p> <p>During "no-saled" TPV, customer stated as soon as she asked the verifier about why her electric co would charge her for cancelling - the agent handed her bill back to her and told her to have a nice day and walked off.</p>	<p>Clearview's sales scripts and marketing materials do not include verbiage stating "Eversource has changed carriers and now providing lower rates to customers. Also, agents are required to wear CV shirts/name badges to clearly identify themselves as agents of CV. Since customer stated she didn't want to enroll - TPV was positioned as a no-sale. Because of seriousness of complaint, agent has been put on final warning. Placed customer on DNC/DNS list.</p>

MA	[REDACTED]	[REDACTED]	7/23/2015	Misrepresentation	<p>PUC: Incident occurred on 7/15/15. Unable to locate an enrollment in our system for this person.</p> <p>DPU Comments: Hi , Another complaint regarding aggressive / deceptive telemarketing.</p> <p>Consumer Comments: I live in a secure building at [REDACTED] in [REDACTED] and sales people are not allowed to wander the halls, or are even allowed in the building. I just had a knock at my door by a woman carrying a clipboard who quickly flashed an ID and said "I'm with clear view and I'm here to make sure you're getting your price protection on your electric bill. Can you show me a copy of your bill?" When I said I pay my bill online, she said "OK, then you can pull it up online for me to look at it". When I said that I didn't want to she said "Well, it's not mandatory for you to do it but the utility strongly recommends you do". I said no thanks. I didn't even know who Clear View was until I googled it after her visit. She in no way made it clear that she was with a different utility company... in fact she insinuated that she was with my current utility company, National Grid. Not only did she trespass onto private property into a secure building, but she also was not transparent, and I would actually say she was deceitful.</p>	<p>CV sales scripts do not include the verbiage "Well, it's not mandatory for you to do it but the utility strongly recommends you do". Agent has been identified and denies insinuating she was with [REDACTED] previous supplier. Agent was wearing CV shirt and presented CV ID badge to [REDACTED] (as [REDACTED] confirmed in his complaint). She stated she clearly identified herself as agent of CV, third-party electricity supplier. Agent placed on final warning. If found soliciting in non-solicitation area again, she will be removed from CV campaigns. Placed on DNC/DNS list.</p>
MA	[REDACTED]	N/A	9/21/2015	Misrepresentation	<p>PUC: Customer stated: "On two occasions representatives for Clearview Energy have showed up at my home, knocked persistently on my door until someone came an answered, and outright lied to me: "Hi, I'm with National Grid..." And want to review my electrical bills with me.</p>	<p>I am unable to locate an account in our system for [REDACTED]. CVE did have several agents selling in [REDACTED], but no sales were made on [REDACTED]'s street. However, I have addressed this complaint with the entire sales team which was selling in [REDACTED]. All agents have been reminded that they must immediately state that they are with Clearview and show the customer their Clearview ID badge. They are also required to wear a Clearview shirt and hat, so that they are easily identified as agents of Clearview. Placed on DNC/DNS list.</p>
MA	[REDACTED]	[REDACTED]	9/25/2015	Misrepresentation	<p>PUC: [REDACTED] claims the agent was deceptive and misleading and lead her to believe he was with Eversource (claims shirt said Eversource) and she was going to save monies. She participated in a TPV to authorize the switch. However, she claims she never received a welcome packet in the mail only an email that was sent to her email yesterday [REDACTED] welcoming her to Clearview and informing her that a welcome packet will be sent.</p> <p>DPU requests confirmation that customer will not be billed by Clearview since she never had her right to rescind the contract. DPU requests confirmation that she will not be switched and address issue with the sales agent.</p>	<p>During TPV, [REDACTED] acknowledged her understanding that she was enrolling to have Clearview as her supplier, and that Clearview is an independent third-party supplier - not affiliated with NSTAR. Welcome kit was mailed to Ms. Kennedy on [REDACTED]. Clearview's sales script and marketing materials do not include verbiage regarding "Eversource" or "Savings". Clearview requires all agents to wear Clearview shirts and ID badges. They are also required to clearly and immediately identify themselves as a sales agent of Clearview. Agent will be retrained to ensure he understands how to properly explain and sell our product.</p>
MA	[REDACTED]	[REDACTED]	10/8/2015	Misrepresentation	<p>PUC: Email from DPU:</p> <p>I received a complaint from [REDACTED], stating a representative of Clearview came to [REDACTED]'s home stating that [REDACTED] is no longer supplying electricity to him. They told him that [REDACTED] is no longer supplying electricity to him, that he would need to get electricity from another supplier and that they would take care of it for him. The rep then asked him for a copy of his bill and stated he would now be getting his electricity from Clearview.</p> <p>Can you please look into this and advise. I understand the difficulty in monitoring your contractors but this is a problem that appears to be getting worse.</p>	<p>Cancelled enrollment within rescission period. Placed on DNC/DNS list. Clearview apologizes for any confusion. Our sales script for door-to-door teams does not include information concerning [REDACTED]. That being said, we documented this occurrence in our complaint database and provided the information to our sales team to review with the agent. The agent denies telling [REDACTED] that [REDACTED] is no longer supplying electricity to him. The agent stated that [REDACTED] did mention that he heard something about his supplier going out of business, but she told him that she cannot speak on behalf of any other supplier than Clearview. The agent stated she then informed [REDACTED] that Clearview is a licensed electricity supplier and that by signing up he would be sure to have a fixed rate for the next year. If we get a one-time complaint for a sales agent for customer confusion, it is a coachable offense and the agent's filed is notated. If it happens a second time, we declare that it is a trend/pattern and the representative is removed from our campaign. To date, we have not received any other complaints regarding this agent. If another issue arises, the agent will be removed from our campaign.</p>

MA	██████████	██████████	10/7/2015	Misrepresentation	<p>PUC: ██████████ stated representatives of Clearview knocked on her door on 10/1/15. They were offering a "green energy" option. They then told her they just needed to verify a few pieces of information on her account. ██████████ then got on the phone with someone in Ohio who said, "Thank you for enrolling.". She told the person on the phone that she wasn't enrolling in anything and the person on the phone said something quickly and then hung up. The representatives who she left in the hall were knocking on her door. When she told them she was uncomfortable with the situation, she was told "Enjoy your high energy rates".</p>	<p>We are unable to locate an account in our system for ██████████. However, we were able to locate a TPV in our database. ██████████ did not complete the TPV, therefore, the transaction was dispositioned as a no sale. Through our investigation, we identified the agent in question and pulled her from the sales field for retraining. The agent denies telling ██████████ "Enjoy your high energy rates". The agent has been issued a warning and informed that if any other issue arises, she will be permanently removed from our campaign.</p> <p>We placed a block in our system under ██████████'s account number to ensure no future enrollments are processed. We also added ██████████ to our internal do not call and do not solicit list. This will prevent her from being contacted again by a Clearview representative.</p>
MA	██████████	██████████	4/15/2015	Other	<p>PUC: Customer stated she specifically asked the agent if there would be any costs or fees associated with switching. She was never told about the market price adjustment charge from WMECO (Eversource). Customer was rebilled from ██████████ to ██████████. Difference: Jan-\$██████████, Feb-\$██████████, Mar-\$██████████ (total = \$██████████).</p> <p>The DPU office wrote: Effective March 23rd, our commission did request that all competitive suppliers and distribution companies clearly inform potential customers about the bill recalculation at the time the customer is seeking to enroll. Could you check the recording from the sales agent to listen to what was discussed. Customer is asking for assistance in having Clearview Energy refund her the monies as a good will courtesy credit. Please review and send me a resolution.</p>	<p>As a good will courtesy, will refund \$██████████ to cover the basic service bill recalculation charged by utility. Customer did not request to cancel at this time.</p>
MA	██████████	██████████	5/1/2015	Other	<p>PUC: Customer says he called National Grid after received a high bill and was informed it was due to him switching service to Clearview. He called Clearview and was informed that a woman authorized the switch.</p> <p>Customer is upset b/c he never authorized the switch and wants Clearview to cover the cost of the re-bill by National Grid. The rebill as ██████████</p>	<p>Our records show and the TPV indicates the account was enrolled by ██████████. Drop issued, ETF waived. Refund check mailed to customer on ██████████ for \$██████████ to cover the billing adjustment he received from National Grid. Placed on DNC/DNS list.</p>
MA	██████████	██████████	7/10/2015	Other	<p>PUC: Could you please put this customer on your internal do not call list and stop all mail solicitation. Please confirm.</p> <p>Customer states he went to Clearview and changed to Discount since but did get billed market price adjustment he is not even sure what rate he is paying w/██████████ told him to call and get terms of contract sounds like consumption is very low wants to be put on do not call list and stop all mail solicitation.</p>	<p>Customer is upset that he received Market Price Adjustment from NSTAR due to his switch to Clearview. He is not requesting refund of Market Price Adjustment, but only wants to be added to DNC/DNS list and receive no further mail solicitation. Waived ETF as customer courtesy. Placed on DNC/DNS list.</p>
MA	██████████	██████████	9/17/2015	Service Cancellation	<p>AG: Received fax from the Mayor's office of Consumer information. This office works in conjunction with Massachusetts Attorney General..</p> <p>Complaint: ██████████ stated she signed up with Clearview on ██████████, but then directly after signed up with ██████████ because offered lower rate. Her service was with ██████████ from ██████████ to ██████████, but then Clearview took over her account. She is upset that Clearview knocked ██████████ off as her supplier, and as a result she received high bills with Clearview for 2 billing periods. She stated after she enrolled with ██████████ she contacted Clearview and cancelled, but was not provided a confirmation number. She is requesting reimbursement of \$██████████ to cover the 2 billing periods she ended up being with Clearview.</p>	<p>According to our records, ██████████ didn't contact CVE to cancel, until after she received her first utility bill with Clearview. At this time, our representative processed a drop order, and ██████████'s supply service returned to her utility company. This being said, CVE contends that a refund is not warranted. Also, please note that Clearview previously responded to this complaint to the Massachusetts Department of Public Utilities. This response was sent on ██████████</p>
MA	██████████	██████████	3/31/2015	Service Cancellation	<p>PUC: Could you verify that ██████████'s account with Clearview will be canceled. He called to cancel on Friday ██████████ and was given a confirmation # ██████████. He is elderly and on a fixed income and realized the rate was high and not affordable.</p>	<p>Drop was issued per customer request on ██████████. Awaiting drop confirmation from National Grid.</p>

MA	██████████	██████████	5/19/2015	Service Cancellation	PUC: I received a call from this customer on ██████ stating that she signed up with Clearview on ██████ and canceled the next day ██████. I spoke to Nat Grid this morning and they have not been notified of the cancel yet, can you please confirm what the customer stated. The customer is elderly and realized she would be paying more for her supplier services and she is disable, I am trying to stop the enrollment as she is not being read until ██████.	Customer enrolled on ██████. Service started on ██████. Customer called ██████ to cancel. Disconnection date is set for ██████. As customer courtesy, supervisor previously waived ETF. Placed on DNC/DNS list.
MA	██████████	██████████	6/9/2015	Service Cancellation	PUC: Customer wants service cancelled	Issued drop per customer request and disconnect date is set for ██████. Placed on DNC/DNS list.
MA	██████████	██████████	6/16/2015	Service Cancellation	PUC: Customer claims she cancelled her authorization to switch to Clearview within 3 days of making her agreement to switch which should make her cancellation with Clearview valid. Further, this customer indicated that she never received the terms and conditions and cancelled within 3 days of authorizing the switch. Customer would like to be reimburse the additional cost she has incurred for being switched to Clearview without her authorization, namely ██████ (although DPU thinks her true additional cost is more and is still accruing).  *****Also, the DPU would like us to confirm that Clearview is complying with regulation 220 CMR 11.05(4)(d), and is not submitting a switch authorization to the distribution company and initiating Generation Service before the expiration of the 3 day rescission period.*****	Clearview believes it complied with DPU regulation 220 CMR 11.05(4)(d), and did not initiate Generation Service to ██████ until after the expiration of her 3 day rescission period. Clearview initiated Generation Service approx. 15 days after rescission period expired. With this, a refund is not warranted. Placed on DNC/DNS list.
MA	██████████	██████████	7/7/2015	Service Cancellation	PUC: ██████ received a call from a sales agent yesterday ██████ and he agreed to switch suppliers and then shortly after decided to rescind. The last two days he has tried to reach someone and claims he can't speak to a live person. Could you please confirm that his supply services will not be switched to Clearview Energy.	Drop processed prior to service start. Enrollment cancelled. Spoke with customer and let him know. Placed on DNC/DNS list.
MA	██████████	██████████	8/13/2015	Service Cancellation	PUC: This is not a complaint only an inquiry. A sales agent came to ██████'s door this afternoon and she did agree to switch suppliers even though she didn't understand the contract or what she was changing. I had to explain the restructuring industry to her and the role of a competitive supplier. She called back Clearview Energy today and rescinded her contract. She called our agency because she is nervous that her supply services will be switched. Could you confirm that her contract was rescinded.	Drop NIS processed. Block put on account number so enrollment will not be processed. Placed on DNC/DNS list.
MA	██████████	██████████	8/17/2015	Service Cancellation	PUC: The above consumer indicated he has repeatedly tried to get through to you at 800-746-4702, but could not get through to a person. He would like to cancel his agreement with your company and would like any early termination fee waived. Would you kindly contact this consumer directly regarding his request to cancel and to waive any early termination fee?	Contacted customer and issued drop per his request. Waived ETF as customer courtesy. Placed on DNC/DNS list.
MA	██████████	██████████	10/2/2015	Service Cancellation	PUC: ██████ customer's son, called to say that it is possible that mother authorized switch of supplier to Clearview yesterday w/o fully knowing what she was doing and wants it cancelled. He's called Clearview but wasn't able to reach a rep. He called mother's light co, Eversource, and was advised to call DPU for assistance in getting the application cancelled.	Cancelled enrollment within rescission period. Placed on DNC/DNS list.
MA	██████████	██████████	3/20/2015	Enrollment Dispute	PUC: Customer stated it has been futile to cancel Clearview for the last ██████ weeks and that Clearview will not remove his account. He stated he is now getting bills of \$ ██████ instead of \$ ██████ average billing. He stated he did not authorize the switch and that the guy used undue influence on him.	Contacted customer and informed him of his enrollment details and that he participated in TPV to authorize the switch. According to our phone records, he has never contacted CVE. 800# was provided to him during TPV. Drop issued, Waived ETF as customer courtesy. Placed on DNC/DNS list.
MA	██████████	██████████	7/22/2015	Enrollment Dispute	PUC: ██████ called the DPU to complain that Clearview, ██████, and ██████ have been on her account as her electricity supplier w/o her ever authorizing them. She recalls salespeople knocking on her door claiming to be associated with National Grid but always sends them away.	TPV/Enrollment is valid. Customer is currently active. Provided TPV to DPU.



MA	[REDACTED]	[REDACTED]	8/3/2015	Enrollment Dispute	<p>PUC: [REDACTED] advised he recvd a bill directly from Clearview advising it is his Pepco bill and that he should pay \$[REDACTED]. PSC spoke with Pepco staff and was informed his bill his \$[REDACTED], which the consumer paid last month, however he recvd the aforementioned bill from Clearview. [REDACTED] advised he never authorized Clearview as his supplier.</p> <p>PSC is requesting investigation from CV. Requesting proof of authorization via TPV or signed letter of enrollment. PSC also requesting terms of contract and billing history to accompany response. Furthermore, if CV is sending separate bills from Pepco. If so, why?</p>	Enrollment is valid. Provided TPV, welcome kit, Renewal, and billing history to PUC. Issued drop per instruction from PUC. Placed on DNC/DNS list.
MA	[REDACTED]	[REDACTED]	9/22/2015	Enrollment Dispute	<p>PUC: Email from DPU:</p> <p>Could you please provide me with a copy of [REDACTED]'s TPV and copy of his contract. He claims he didn't authorize a switch to Clearview.</p>	Enrollment is valid. Provided TPV and Welcome Kit to DPU. Placed on DNC/DNS list. Also, resent welcome kit to customer - as directed by the DPU.
MA	[REDACTED]	[REDACTED]	10/26/2015	Enrollment Dispute	<p>PUC: [REDACTED] is claiming two of her accounts were switched without her authorization.</p> <p>Acct # [REDACTED] Acct # [REDACTED]</p>	Enrollment is valid. Provided TPV and welcome kit to the DPU. Placed on DNC/DNS list.
MA	[REDACTED]	[REDACTED]	10/26/2015	Enrollment Dispute	<p>PUC: [REDACTED] is claiming two of her accounts were switched without her authorization.</p> <p>Acct # [REDACTED] Acct # [REDACTED]</p>	Enrollment is valid. Provided TPV and welcome kit to the DPU. Placed on DNC/DNS list.
MA	[REDACTED]	[REDACTED]	4/22/2015	Enrollment Dispute	<p>AG: Customer has service with [REDACTED] but has been getting phone calls from Clearview Energy demanding \$[REDACTED] because she cancelled its service.</p> <p>Customer says the caller identified herself as a representative of National Grid and is authorized to collect the money. She fears this is a scam on the elderly.</p>	This complaint was previously resolved through complaint received from the DPU. Enrollment/TPV is valid. However, welcome kit was sent to customer only 5 days before service started. Waived ETF as customer courtesy. Mailed response to M.C.C. Law Center as directed in the complaint.
MA	[REDACTED]	[REDACTED]	4/1/2015	Enrollment Dispute	<p>PUC: Could you please provide me proof that [REDACTED] authorized the switch to Clearview. I checked w/his distribution company and he is with Clearview as of [REDACTED]. He had [REDACTED] prior to the switch.</p>	Enrollment is valid. Issued drop per customer request. ETF waived due to customers welcome kit was mailed the same day service started. Placed on DNC/DNS list.
MA	[REDACTED]	[REDACTED]	4/2/2015	Enrollment Dispute	<p>PUC: This customer claims she never authorized Clearview to take over as her supplier. I did verify with her distribution company, National Grid, that she was switched [REDACTED]. Could you please provide me with proof of authorization and terms of contract.</p>	TPV indicates it is a valid enrollment. Provided TPV and welcome kit to DPU. Placed customer on DNC/DNS list.
MA	[REDACTED]	[REDACTED]	4/10/2015	Enrollment Dispute	<p>PUC: Customer states a sales agent went to her door and tried to get her to switch supplier. As the agent was leaving the son came to the door. She doesn't speak any English and claims she didn't sign anything. Her son called Clearview today and rescinded the "contract" and was given a confirmation # [REDACTED]. Could you please confirm that this account will not be switched and if you have proof of authorization please provide that information to me.</p>	Account was enrolled by [REDACTED] (son). During the TPV, he stated he is the account holders spouse and authorize decision maker. [REDACTED] contacted our CS dept. and requested to cancel the enrollment. At this point, he informed us he is the son of the account holder - not the spouse. Enrollment has been cancelled. Placed on DNC/DNS list.
MA	[REDACTED]	[REDACTED]	6/4/2015	Enrollment Dispute	<p>PUC: Customer stating he did not agree to switch to Clearview, that he told the rep no. DPU requesting TPV and TOS.</p>	Enrollment is valid. Provided TPV & TOS to DPU. Placed on DNC/DNS list.
MA	[REDACTED]	N/A	2/26/2015	Unprofessional Agent Behavior	<p>PUC: Customer complaint: [REDACTED] stated agent [REDACTED] (call back ph.# is [REDACTED]) was aggressive and deceptive in her marketing approach. He stated the agent led him to believe that she was doing a survey for Eversource (NSTAR) and mentioned the DPU. She asked him to see his bill, he showed it to him, but he wasn't clear what her role was. After she left his premise, customer called Eversource and was referred to the DPU. Customer stated the agent was wearing a Clearview name badge.</p> <p>Compliance officer comments: "I am only hearing one side of the scenario. Just letting you know so this agent can clearly identify themselves as a competitive supplier at the beginning of her conversation with potential customers."</p>	Agent [REDACTED] ([REDACTED]) has been terminated from all future Clearview Energy campaigns. Placed [REDACTED] on our internal DNC/DNS list.

MA	[REDACTED]	N/A	4/16/2015	Unprofessional Agent Behavior	PUC: Today, on [REDACTED] at 11:15am, a woman was let into my apartment building at [REDACTED]. She would not identify herself initially despite several requests. She roamed inside my apartment building knocking on doors, and eventually, after several inquiries, stated that she was "looking for the person who paid the electric bill" and finally identified herself as a representative of Clearview Power name: [REDACTED]. My building very explicitly has no solicitation signs and this was trespassing. It was also extremely sketchy as a business practice to be roaming around on private property, not identifying yourself as a company representative unless pressed. I am all for deregulation, but this is not an appropriate manner to identify new customers. Clearview must be stopped from having roaming representatives invading private property and trespassing. It is not appropriate to have representatives failing to identify themselves. Please investigate and put a stop to such intrusive marketing practices by Clearview.	Agent put on final warning. Per [REDACTED]'s email to [REDACTED] last week about warning the field about trespassing in non-solicitation areas, we will be moving to a zero-tolerance policy on this going forward. Placed customer on DNC/DNS list.
MA	[REDACTED]	[REDACTED]	4/21/2015	Unprofessional Agent Behavior	PUC: [REDACTED] claims that the sales agent that came to her door was very misleading and deceptive in getting her to switch.  Could you provide me proof of authorization and her contract. She did call today [REDACTED] and spoke to [REDACTED] who will cancel account. [REDACTED] did agree to switch another account in her husband's name, [REDACTED] but was told that account was never activated. Could you please verify that.	Enrollment is valid. Provided TPV/Welcome kit to PUC. CS supervisor waived ETF since welcome kit was mailed the same day service started. Placed on DNC/DNS list.
MA	[REDACTED]	[REDACTED]	7/7/2015	Unprofessional Agent Behavior	PUC: This customer called stating a month ago he received a call from one of your representatives and was switched, customer states he is hard of hearing and could not understand the representative and was told to just say yes to the questions.  ***Can you please send me the TPV?***	TPV/ETF is valid. Provided TPV/Welcome Kit to DPU.
MA	[REDACTED]	N/A	7/22/2015	Unprofessional Agent Behavior	PUC: Customer complaint: Clearview reps came to my house and pressure me to switch providers. Please make this "sales" method illegal. I would also like to know how to invalidate the transaction.	TPV was not completed because customer didn't understand - TPV dispositioned as no sale. Processed drop NIS to block any future enrollments. Placed on DNC/DNS list. Agent will be retrained on proper sales techniques to ensure they understand how to properly explain and sell our service. Placed customer on DNC/DNS list.
MA	[REDACTED]	[REDACTED]	9/16/2015	Unprofessional Agent Behavior	PUC: Email from DPU: I received a call from this customer stating representative was very deceptive, can you please send me the TPV?	Provided TPV to the DPU. Placed on DNC/DNS list. Refunded customer rate difference (between CVE & NSTAR) for final month of service [REDACTED] - [REDACTED].
MA	[REDACTED]	[REDACTED]	10/16/2015	Unprofessional Agent Behavior	PUC: Email from DPU:  [REDACTED] called our agency today because she is elderly and on a fixed income and she believes the sales agent got her to switch suppliers because she made her believe she was going to save monies. When she received her first bill from Clearview, she called to cancel.  Could you verify that her account was cancelled and consider giving her a courtesy credit based on Eversource's rate of [REDACTED] and please do not assess an ETF. Could you provide me with the TPV terms of contract because she claims she was never told of the rate.	It is not [REDACTED]'s voice on the TPV. However, the TPV was completed on [REDACTED]'s home telephone number. We are unable to determine who completed the TPV. Clearview apologizes to [REDACTED] for any inconvenience experienced. We will refund her for the rate difference between Clearview and her utility company for the duration of her service. Clearview identified the sales agent as [REDACTED]. We found that [REDACTED] was removed from Clearview's campaign on [REDACTED]. Therefore, we are unable to obtain a statement. Also issued \$ [REDACTED] courtesy refund to [REDACTED] per the DPU's request.
MA	[REDACTED]	N/A	4/8/2015	Unsolicited Contact	PUC: [REDACTED] claims she gets 3-4 calls a day from Clearview representatives and has tried to get them to stop calling.	Placed on DNC/DNS list. Notified [REDACTED] to remove [REDACTED]'s phone number from their list.
MA	[REDACTED]	N/A	9/15/2015	Unsolicited Contact	PUC: [REDACTED] says Clearview sales rep keeps coming to their house despite calling company to get her info off line.	I reviewed our sales records for the last two weeks. Through my review, I was unable to find any sales produced in the exact vicinity of [REDACTED]'s home. This being said, I have addressed this complaint with the entire sales team which was working in [REDACTED] in the last week. I also placed [REDACTED] on our internal do not solicit list. These actions will prevent [REDACTED] from being contacted again by a Clearview representative.

MD	[REDACTED]	[REDACTED]	3/13/2015	Other	PUC: [REDACTED] filed complaint stating that she is being charged by [REDACTED] (another supplier) and also has an account with Clearview. She only wants Clearview and not [REDACTED]. She wants to know how she is being charged twice and wants the [REDACTED] account stopped.	The customer stated she wants to remain with CVE and that her issue is with [REDACTED] Energy. Provided enrollment history to PSC confirming [REDACTED] is still an active customer of CVE.
MD	[REDACTED]	[REDACTED]	10/14/2015	Other	PUC: Customer had FT ([REDACTED]) also there is dispute with bills, Claims for 5 years was paying \$[REDACTED] then raised to \$[REDACTED]. Also had [REDACTED] [REDACTED] not posted. Also questioned supplies on bill.	[REDACTED] has not been a customer of Clearview since [REDACTED]. He does not have any outstanding fees or charges.
MD	[REDACTED]	[REDACTED]	3/6/2015	Enrollment Dispute	PUC: Complaint filed by [REDACTED]. Customer stated they did not sign up with Clearview and wants proof of signed contract. Customer stated they cannot afford to pay excessive amount of money for her bills. Customer stated BGE provided her with graphs showing that her house is the house that consumes the most energy in her neighborhood and she disputes it because everyone in her house works to save energy.	Provided enrollment form/welcome kit/renewal to PSC. Placed on DNC/DNS list.
MD	[REDACTED]	[REDACTED]	6/25/2015	Enrollment Dispute	PUC: Rebuttal to original PSC complaint - CV complaint# 3307  Cust states that Clearview failed to provide proof that either she or her husband signed a contract authorizing CV as their supplier. She states she wants refund for the difference in rates between CV & BGE. She stated "And as a justified compensation, I want an additional \$[REDACTED] for the abuse, injustice and trouble that this has brought upon my family and I."	I provided a copy of the enrollment form, executed by [REDACTED], in my original response emailed to the PSC on [REDACTED]. Today, I emailed PSC to inform that enrollment form was provided, and attached my original response. Looking at rebuttal documents provided by PSC - the PSC did not provide the enrollment form to the customer. The PSC also noted in letter to customer that "Clearview had not provided a copy of a signed contract authorizing them to be your supplier of electric service". This is their miscommunication.
ME	[REDACTED]	[REDACTED]	10/14/2015	Clearview Rate Issue	PUC: The consumer says they were offered a better rate than the SOP. They received their first bill which was rate significantly higher than the SOP they were on. When they called Clearview today and wanted to cancel they were told they would have to pay a termination fee.  Please provide the following information:  -The recording of the third party verification call -The application for service -Any signed documentation -Terms of service provided to the customer.	Clearview believes it properly informed and educated [REDACTED] of its terms and conditions including, but not limited to, the agreement rate, term and her right of rescission. We reviewed the interactions between [REDACTED] and our customer service department. Through our review, we were unable to confirm that [REDACTED] was told an early termination fee would be charged if they cancelled. We spoke with [REDACTED] today and informed him of this detail. At this time, [REDACTED] requested to cancel. Our representative submitted a drop order to CMP and we are currently awaiting a response.
ME	[REDACTED]	[REDACTED]	10/28/2015	Early Termination Fee Dispute	PUC: MPUC has opened a case for [REDACTED] [REDACTED] signed up with Clearview about [REDACTED] ago but has never received information about the rate, terms and conditions, etc. She has decided she wants to return to SOP and is being quoted a \$[REDACTED] fee to do so.  Can you please provide me the following information no later than November 10, 2015. -When did [REDACTED] enroll with Clearview Energy? -Was a third-party verification call completed? -If so, may I please have a copy of that call? -Did [REDACTED] enroll in a fixed or variable rate contract? -May I have a copy of the welcome letter [REDACTED] would have received. -Can you please provide a copy of your terms and conditions and point to where in your terms and conditions it speaks to the early termination fee?	Provided TPV and welcome kit to the MPUC. Although Clearview believes it properly informed and educated [REDACTED] of its terms and conditions, we have removed her early termination fee as a customer courtesy. Placed on DNC/DNS list.
ME	Unknown Unknown	N/A	8/25/2015	Misrepresentation	PUC: Email from Maine PUC:  Just an FYI that I've personally taken 4 phone calls this morning from people calling to complain about the sales tactics used by Clearview - they say the reps are 'implying' that they work for CMP and they've been sent to help 'fix' the customer's billing. Then they proceed to push until the customer provides their CMP account number.  You may want to pull in the reins of these sales reps as the word of mouth reputation they are leaving in their path is very concerning.	Notified sales, agents have been pulled and retrained on our zero-tolerance with regard to the following: V badge must be visible and clear. Uniform must be visible and clear. Agent must identify themselves to a customer by name and by stating they represent CV. Agent must identify CV as a license electricity supplier in Maine who is not associated with the utility company, Not permitted e to ask for the customer's bill in the state of Maine, Agent can only ask for acct number once customer intends to enroll; but not the bill.

ME	[REDACTED]	[REDACTED]	10/13/2015	Misrepresentation	<p>PUC: [REDACTED] stated that she signed up for service when a representative approached her. She was given the impression by the representative that CMP &amp; Clearview were merging and that this would result in lower rates. She also said that she never received a copy of the welcome letter with the terms and conditions of her contract.</p> <p>Please provide a copy of the terms and conditions that were mailed to the customer. Please provide as soon as possible but no later than [REDACTED].</p>	<p>Clearview believes it properly informed and educated [REDACTED] of its terms and conditions including, but not limited to, the agreement rate, term, and her right of rescission. We reviewed the TPV, welcome call and documentation associated with [REDACTED]'s account and found no representation that Central Maine Power and Clearview have merged and that signing up is now mandatory. Clearview identified the sales agent as [REDACTED]. [REDACTED] is not actively working on Clearview's campaign; therefore, we are unable to obtain a statement. The agent will not be allowed to return to Clearview's campaign until an acceptable statement is received.</p>
ME	[REDACTED]	[REDACTED]	9/17/2015	Other	<p>PUC: Customer stated Clearview came to her home in [REDACTED] and said her current supplier would no longer be providing service. She said based on that information she signed up for Clearview service but later found out from [REDACTED] that there was no change with the the SOP. She said she called Clearview within the cancellation period and cancelled her enrollment, but Clearview is still on her bill. She has no contacted [REDACTED] and is back on SOP. Clearview charges have shown up on the August bill.</p> <p>MPUC is requesting the following:</p> <ol style="list-style-type: none"> <li>1. TPV or letter of authorization from [REDACTED]</li> <li>2. Customer contact notes</li> <li>3. Welcome packet with Terms of Service</li> <li>4. Billing information.</li> </ol>	<p>Provided TPV &amp; Welcome kit to MPUC. On [REDACTED], [REDACTED] contacted our customer service department and requested to cancel. However, she provided an incorrect [REDACTED] account number for the cancellation. Our representative processed a drop order, and placed a block in our system under the account number [REDACTED] provided. Unfortunately, this error enabled [REDACTED]'s enrollment to be accepted and processed by Clearview's system. Currently we show [REDACTED] is scheduled for disconnection on [REDACTED]. Once we receive her final usage information from BHE, we will certainly refund her for any rate difference (between Clearview &amp; BHE) received during her service with Clearview. Clearview apologizes for any misunderstanding or confusion experienced by [REDACTED], however, our sales script and marketing materials do not include verbiage stating that another supplier is going out of business. That being said, I have documented this occurrence in our complaint database and provided the information to the sales team to review with the agent. The sales manager confirmed that the agent has been pulled for retraining to ensure he is correctly explaining and selling our product.</p>
ME	[REDACTED]	[REDACTED]	9/25/2015	Other	<p>PUC: Customer stated rep told him that his rate with CMP would increase significantly after [REDACTED] and offered a rate of [REDACTED]. Customer stated that agent asked him for his CMP bill, made a call and then he was called by the TPV. Customer stated he told agent he wanted to see a contract and then felt pressured to agree to authorizing Clearview for his supplier. Customer also stated he was not informed of his right of rescission. Customer wants to insure that he is not enrolled with Clearview.</p> <p>MPUC requests Clearview to provide the following as soon as possible but no later than [REDACTED]:</p> <ul style="list-style-type: none"> <li>*A copy of the TPV for this customer</li> <li>*Commission rules require that the CEP orally notify the customer of their right of rescission at the time the customer orally agrees to purchase service. Please explain how this is addressed by Clearview.</li> <li>*Please explain your procedure when asking for account number.</li> <li>*Finally, please confirm that [REDACTED] will not be enrolled with Clearview.</li> </ul>	<p>Provided TPV to PUC. Customer was informed of his rescission period at the 10:55 mark. Once a customer confirms they want to enroll with Clearview, the agent will request for the customer to provide their utility account number. Agents have been instructed to not ask the customer to see their bill even when the customer is authorizing enrollment. Clearview's sales script and marketing materials do not include verbiage stating CMP's rate will increase after [REDACTED]. Clearview's agent offered [REDACTED] a month-to-month variable product in which the rate is guaranteed not to exceed \$[REDACTED]/kWh through [REDACTED]. Clearview believes this is possibly where the miscommunication existed regarding CMP's rate increasing after December.</p>
ME	[REDACTED]	[REDACTED]	10/5/2015	Other	<p>PUC: Recvd email below from [REDACTED]@maine.gov</p> <p>CAD Complaint Number [REDACTED] has been demoted to Information Contact opened for:</p> <p>[REDACTED]</p> <p>Account Number: [REDACTED]</p> <p>Regarding: CEP Terms of Service</p> <p>Please contact CAD Specialist for any queries.</p> <p>Complaint details were not provided.</p>	<p>MPUC opened this case in [REDACTED], but case was demoted to information contact and then closed because the customer hadn't contacted Clearview prior to contacting the MPUC. They are not requesting any information in this instance.</p>

ME	██████████	██████████	9/15/2015	Service Cancellation	<p>PUC: ██████████ states she signed up with Clearview in ██████████ and during the rescission period contacted Clearview because she changed her mind. On her most recent CMP bill she was charged as 15 days as Clearview customer.</p> <p>Can you please provide me the following information No Late Than ██████████</p> <p>*When did ██████████ enrolled with Clearview?</p> <p>*Please provide a copy of the welcome letter she received.</p> <p>*When did you hear from ██████████ that she no longer wanted to be a customer?</p> <p>*What rate was ██████████ set up on?</p>	<p>██████████ contacted us ██████████ to cancel, but CSR processed drop incorrectly. On ██████████, attempted welcome call. At this time, customer informed us that she already requested to cancel. Rep submitted drop, but ██████████ ended up being with Clearview from ██████████ - ██████████. Will refund \$██████████ to cover the rate difference (CVE &amp; CMP) for duration of service. Placed on DNC/DNS list.</p>
ME	██████████	██████████	8/11/2015	Enrollment Dispute	<p>PUC: ██████████ &amp; ██████████ are disputing that they requested to switch providers. They learned of their enrollment when their current CEP contacted them today.</p> <p>PUS is requesting the following information no later than ██████████</p> <p>*TPV</p> <p>*The application for service</p> <p>*Any signed documentation</p> <p>*Terms of service provided to the customer</p>	<p>Provided TPV and welcome kit to PUC. Informed PUC that customer is still current, and asked if we should issued drop. Customer has never contacted us to cancel or for any other reason.</p>
ME	██████████	██████████	10/27/2015	Enrollment Dispute	<p>PUC: MPUC opened case for ██████████ who was concerned about how he became enrolled as a customer of Clearview Energy. Please provide the following information no later than ██████████</p> <p>-How was the customer enrolled with Clearview?</p> <p>-Who authorized the enrollment?</p> <p>-How do you determine who's authorized to act on an account?</p> <p>-Was a third-party verification (TPV) completed?</p> <p>Please provide a copy of the TPV if one was taken.</p> <p>-I understand that ██████████ spoke with someone at Clearview on ██████████ to un-enroll; has that been taken care of?</p>	<p>Account was enrolled by ██████████ ██████████ confirmed during the TPV that she is authorized. ██████████ informed us that his wife was not authorized. CSR submitted drop to CMP, and we are currently awaiting a response. Will refund ██████████ for any rate difference once his bill has processed. Provided TPV, welcome kit, and welcome call to MPUC. Placed on DNC/DNS list.</p>
ME	UNKNOWN UNKNOWN	N/A	8/12/2015	Unprofessional Agent Behavior	<p>PUC: Email from PUC:</p> <p>I just received a call from a senior citizen of ██████████, ME who wanted to complain that she was approached by two young black men walking through her neighborhood yesterday who pushed her into providing them with her CMP account number to sign her up with Clearview Electric as her electricity supplier. She said they scared her and intimidated her until she showed them her bill. She did not want to do business with them or any company who would use that tactic to get customers.</p> <p>She didn't want to provide me her name or address, just a phone number to call to cancel – so I gave her your Dallas phone number.</p> <p>Please provide me your marketing program and your welcome terms and conditions. Additionally, if you have a local phone number for customer's to call with inquiries I would appreciate you providing that to me as well.</p> <p>Please provide this information no later than Monday ██████████</p>	<p>Provided copy of Clearview Energy's door-to-door sales script to PUC. Also, provided sample of welcome kit.</p>
NJ	██████████	██████████	2/10/2015	Clearview Rate Issue	<p>PUC: Customer stated CV overcharged his electric bill. Customer stated CV raised their rate from ██████████ to an unreasonable rate of ██████████ Customer feels Clearview raised his rate high because he cancelled. Customer is requesting refund of \$██████████ for overcharges.</p>	<p>As a customer courtesy, we will refund customer rate differential for last month of service. Customer stated he is satisfied.</p>

NJ			2/24/2015	Enrollment Dispute	PUC: Customer stated in complaint "Due to 3rd party utility slamming I am looking for relief of my utility costs. When I became aware of the escalating rates of my utility account with Clearview; by request my account was terminated upon speaking with a representative. My utility cost had continued to escalate. At \$ [REDACTED] I am a residential customer with the current utility rate of a commercial customer. As this time I am reaching out for assistance in hopes to resolve this matter and avoid termination of my account. I am prepared to settle with [REDACTED] and [REDACTED]. Currently seeking resolve to wipe out Clearview charges."	TPV indicates both enrollments (electric & gas) are valid. Provided TPV, welcome kits and renewal notice to BPU.
NY			2/3/2015	Clearview Rate Issue	PUC: Customer states they were misled to believe they would save \$ [REDACTED] a month on their bill and a locked in rate of [REDACTED]/kWh. Customer states their first bill with Clearview ([REDACTED]) in the amount of [REDACTED]. Customer stated they contacted NYSEG and were told it was because of a back "Budget" amount. After receiving their next bill ([REDACTED]) of \$ [REDACTED] they contacted Clearview to cancel. They have since received their final bill with Clearview (dated [REDACTED]) in the amount of [REDACTED].	All supply charges are valid. CV charged according to usage received from NYSEG. It appears NYSEG had a meter read issue which resulted in higher usage being reported the next month. As customer courtesy, will adjust last bill to the \$ [REDACTED]/kWh rate. Rate Differential (\$ [REDACTED] x Usage ([REDACTED] kWh) = Refund Amount \$ [REDACTED]. Placed on DNC/DNS.
NY			1/20/2015	Early Termination Fee Dispute	PUC: In complaint, [REDACTED] disputed ETF. He stated he was promised savings but CV rate is double the rate he was paying with NYSEG. He also stated he was not told about ETF at time of enrollment and that he was never given a physical copy of the contract.	Waived ETF as customer courtesy. Provided TPV and TOS to PUC.
NY			8/4/2015	Enrollment Dispute	PUC: Cust stated he was receiving high bills and was unsure why. Cust stated his [REDACTED] bill was especially high. Cust stated he called National Grid and was told that CV was his supplier and charging him 4-6 times higher than National Grid, and has been charging him since [REDACTED]. Cust stated he never authorized CV to become his supplier.  Cust also states he spoke with [REDACTED] from CV on [REDACTED] and CV agreed to switch cust back to National Grid starting [REDACTED], conf# [REDACTED]. Cust claims he questioned rep how the company switched him over without his authorization and he was advised they got his account # from National Grid and that is all they need to do to switch him.  Cust is looking to be reimbursed in the amount CV charged customer compared to what National Grid would have charged.	Enrollment is valid. Provided TPV, welcome kit, and renewal notice to PUC. Contacted customer and explained enrollment details. Mailed TPV to his home address. Placed on DNC/DNS list.
NY			3/9/2015	Enrollment Dispute	PUC: Customer states she does not recall allowing Clearview to be on her bill. Customer states she contacted NYSEG and they informed her that Clearview's rate is much higher than NYSEG. Customer states she wants Clearview to reimburse her for any amount over what she would have paid to NYSEG.	Enrollment is valid. Provided TPV & Welcome kit to PUC. Placed on DNC/DNS list.
NY		N/A	5/14/2015	Unprofessional Agent Behavior	PUC: [REDACTED] did not enroll with CV but wanted to report that he was solicited over the phone and the agent was very aggressive.	Unable to locate and enrollment with the information provided. Forwarded information to [REDACTED]. Placed on DNC/DNS list.
NY		N/A	5/28/2015	Unsolicited Contact	PUC: Customer stated Clearview has been calling her at least 3 times a week, sometimes as early as 8 a.m. They customer asked them to stop calling and they continue to call.	As required by PSC - I contacted [REDACTED]. Left vm letting her know she has been placed on our internal DNC/DNS list as well as [REDACTED]'s DNC list. Left her my number if she has any other issues.
NY			3/24/2015	Utility Billing Issue	PUC: Complaint filed by [REDACTED] (Authorized person):  Customer stated Clearview sent them a bill with two supply charges for \$ [REDACTED] on [REDACTED]. Customer stated he spoke with rep at Clearview who advised him that they were going to remove the charge and that he wouldn't be responsible. Customer stated he called Clearview again in February and was advised that the charge would be removed. Customer stated the outstanding charge of \$ [REDACTED] is still showing on his [REDACTED] bill. Customer is seeking to have the \$ [REDACTED] charge removed.  Customer also stated he never received a contract.	Customer was doubled billed \$ [REDACTED] for his dates of service [REDACTED] to [REDACTED]. We sent cancel bill to NYSEG and have been contacting them but they have not resolved the issue. Issued refund to customer for \$ [REDACTED]. Customer is satisfied.

NY			5/22/2015	Utility Billing Issue	PUC: Customer states she had a fire at her home and did not consume electricity from [REDACTED] to [REDACTED] and is being billed estimated charges of \$[REDACTED]. Customer was referred to PSC by NYSEG and told that it is because Clearview will not credit the amount. Customer was told by Clearview that it was up to NYSEG to adjust the bill. Customer is seeking refund for \$[REDACTED] so that she can refund NYSEG and have her bill brought current.	(On [REDACTED], NYSEG sent us an [REDACTED] meter read for [REDACTED] kohl. Our system generated charges of \$[REDACTED] based on the [REDACTED]. (On [REDACTED], NYSEG sent us an [REDACTED] cancel meter read for [REDACTED] kohl - our system generated an [REDACTED] with a credit amount of \$[REDACTED], which was never processed by NYSEG) Per [REDACTED] - since we are unable to get NYSEG to cancel bill - issued refund to customer.
PA			1/6/2015	Clearview Rate Issue	PUC: Customer complaint is that someone from Clearview contacted him offering to lower his rate. He states the rep already knew his account number. He stated he has been trying to get in contact with Clearview to cancel services. He wants the PUC to intervene to cancel services.	Drop issued per customer request and disconnection is set for [REDACTED]. [REDACTED] Left msg for customer but have not received a response. Placed on DNC/DNS list.
PA			2/10/2015	Clearview Rate Issue	PUC: Customer stated he did not receive notification that his contract was ending [REDACTED] and he was switched to variable and rate increased. Customer is disputing bills since contract expiration and requesting reimbursement.	Customer was sent renewal notice on [REDACTED]. Provided TPV, welcome kit, and renewal notice to PUC. Placed on DNC/DNS list.
PA			4/10/2015	Clearview Rate Issue	PUC: Disputing Clearview Charges.. Switched at a fixed rate of over [REDACTED] cents in [REDACTED] for a year.. Rate increased to over [REDACTED] cents... cancelled... would like for acct to be adjusted at fixed rate offered when he switched.	Per TPV, customer agreed to 3 month contract at fixed rate of \$[REDACTED]/kWh. On the third month they were charged \$[REDACTED]/kohl. Contacted customer and informed them refund of \$[REDACTED] is forthcoming. Customer was satisfied.
PA			5/7/2015	Clearview Rate Issue	PUC: Formal Complaint:  Customer claims when he enrolled in [REDACTED] he was told that his rate would be pegged - meaning his rate would never go higher than Peco's rate. Customer stated CV rate is almost double Peco rate. Customer feels he was defrauded and con into switching and was intentionally given gray answers to hide the price increases. Customer is requesting extra fees removed.  Ph # listed on complaint: [REDACTED] Email: [REDACTED]	Mailed refund to customer for rate differential (between CV & PECO) for duration of service. \$[REDACTED]. Responded to Formal PUC complaint online via eFile. Confirmation# [REDACTED]. Placed on DNC/DNS list.
PA			8/10/2015	Clearview Rate Issue	PUC: Cust signed up in [REDACTED]. Cust states she noticed her bills rising [REDACTED]. Cust is upset that rate increased to [REDACTED]/kWh. Cust states she was not notified before being switched to a variable rate. Cust requests refund from [REDACTED]. [REDACTED] difference between [REDACTED] and [REDACTED] rate which is the rate Clearview was offering when she called in to find out why she had an increase in her bill.	Clearview contends that [REDACTED] was properly notified, in writing, prior to transitioning to a variable price plan. As such, as refund is not warranted. Provided TPV, TOS & renewal notices to PUC. Placed customer on DNC/DNS list.
PA			10/16/2015	Early Termination Fee Dispute	PUC: Customer stated they contacted Clearview repeatedly. No answers via website. She stated Clearview is billing her for a cancellation fee she did not agree to. Info on PA Power Switch states there is no cancellation fees associated with Clearview. Now the matter has been turned over to collections agency. Customer stated if Clearview is disreputable she would like removed from the power switch website.	[REDACTED] enrolled online Clearview. She selected a twelve month contract at a fixed rate of \$[REDACTED]/kWh and checked all the appropriate disclosures at the time of sign up. TOS mailed to [REDACTED] which fully outlined her contract with Clearview including, but not limited to, the agreement rate, length, and early termination fee. After reviewing [REDACTED]'s account, we determined that the \$[REDACTED] early termination fee is a valid charge. As of today, this amount remains past due.
PA			9/15/2015	Misrepresentation	PUC: Customer stated that she was enrolled with [REDACTED]. Clearview stated that [REDACTED] was charging her a variable rate of [REDACTED] cents. That Clearview also stated that PPL requested that they contact her and enroll in their program. She also stated Clearview rep stated she would save money and they misrepresented [REDACTED]'s rates. She would like to be returned to [REDACTED] and ETF waived.	Clearview's sales scripts and marketing materials do not include the type of information described by [REDACTED]. That being said, we documented this occurrence in our database and provided the information to our sales team to review with the agent. The agent denies quoting [REDACTED] a rate that she was currently paying and stated that he had no idea she was with another supplier. The agent also stated he never implied that he is from PPL or that PPL had anything to do with his call. Enrollment cancelled within rescission period - ETF does not apply. Placed on DNC/DNS list.

PA	[REDACTED]	[REDACTED]	2/25/2015	Other	PUC: Customer states in complaint that he signed 6 weeks ago @ 1 yr. contract variable rate [REDACTED], 13 month free, no ETF & would receive rebate after 12 mos. Customer stated the agent told him the \$ [REDACTED] ETF he'd have to pay to former supplier would be recouped over time from savings with Clearview. Customer contacted approx. 2 weeks ago and was put on line w/3rd party who asked some questions. Customer states Clearview was trying to change the contract and told customer that he would have to pay ETF if he switched. Customer would not agree and Co. cancelled contract. Customer requests for the Co. to honor promise and refund the term fee paid to PA G&E.	CVE sales script and marketing materials do not include language stating savings are guaranteed. [REDACTED] discovered during review of winback TPV that customer was given incorrect product information and was told would be no ETF. Drop was issued but customer ended up being with us for four days. During this period CVE [REDACTED] rate was lower than PECO [REDACTED] rate. Refund would not be warranted. Waived ETF as customer courtesy. Placed on DNC/DNS list.
PA	[REDACTED]	[REDACTED]	5/8/2015	Other	PUC: Complaint documentation shows filed against PPL ([REDACTED]) - Not Clearview.  Cu signed with supplier Clearview in [REDACTED]. However, services were not changed over until [REDACTED]. When contacting supplier in [REDACTED] supplier informed that all information has been sent to distributor (PPL). When contacting PPL up to [REDACTED] and [REDACTED] paperwork for switch still had not been received. Rate per kWh for supplier was [REDACTED] at time signing. Customer has been paying [REDACTED] with distributor until switch. Cu is disputing having to pay high rates because switch was not completed when signed and seeking reimbursement.  Customer Cell: [REDACTED] Email: [REDACTED]	Our records show the only contact we have had with this customer is when they enrolled online on [REDACTED]. Also, our phone records do not show this customer has ever contacted us. Searched by both their phone numbers [REDACTED] and [REDACTED].
PA	[REDACTED]	[REDACTED]	2/25/2015	Enrollment Dispute	PUC: Complaint filed by [REDACTED]: Customer stated they did not authorize switch to Clearview Energy. Customer would like the charges of \$ [REDACTED] to be waived.	[REDACTED] Agent [REDACTED] ([REDACTED]) was previously terminated. Issued refund to customer for rate differential (between CV and Meted) for the duration of service. Total refund \$ [REDACTED]
PA	[REDACTED]	[REDACTED]	3/6/2015	Enrollment Dispute	PUC: Customer disputed enrollment with CVE. He wants to know what premium he has paid with CVE since [REDACTED] and also wants proof of authorization and if there is no proof he wants a refund.	Enrollment is valid. Account was enrolled by [REDACTED] (wife). Provided TPV, welcome kit, renewal & billing history to PUC. However, Customer was charged incorrect rate during [REDACTED] month of his initial contract and last month of his 12 month contract. Total refund \$ [REDACTED]
PA	[REDACTED]	[REDACTED]	4/16/2015	Enrollment Dispute	PUC: Customer complaint is that this company forcefully became his supplier. He claims the Company sent him a letter that he requested to be switched to them as his supplier. He called PPL and to find out and they advised him to call Clearview. Customer would like for the PUC to look into matter and he wants to be refunded by Clearview. He does not want as his alternative supplier.	Customer was enrolled by PPL. Contacted customer and explained the details of the standard offer Program. Customer decided he will stay with Clearview. Sent response to PUC that complaint has been resolved.
PA	[REDACTED]	[REDACTED]	4/20/2015	Enrollment Dispute	PUC: Customer stated he was enrolled without his permission. His wife said she did not grant permission for Clearview to be their supplier.	Enrollment is valid. Enrolled by [REDACTED] (spouse). Provided TPV to PUC. Placed on DNC/DNS list.
PA	[REDACTED]	[REDACTED]	7/31/2015	Enrollment Dispute	PUC: [REDACTED] said in [REDACTED] or [REDACTED] she noticed high bills. She called PECO and was informed CV was her supplier. She called Clearview back on [REDACTED] to inquire about switch. She stated she was told a [REDACTED] enrolled her account. She stated she doesn't know a [REDACTED]. Her husband who has been deceased since 1997 name is [REDACTED]. Cust claims she was slammed and would like her acct to be adjusted for all payments made to Clearview.	Enrollment/TPV is valid. Also, [REDACTED] was never told that her deceased husband enrolled her account. Both times she contacted Customer service, she was told that she enrolled her account. TPV was mailed to [REDACTED] on [REDACTED]. Provided TPV, welcome kit, and renewal to PUC. Placed on DNC/DNS list
PA	[REDACTED]	[REDACTED]	3/10/2015	Enrollment Dispute	AG: Complaint filed by [REDACTED] (wife): [REDACTED] stated she has contacted Clearview Energy and was told by CSR that [REDACTED] enrolled the account. She stated that is impossible since he has been deceased since 1998. She said to change it back to Duquesne it would be a fee. She wants to make sure service was returned to Duquesne.	Enrollment is valid. Account was enrolled/re-enrolled by [REDACTED]. Provided both TPV's and TOS to AG. Placed on DNC/DNS list.
PA	[REDACTED]	[REDACTED]	1/12/2015	Enrollment Dispute	PUC: Customer complaint is that Clearview switched him over without his consent. He states that he is being charged [REDACTED] and received a bill for \$ [REDACTED]. He does not want Clearview service and feels he should not be liable for bill when he never authorized Clearview. He states bill is still high and continues to receive Clearview charges even after Clearview issued him a refund.	Account was enrolled by [REDACTED] (wife) who [REDACTED] stated was not authorized. Refer to CS complaint [REDACTED]. We already issued refund to customer for rate differential (between CV and Peco) for the duration of his service. I spoke with customer on [REDACTED] and he stated he is satisfied with the resolution.



PA			7/24/2015	Enrollment Dispute	PUC: Customer complaint is that CV switched him over without his consent. He states he is being charged \$ per kilowatt hour and recvd a bill for \$ . Customer would like for the PUC to intervene he feels he should not be liable for the bill and does not want CV giving him services. He wants to remain with Peco. Customer bill is still high and he has charges from CV, even with them sending him a refund.	We already responded to the PUC regarding this case on . Refer to complaint # . Account was enrolled by (wife) who stated was not authorized. We already refunded customer \$ to cover rate differential (between CV and Peco) for the duration of his service. I spoke with customer on and he stated he is satisfied with the resolution.  Sent my original response ( ) to the PUC.
PA			9/8/2015	Unprofessional Agent Behavior	PUC: Customer stated agent told her they would only have 1 charge if she switches to Clearview - per kilowatt. And that they wouldn't be charged distribution charges either.	Apologized for any misunderstanding to the PUC. from said that sales agent has been terminated for quality issues. Submitted by .
RI			9/2/2015	Clearview Rate Issue	PUC: Customer stated his bill was over \$ and found out CV is charging him per kwh. National Grid informed him that the market price is cents. Customer stated he called Clearview and was told he was getting charged that rate because he never called them.	was properly noticed, in writing, prior to the transitioning to a variable price plan. With this, Clearview contends that a refund is not warranted. Provided TPV, Welcome Kit, Renewal, and Billing history to the PSC. Placed on DNC/DNS list.
RI	NOT PROVIDED NOT PROVIDED	N/A	9/4/2015	Misrepresentation	PUC: The Rhode Island Division of Public Utilities has received the following complaint.  I'd like to bring to your attention a deceptive practice used by Clearview Energy.  They recently came to my house and spoke with my mother in law. The woman's name was . Among other misrepresentations, she described her company as a supplier for National Grid. I'm very aware of the competitive energy business, and the fact the Clearview isn't a supplier for, but a competitor of, National Grid.  I feel that this is very deceptive And dishonest. I know that they have a legitimate business, but to try to get new customers by lying doesn't seem to be something they should be allowed to do.  On another note, we also had someone come to the house, purporting to be from National Grid, telling us that our rate will be going up to cents per kilowatt. Again a lie. I'm not sure who these people were, but thought you should know they're out there.	Identified agent ( ) is the only we have selling in Rhodes Island. Agent pulled for retraining to clearly identify themselves as Clearview, independent competitive electric supplier. Also, ALL agents reminded to avoid mentioning "National Grid" in their sales pitch. With this, we hope to eliminate possible confusion in the future.
RI			3/31/2015	Other	PUC: Complaint states: The Rhode Island Public Utilities Commission requests any recording Clearview Energy has regarding the solicitation, verification, and enrollment.  It does say state what the customer's complaint is.	Provided TPV to PUC.
RI			5/27/2015	Other	PUC: Customer is claiming she cancelled within 24 hours of agreeing to go with CVE. The state of Rhode Island has a 3 day right to cancel. The division is requesting for CVE to check their records to see if indeed did contact CVE within the 3 days. National Grid shows the customer will be switching back to National Grid on . Due to the switch, , a refund is not due for rate differential.	Customer cancelled within rescission period, but CSR processed drop incorrectly. Customer received standard offer billing adjustment from Nat Grid. Customer is sending us copy of her bill for us to reimburse SOBA. Since CV charged her rate of and her previous rate with National Grid was , a refund is not due for rate differential.
RI			4/2/2015	Other	PUC: The division has received a complaint from .  The division is requesting that Clearview Energy provide the 3rd party recorded phone call.	TPV indicates this was a valid enrollment. Provided TPV to PUC. Placed on DNC/DNS list.
RI			4/2/2015	Other	PUC: The division has received complaint from .  The division is requesting that Clearview Energy provide the 3rd party recorded phone call.	Enrollment is valid. Provided TPV to PUC. Placed on DNC/DNS list.

RI	[REDACTED]	N/A	9/25/2015	Other	<p>PUC: [REDACTED] previously posted this complaint on Clearview's Facebook page on [REDACTED].</p> <p>[REDACTED] reported incident that occurred on [REDACTED]. Agent [REDACTED] visited their condominium building and not sure how he got in because access to the building is restricted. When she asked him who he was, he stated that it was time to renew the price protection plan for electrical service that her husband had signed up for. She stated she knew this to be untrue because there are no utilities in her husband's name, everything is in her name. She asked agent who allowed him to be in the building and he said he was there with permission of National Grid. She asked who he worked for, he said Clearview Energy. Then went on to say that it is an alternative energy, much less expensive than National Grid, and that they had a price protection plan. He would not show his ID without covering it with his hand, but it said [REDACTED]. She stated they let him know that he is not welcome in the building and asked him to leave. He continued to knock on doors. So they called the police. When police showed up 45 mins later, [REDACTED] was sitting in her lobby. After questioning [REDACTED], the officer asked [REDACTED] to call his boss, who arrived within 15 mins. She stated this person was rude, and wanted to lecture her on how they were overpaying for their energy, and saying that she was condescending. [REDACTED] supposedly had an appt with another neighbor whose door he had knocked on - so she went to check if she was willing to see him (per the officer), but she did not answer the door. Finally, after some time, the officer helped get them to leave, though the boss complained that [REDACTED] should be able to stay there as long as he needed and to continue knocking on doors. Customer stated the conversation was full of lies. From telling them that they had a price protection plan, to saying that they got a list of names from National Grid, which then changed to a lead list from somewhere else. She stated they were also told that that everyone on the list had agreed on the phone to an appointment - but there were no phone numbers on the list.</p>	<p>Clearview apologizes for any miscommunication, however, our sales script for door-to-door teams does not include the type of information described by [REDACTED]. That being said, I documented this occurrence in our complaint database and provided the information to our sales manager to review with the agent. The agent will be retrained to ensure he understands how to properly explain and sell our service. He will be reminded of the following Field Agent Code of Conduct:</p> <ul style="list-style-type: none"> <li>-Immediately and truthfully identify himself to a customer by name and by stating that he represents Clearview.</li> <li>-Immediately identify Clearview as a license electricity supplier in Rhode Island who is not associated with the utility company.</li> <li>-Not make any false representations or statements likely to mislead a customer.</li> <li>-Use only sales materials expressly approved by Clearview.</li> <li>-Agents are required to follow, as best as they can, any standard sales presentation scripts approved by Clearview.</li> <li>-Agents are not to market in areas if there are clear "do not solicit" or "residents only" signs visible.</li> </ul> <p>With this, Clearview does not anticipate this being an issue moving forward. If any other issues arise, Clearview will remove the agent from all campaigns.</p>
RI	[REDACTED]	[REDACTED]	3/13/2015	Enrollment Dispute	<p>PUC: Customer stated Clearview Energy was supposed to send him information - that de did not give his ok to make any change. Customer disputed a charge on his electric bill of \$ [REDACTED] which he stated is from Clearview and is above and beyond his regular bill.</p>	<p>TPV indicates this was a valid enrollment. Provided TPV &amp; welcome kit to PUC. Also, the charge of \$ [REDACTED] is not from CVE. This is a charge to the customer from National Grid for switching to a third-party supplier. CVE does not have control over national grid's policies and procedures.</p>
RI	[REDACTED]	[REDACTED]	3/20/2015	Enrollment Dispute	<p>PUC: Customer stated she never agreed to go with Clearview. Upon her account being switched to CVE, she was charged \$ [REDACTED] for standard offer billing adjustment. DPU requests proof that [REDACTED] intended to switch suppliers to CVE.</p>	<p>Enrollment is valid. Provided TPV to PUC. Placed on DNC/DNS list.</p>
RI	[REDACTED]	[REDACTED]	3/23/2015	Enrollment Dispute	<p>PUC: Customer is claiming he never agreed to Clearview Energy's service. DPU requests proof that this customer did intend to switch suppliers to Clearview Energy.</p>	<p>Spoke with [REDACTED] and explained that [REDACTED] authorized switch to CVE. Mailed her copy of TPV. Provided TPV to PUC. Placed customer on DNC/DNS list.</p>
RI	[REDACTED]	[REDACTED]	3/24/2015	Enrollment Dispute	<p>PUC: Customer is claiming they never agreed to service with CVE.</p>	<p>Contacted customer and she said she remembers speaking with CVE rep but said she didn't enroll. Informed her we have TPV in which she authorized the switch. She requested to cancel. Issued drop. / Provided TPV to the DPU.</p>
RI	[REDACTED]	[REDACTED]	3/25/2015	Enrollment Dispute	<p>PUC: Customer is claiming he never gave approval to change his electric supplier. DPU requests we provide verification of his acceptance to his contract.</p> <p>The Division has also been informed that CVE is currently not marketing in Rhode Island. Is this temporary or will CVE continue marketing in Rhode Island.</p>	<p>Enrollment is valid. Provided TPV to PUC. Placed on DNC/DNS list. In regards to question: CVE is actively marketing in RI primarily through one of our third party telemarketing vendors. The Division received misinformation from a new rep in our Customer Service Dept. The rep was unaware of the proper procedures to access the various zip codes in RI to provide a rate quote. Additional training has been given to the Customer Service Dept. on the proper way to access RI rate information.</p>
RI	[REDACTED]	[REDACTED]	3/27/2015	Enrollment Dispute	<p>PUC: Customer disputed enrollment. Customer stated she did not approve any change to her bill or give authority to Clearview.</p>	<p>Enrollment is valid. Contacted customer and informed her she authorized. She is still adamant she did not enroll. Issued drop per her request. Provided TPV to PUC. Placed on DNC/DNS list.</p>

RI	[REDACTED]	[REDACTED]	4/13/2015	Enrollment Dispute	<p>PUC: Customer claims he never agreed to Clearview services. In his complaint, he stated he never authorized Clearview and because of switch he is being charged Standard Offer Billing Adjustment of \$ [REDACTED]</p> <p>The Division requests proof that this customer did intend to switch suppliers to Clearview Energy.</p>	<p>Enrollment is valid. Submitted drop per customer request. Provided TPV to PUC. Submitted check request to accounting for \$ [REDACTED] to refund for Standard Offer Billing Adjustment. Placed on DNC/DNS list.</p>
RI	[REDACTED]	[REDACTED]	8/25/2015	Enrollment Dispute	<p>PUC: Cust claims her electric was switched to Clearview without her permission, and now Clearview is saying she owes \$ [REDACTED]</p>	<p>Enrollment is valid. Provided TPV &amp; TOS to PUC. Placed on DNC/DNS list.</p>
RI	[REDACTED]	[REDACTED]	9/18/2015	Enrollment Dispute	<p>PUC: Customer is claiming they never agreed to accept CVE services. The customer was charged a \$ [REDACTED] standard offer billing adjustment from National Grid. Customer is requesting reimbursement of the \$ [REDACTED]</p> <p>The Division is requesting proof from CVE that this customer did in fact want to take service from CVE.</p>	<p>Authorized by [REDACTED] (spouse). Provided TPV to DPUC. However, will refund customer for Standard Offer Billing Adjustment received from National Grid. Placed on DNC/DNS list.</p>
RI	[REDACTED]	[REDACTED]	4/1/2015	Enrollment Dispute	<p>PUC: Customer is claiming she never agreed to service and she thought she was donating to charity.</p> <p>Will you please provide proof that this customer did intend to switch suppliers to Clearview Energy.</p> <p>**I am also going to express some concerns of my own. I have been receiving many complaints from elderly people claiming that Clearview Energy sales representatives are identifying themselves as National Grid employees**</p>	<p>Enrollment is valid. Provided TPV to PUC. Placed on DNC/DNS list.</p>
RI	[REDACTED]	[REDACTED]	4/1/2015	Enrollment Dispute	<p>PUC: Customer has 2 meters on Zoned Single Family Home Acct# [REDACTED] - (Cust# [REDACTED]) Acct# [REDACTED] - (not showing an account in our system) Customer states when she got her 2 bills from National Grid one of them was \$ [REDACTED] and the other was \$ [REDACTED]. She called National Grid and was told that she signed up with CVE. She states she called CVE customer service and was told that she would have to send email to request copy of TPV. She stated she is the only person authorized to make changes. No husband. Just her. Customer stated she will not pay the fee of \$ [REDACTED] because she did not sign up.</p> <p>Contact # for [REDACTED]</p>	<p>Enrollment is valid. Provided TPV to PUC. Will process refund of \$ [REDACTED] for Standard Offer Billing Adjustment. Placed on DNC/DNS list.</p>
RI	[REDACTED]	[REDACTED]	4/2/2015	Enrollment Dispute	<p>PUC: Customer is claiming he is only authorized user on his account. When Clearview Energy called him he was out of town, however, his girlfriend who is not authorized on account did answer the phone. Some confusion took place and she provided information to Clearview Energy.</p> <p>The division is requesting that Clearview Energy provide the 3rd party recorded phone call.</p>	<p>Upon review of TPV, confirmed that the account was enrolled by [REDACTED]'s girlfriend. During the TPV, she confirmed that she is an authorized decision maker on account. [REDACTED] contacted us on [REDACTED] to cancel and informed us that his girlfriend was not authorized to make changes. Drop issued, placed on DNC/DNS list. Provided TPV to PUC.</p>
RI	[REDACTED]	[REDACTED]	4/8/2015	Enrollment Dispute	<p>PUC: Customer is claiming she never enrolled with Clearview Energy. The Division is requesting that Clearview Energy provide the 3rd party recorded phone call.</p>	<p>Provided TPV to PUC. Drop has already been issued. Placed on DNC/DNS list.</p>
RI	[REDACTED]	[REDACTED]	4/28/2015	Enrollment Dispute	<p>PUC: Customer claims CV switched her without her authorization. She stated her name is the only name on her National Grid account and she never authorized CV. She admitted that her husband spoke to someone from an electric company over the phone and he requested they send him an informational packet which would arrive in the mail within 3 business days and which was never received. She stated when her husband was on the phone with this person she interrupted him because she heard that National Grid was penalizing people for switching and he questioned the company he was speaking with about it, they apparently told him they had not heard of that and would look into it and get back to him which they never did. National Grid has now charged her \$ [REDACTED] for switching service. She states she did not authorize Clearview and didn't want to switch.</p>	<p>Spoke with [REDACTED] and explained to her that her husband enrolled the account and stated he is authorized. Issued drop per her request. She provided me copy of her National Grid bill so we can reimburse her for Standard Offer Billing Adjustment. Sent check request to accounting. Placed on DNC/DNS list.</p>

RI	██████████	██████████	5/1/2015	Enrollment Dispute	<p>PUC: Customer is claiming he never agreed to go with Clearview but he did speak to a Clearview representative. He is upset over a \$██████████ charge from National Grid when the change of suppliers took place.</p> <p>The division is requesting Clearview provide the 3rd party voice recording.</p>	Enrollment is valid. Authorized by ██████████. Provided TPV to PUC.
RI	██████████	██████████	5/1/2015	Enrollment Dispute	<p>PUC: The division has received a complaint from ██████████ claiming she never agreed to go with your services. The division is requesting the 3rd party voice recording as proof she did agree.</p>	Enrollment is valid. Authorized by ██████████. Provided TPV to PUC. Placed on DNC/DNS list
RI	██████████	██████████	5/4/2015	Enrollment Dispute	<p>PUC: The Division received a complaint from ██████████, claiming she never enrolled.</p> <p>The Division is requesting proof that his individual did enroll with Clearview.</p>	Enrollment is valid. Authorized by ██████████. Customer is still active and declined cancellation when she contacted customer service on ██████████. Provided TPV to PUC and asked to advise if customer wants to cancel.
RI	██████████	██████████	5/4/2015	Enrollment Dispute	<p>PUC: Customer claims she never enrolled. She is claiming that she got a call from a person identifying themselves with National Grid and she did provide some information.</p> <p>The Division is requesting proof that this individual did enroll with Clearview ██████████.</p>	Enrollment is valid. Authorized by ██████████. Provided TPV to PUC.
RI	██████████	██████████	5/20/2015	Enrollment Dispute	<p>PUC: ██████████ is claiming he never agreed to go with CV services.</p> <p>The Division is requesting the 3rd party voice recording as proof he did agree.</p>	Authorized by ██████████. During TPV, she states she is the legal guardian and authorized decision maker on the account. Provided TPV to PUC.
RI	██████████	██████████	6/1/2015	Enrollment Dispute	<p>PUC: Customer claiming she never agreed to CV services.</p> <p>The Division is requesting that Clearview provide proof that ██████████ did indeed intend to use CV services.</p>	Enrollment is valid. Provided TPV to DPUC.
RI	██████████	██████████	6/15/2015	Enrollment Dispute	<p>PUC: The Rhode Island Division of Public Utilities has received a complaint from ██████████. She is claiming she never enrolled with Clearview. The Division is requesting proof that the customer did want to enroll.</p>	<p>Cust did not complete TPV, but DXC submitted as a good sale. Will refund \$██████████ to cover the rate differential (between CV &amp; Nat Grid) for duration of service. Once cust sends copy of her bill, will refund for Standard Offer Billing Adjustment. Placed on DNC/DNS list.</p>
RI	██████████	██████████	8/13/2015	Enrollment Dispute	<p>PUC: The Rhode Island Division of Public Utilities has received the attached complaint. The customer is claiming they never agreed to accept Clearview Energy services. The customer is claiming his girlfriend enrolled him and she is not on the account.</p> <p>How did Clearview Energy verify they were communicating with the customer?</p>	<p>The acct holders girlfriend enrolled account stating she was authorized. Spoke with customer and told him refund is forthcoming for \$██████████. This refund the rate differential (between CV &amp; National Grid), and reimbursement for standard offer billing adjustment. Placed on DNC/DNS list.</p>
RI	██████████	██████████	8/6/2015	Unprofessional Agent Behavior	<p>PUC: Cust claims that yesterday a representative of Clearview went to his house. Cust is elderly and was very confused about what was going on, he did disclose his account number and he is not sure if he agreed or no, but regardless, Cust would like to exercise the state law that allows him to cancel a contract within 3 days. He wants to make it clear he does not want services from Clearview, only wants to stay with National Grid.</p>	Drop issued, disconnection is set for ██████████. Placed on DNC/DNS list.
TX	██████████	██████████	3/10/2015	Other	<p>PUC: Customer stated they signed up for a 3 month plan and each billing cycle Clearview had computer issues in processing payment that come directly from banks. Customer stated the first month Clearview admitted they had his check but couldn't process it but sent him a disconnect notice and charged a late fee. The late fee was eventually dropped. Customer stated the second month the same thing happened but this time Clearview refused to refund his late fee (\$██████████) even though he states admitted multiple times during multiple phone calls that they continue to have problems processing payments. Customer has now cancelled service but would like to get their final bill resolved.</p>	Waived late fee. Customer does not have any other outstanding fees or charges. Mailed letter to customer.
TX	██████████	██████████	4/15/2015	Other	<p>PUC: Customer disputed charge on his bill - City Tax \$██████████. Customer stated they do not live within any city - they live in unincorporated ██████████ County.</p>	<p>We confirmed through the Texas Comptroller's office that customer does not live within city limits, but lives in the unincorporated area of ██████████ County. Billing issue was caused by our system having an incorrect Geo Code for ██████████, Texas. Issue has been corrected for all future billing. Removed \$██████████ cents city tax from customers existing bill.</p>

TX			7/9/2015	Other	PUC: Cust stated CV disconnected service even though all bills were paid and that CV did not communicate that disconnect was scheduled. Also stated CV has failed to apply payments to correct account.	on [REDACTED] our lock box recvd payment in full from customer. However, when the lock box sent the payment to us they didn't provide acct # so order was rejected. [REDACTED], dc order was sent. [REDACTED]m, cust called in and informed that they submitted payment in full on [REDACTED]. Payment was located, applied to acct, service was restored at [REDACTED]pm. CV has revised its internal policy so that rejected payments are reviewed prior to initiating any disconnections. This will ensure all customers payments are accounted for prior to proceeding with a disconnection.
TX			7/16/2015	Other	PUC: Customer stated service was disconnected while still having a positive balance in account. No disconnection notice or warning was given. Enough funds were available to cover cost of electricity for the entire day. Prepaid account.	Customer was sent multiple email notifications prior to service disconnection. However, we believe that the delivery timing of the notifications caused confusion to the customer. Responded that we are currently working to adjust the timing of our notifications. Spoke with [REDACTED] [REDACTED] Told him we will issue him \$ [REDACTED] credit for the confusion. He was satisfied.
TX			7/16/2015	Other	PUC: Customer claims she sent payment of \$ [REDACTED] by bill pay but was not processed correctly by Clearview and returned. She stated Clearview's mistake of not handling her payment properly caused her account overdue and her service to be disconnected for 12 hours. She got her final bill with over \$ [REDACTED] connect and disconnect fees and \$ [REDACTED] overdue charges in her second last bill too. She contacted Clearview regarding this issue 3 to 4 times and they have no intention of solving the issue, including one supervisor hanging up on her. She emailed complaint to Clearview too. The person acknowledging her complaint email was condescending and defensive.	Clearview has not received [REDACTED]'s payment of \$ [REDACTED] sent by her bank on [REDACTED]. We have requested numerous times for [REDACTED] to provide proof of this payment. To date, we have not received the requested documentation.
					*****MUST provide all supporting documents with response*****	
TX			9/1/2015	Other	PUC: Customer states Clearview is failing to apply payments to his account. He made payment on [REDACTED] and received a disconnect notice [REDACTED]. Payment was made via [REDACTED] bill payment online and confirmed delivered. He stated he has had many, prior issues with Clearview not applying payment correctly. They clearly have a problem in the accounting process.  Customer provided documentation from his bank showing:  Payment check # [REDACTED] for \$ [REDACTED] was sent to Clearview on [REDACTED] and delivered on [REDACTED]. Funds were withdrawn from his checking account on [REDACTED]. Confirmation # [REDACTED]	[REDACTED]'s billed dated [REDACTED] was mailed with a due date of [REDACTED]. The bill requests that the customer allow 7 to 10 business days for payment processing. Clearview had not received a payment by the due date, so a disconnection notice was mailed on [REDACTED]. While [REDACTED] has a confirmation from his bank that a payment was sent to Clearview on [REDACTED] and delivered on [REDACTED] according to our bank records, the payment was not received until [REDACTED]. Clearview apologizes for any confusion caused to [REDACTED], however, since payment was not received by [REDACTED] a disconnection notice was generated on [REDACTED]. [REDACTED] payment was applied on [REDACTED], and there was no interruption in his service.