



COMMONWEALTH OF PENNSYLVANIA PENNSYLVANIA PUBLIC UTILITY COMMISSION P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE REFER TO OUR FILE

DUE C BY

NICOLE STEELE CLEARVIEW ELECTRIC INC PO BOX 130659 DALLAS TX 75313

05-12-15

Dear Sir/Madam:

A formal complaint has been filed against you before the Pennsylvania Public Utility Commission by Within twenty (20) days of the date of this letter, you must either: (1) respond by filing with the Commission, in writing, an Answer in accordance with 52 Pa. Code Section 5.61, either personally or through your attorney; or (2) satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission.

IF YOU FAIL TO ANSWER THE COMPLAINT WITHIN TWENTY (20) DAYS OF THE ABOVE DATE SERVED, THE CLAIMS AGAINST YOU MAY BE DEEMED ADMITTED, THE CASE MAY GO FORWARD, AND A PENALTY MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money, property or other important rights.

COMPANY/UTILITY

The Commission may revoke or suspend any certificate or permit held by you or impose a fine or other penalty or remedy authorized by the Public Utility Code. You may lose money, property or other important rights.

Detailed instructions on how to proceed are contained in the attached pages. Unless you are a corporation or other organization, you may proceed without a lawyer.

Very truly yours,

Rosemary Chiavetta

Secretary

ALW

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: April 24, 2015

Complainant	
v.	
	Complaint Docket
Clearview Electric Inc.	No:
Respondent	
FORMAL COMPLAINT NOTIC	E TO RESPONDENT TO ANSWER OR SATISFY
TO: Clearview Electric Inc.	
TAKE NOTICE:	

- 1. You have twenty (20) days from the above date served to either: (a) satisfy this complaint or (b) file with the **Secretary of the Pennsylvania Public Utility Commission**, **400 North Street, Harrisburg, PA 17120**, one original written answer, under oath, as required by 52 Pa. Code Section 5.61, which either admits or specifically denies the allegations in the complaint. You must also serve one copy of the answer upon the complainant. In accordance with 52 Pa. Code Section 1.56(a), the date served is the mailing date appearing at the top of this Notice.
- 2. In accordance with 52 Pa. Code Section 5.61, if you fail to either satisfy or settle this complaint, or to file an answer or other responsive pleading within twenty (20) days of the above date served, you will be deemed to have admitted all the allegations in this complaint. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or may impose a fine or other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq. If you are a customer of a utility, the Commission may enter an order setting forth a payment schedule or authorize termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.
- 3. If you elect to satisfy or settle this complaint, you must file with the Commission, within twenty (20) days from the above date served, a certified statement of satisfaction as required by 52 Pa. Code Section 5.24. Such certified statement must describe the basis on which this complaint was satisfied and any settlement agreement between the parties must be made in writing and attached to the certified statement. Such certified statement must be filed with the Secretary of the Commission at the address set forth in paragraph 1 above. Upon the Commission's receipt of a certified statement of satisfaction from all complainants, this complaint may be dismissed in accordance with 66 Pa. C.S. Section 703(a) (unless the Commission determines that a dismissal would be contrary to the public

interest, in which event the Commission may direct that hearings be held upon the complaint).

- 4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or impose a fine or other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seg. If you are a customer of a utility, the Commission may enter an order setting forth a payment schedule or authorize termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.
- 5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and a decision. If, after hearing on the issues, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or imposes a fine or other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq. If you are a customer of a utility, the Commission may enter an order setting forth a payment schedule or authorize termination of utility services. When imposing a penalty, the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.

Rosemary Chiavetta

Secretary

(SEAL)

Certified Mail Return Receipt Requested

BCS: 3263756 CLEARVIEW ELECTRIC Must be returned by April 20, 2015

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.



To complete this form, please type or print legibly in ink.

Name			
Street/P.O. Box		Apt #	
City _		State	Zip _
County			
Telephone Number(s) Wi	here We Can Contr	act You During the Da	y;
	(home)	()	(mobile)
			(moone)
	D: _		
E-mail Address (optional		Lapace	
E-mail Address (optional Utility Account Number	(from your bill)_		
E-mail Address (optional Utility Account Number	(from your bill)ves utility service	provided to a differe	nt address or in a different name than
E-mail Address (optional Utility Account Number of your complaint involve your mailing address, p	(from your bill)ves utility service lease list this info	provided to a differe rmation below.	nt address or in a different name than
E-mail Address (optional Utility Account Number of If your complaint invol- your mailing address, p	(from your bill)ves utility service lease list this info	provided to a differe rmation below.	nt address or in a different name than
E-mail Address (optional Utility Account Number of If your complaint involveur mailing address, p. Name Street/P.O. Box	(from your bill) ves utility service lease list this info	provided to a differe rmation below.	nt address or in a different name than
E-mail Address (optional Utility Account Number of If your complaint involvour mailing address, p Name Street/P.O. Box City	(from your bill) ves utility service clease list this info	provided to a different rmation below. State	nt address or in a different name than
E-mail Address (optional Utility Account Number of If your complaint involveur mailing address, p. Name Street/P.O. Box	(from your bill) ves utility service clease list this info	provided to a different rmation below. State	nt address or in a different name than

APR 2 0 2015

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

3.	Type	of Utility Service		
		k the box listing	the typ	be of utility service that is the subject of your complaint
	<u> </u>	ELECTRIC		WASTEWATER/SEWER
		BAS		TELEPHONE/TELECOMMUNICATIONS (local, long distance)
		WATER		MOTOR CARRIER (e.g. taxi, moving company, limousine)
		STEAM HEAT		
4.	Reas	on for Complaint		
	that a utility and a amou com	apply and state the or company has d any other information ant you believe is	reason one wro on that not cor	for your complaint. Explain specifically what you believe the ong. Provide relevant details including dates, times and places may be important. If the complaint is about billing, tell us the rect. Use additional paper if you need more space. Your ed without a hearing if you do not provide specific
		The utility is threa	tening	to shut off my service or has already shut off my service.
		I would like a pay	ment ag	greement.
			nts or c	my bill. Provide dates that are important and an explanation harges that you believe are not correct. Attach a copy of the lave it/them.
		A STATE OF THE PARTY OF THE PAR		safety or quality problem with my utility service. Explain the times or places and any other relevant details that may be
	N	Other (explain)		
	*	Other (explain).		

Note: If your complaint is <u>only</u> about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

ETTE FILL Row d.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

7.

6. Protection From Abuse (PFA)

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You <u>must</u> answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

			rolving billing, a request to receive service, a security ervice or a request for a payment agreement.
Ha	as a court granted a	"Protection Fro	rom Abuse" order for your personal safety or welfare?
	YES		·
	NO		
	your answer to the		ion is "yes," attach a copy of the current Protection From nt form.
PI	rior Utility Contact		
a.	Is this an appeal	from a decision	on of the PUC's Bureau of Consumer Services (BCS)?
	YES		
	NO		
C		d. If you an	ve to Section 8. No further contact with the utility or issuered no, answer the question in Section 7 b. and c. if relevant.
b.	If this is not an a representative al		BCS decision, have you spoken to a utility or company plaint?
	YES		
	NO		

Note: You <u>must</u> contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

8.

		HEDAOTE
c. If you tried to speak to a were not able to do so, ple		ny representative about your complaint but hy.
		·
Note: Even if you are not rec try to speak to a utility or co Formal Complaint with the Pl	mpany represer	ct the utility or company, you should always ntative about your problem before you file a
Legal Representation		
If you are filing a Formal Corequired to have a lawyer. Yo	mplaint as an our may represent	individual on your own behalf, you are not not yourself at the hearing.
address, telephone number, ar	nd e-mail addres	in this matter, provide your lawyer's name, ss, if known. Please make sure your lawyer is a lawyer, both you and your lawyer must be
Lawyer's Name		
Street/P.O. Box		
City	State	Zip
Area Code/Phone Number		
E-mail Address (if known)		

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are <u>required</u> to have a lawyer represent them at a hearing <u>and</u> to file any motions, answers, briefs or other legal pleadings.

Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint must print or type their name on the line provided in the verification paragraph below and must sign and date this form in ink. If you do not sign the Formal Complaint, the PUC will not accept it.

verification:	
1	, hereby state that the facts
above set forth are true and correct (or a	
knowledge, information and belief) and that I	
hearing held in this matter. I understand that	
the penalties of 18 Pa. C.S. § 4904 (relating to	unsworn faisification to authorities).
(Signature of Complainant)	(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification <u>must</u> be signed by an authorized officer or authorized employee. If the Formal Complaint is <u>not signed</u> by one of these individuals, the PUC <u>will not accept</u> it.

10. Two Ways to File Your Formal Complaint

<u>Electronically.</u> You must create an account on the PUC's eFiling system, which may be accessed at http://www.puc.pa.gov/efiling/default.aspx.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

Note: Formal Complaints sent by fax or e-mail will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

We switched our services over to Clearview electric during a phone call on 6-18 2012 at 11am I was asked if I was - I answered no that is my father I was told I could lower the household bills Told clearview rates were lower by cpl cents per KWH I asked--- Are your rates locked in -----answer no they are variable I asked what are they pegged to and what is the coefficient - what do you mean, I was asked I explained myself and gave an example of a home mortgage or a long term variable rate bond , I Clearfield by saying that a am a financial advisor with a series 24 license to PECOs rate and would be I was put on hold --- answered we are pegged as you say it never higher but may go up and down or be the same I clarified my self again, so at most same as peco? Yes but now we are cheaper I called in a few times to PECO for an explanation on why my total amount due was so much higher then my total charges, answer higher energy costs. My wife called in to PECO on numerous occasions and asked and received same answer so we paid I was never informed of the dramatic increase in price per KWH I called in to clearview On 7/15/2014 and asked same question was told energy cost I also asked again about why it increased to almost 20 per KWH I called peco and they gave me a cost run down for a few months and clearview was almost double I feel that I was defrauded and con into switched then was intentional given gray answers to hide the price increases

Exhibit C

Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000

Name Account Number: Phone Number Service Address.

(1-50)-555-7769. June 16,2014

Billing Summary

Bill Date Thank you for your payment of Budget bill charges from previous bill Late payment charge **Total Other Charges**

Current Period Charges

Gas Electric Budget billing amount **Total New Charges**

Total Amount Due on 06/10/2014

General Information

Next scheduled meter reading: June 16, 2014 PECO 2301 Market St. Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento

Customer Self Service - Manage Your Account 24/7

- www.peco.com/ebili Go paperless receive and pay your bili
 www.peco.com/service Start, stop and transfer your service
- www.peco.com/Smartideas Save energy and money Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Titan Gas and Power, 3355 W Alabama, Suite 1170, Houston, TX 77098.

Clearview Electric, 600 N Pearl St Suite 104, Dallas TX 75201, 800-746-4702

Message Center

New charges contain estimated total state taxes of sincluding State Gross Receipts Tax.

\$421.08

Your estimated electric price to compare is \$0.0877 per kWh. This may change in March, June, September and December. For more information and supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us

Your estimated gas price to compare for your rate class is \$0.7250 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit http://www.puc.pa.gov/consumer_info/natural_gas/natural_gas_shopping/gas_sh

_shopping_tool.aspx

Your Total Account Balance of includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

Page

05/19/2014



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to FECO Equipment. For all other business, call 1-800-494-4000

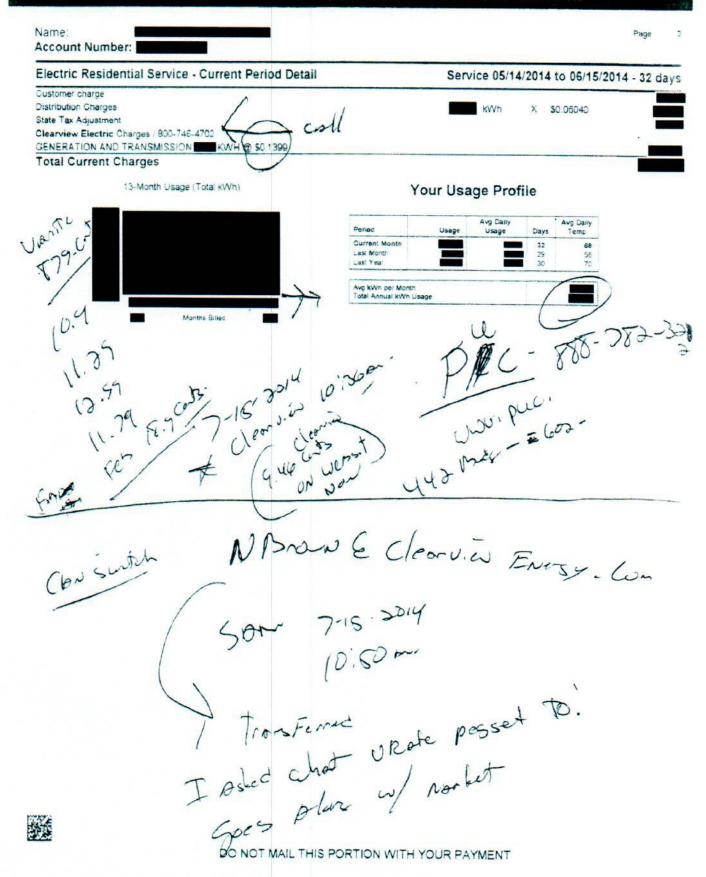


Exhibit C



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000

Account Number:

Phone Number: Service Address:

Billing Summary

Bill Date Thank you for your payment of 03/19/2014

Page

Current Period Charges

Gas Electric

Budget billing amount

Total New Charges

Total Amount Due on 04/10/2014

General Information

Next scheduled meter reading. April 16, 2014. PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date Si tiene aiguna pregunta, favor de l'amar ai numero 1-800-494-4000 antes de la fecha de vencimiento

- Customer Self Service Manage Your Account 24/7
 www.peco.com/ebill Go paperiess receive and pay your bill
 www.peco.com/service Start, stop and transfer your service
- www.peco.com/Smartideas Save energy and money Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Titan Gas and Power, 3355 W. Alabama, Suite 1170, Houston, TX, 77098,

Clearview Electric, 600 N Pearl St Suite 104, Dallas, TX 75201, 800-746-4702

Message Center

New charges contain estimated total state taxes of state including. State Gross Receipts Tax.

Your estimated electric price to compare is \$0.0877 per kWh. This may change in March, June, September and December. For more information and supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.

Your estimated gas price to compare for your rate class is \$0.7250 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit http://www.puc.pa.gov/consumer_info/natural_gas/natural_gas_shopping/gas_shopping_tool aspx.

Your Total Account Balance of includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

Your hindget billing amount was reviewed this month and it will change to affective with your next bill.

Budget Billing Deferred Balance

Last Month's Deferred Balance

- -Total Current Charges
- Current Budget Billing Amount Due

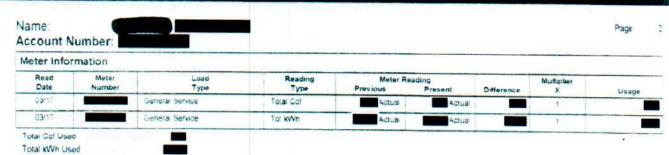
This Month's Deferred Balance

When paying in person, please bring the entire bill

(continued on next page)



power outages, gas leaks or odors, and safety hazards related to FECO Equipment. For all other business, call 1-800-494-4000



Gas Residential Heating Service - Current Period Detail	Service 02/16/2014 to 03/17/2014 - 29 day			
Customer charge				
Distribution Charges	Ccf	X	\$0.34816	
Batancing Service Charges	Cof	×	0.03268	
State Tax Adjustment	2			
Titan Gas and Power Charges / 888-251-7006				
Commodity Charge CCF 優 0.75059444				
Total Current Charges				



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month			29	35
Last Month			32	28
Last Year			31	35

Electric Residential Service - Current Period Detail	Service 02/16/2014 to 03/17/2014 - 29 days
Customer charge	
Distribution Charges	KWn X \$0.05940
State Tax Adjustment	A \$0.03940
Clearview Electric Charges / 800-746-4702	_
GENERATION AND TRANSMISSION KWH @ \$0 1899	
Total Current Charges	

13-Month Usage (Total kWh)

Months Billed

Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month			29	35
Las: Year			32	28





May 12, 2015

Rosemary Chiavetta, Secretary Pennsylvania Public Utility Commission Commonwealth Keystone Building 400 North Street, Second Floor Harrisburg, PA 17120

Re:		v. Clearview	Electric Inc.
	Docket Number:		

Dear Secretary Chiavetta:

Pursuant to 52 Pa. Code §5.24(b), Clearview Electric Inc. certifies that the parties in the above-referenced complaint have reached an accord.

By copy of this letter, I am alerting the Complainant of their right to object to the closing of this matter in writing to the Public Utility Commission within ten (10) days of the date of this letter.

If additional information is needed about this matter, please contact me at 972.546.9990 ext. 670 or chartis@clearviewenergy.com.

Sincerely,

Christina Harris

Customer Relations Specialist, Clearview Energy

cc: PUC Scheduling

Christina farris



May 11, 2015

RE: SETTLEMENT AGREEMENT

v. Clearview Electric Inc.

Docket Number:

MUTUAL RELEASE AND SETTLEMENT AGREEMENT

	nent Agreement ("Agreement") is entered into between the following parties: ew Electric Inc.
filed a form	d complaint against Clearview Electric Inc., Pennsylvania Public Utility
Commission Complaint Docke	No:
matter, Clearview Electric Inc.	
	his payment will be made payable to
	upon execution of this Agreement.
	agrees he will not pursue any further action against consider this complaint closed.
THE PARTIES, BY THEIR SI TO BE BOUND BY IT.	ENATURES BELOW, HAVE EXECUTED THIS AGREEMENT AND AGRE
DATED: May // , 2015	By: Complainant Name
DATED: May 11, 2015	By: Agent authorized to sign on behalf of Clearview Electric Inc.

BEFORE THE

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Complainant

v. : DOCKET NO.

CLEARVIEW ELECTRIC INC.

Respondent

CERTIFICATE OF SATISFACTION

I, Peter Jucha, of Clearview Electric Inc. hereby certify that the issues raised in the Formal Complaint filed by Complainant with the Pennsylvania Public Utility Commission and docketed at Complaint Docket No.

This Certificate of Satisfaction is provided pursuant to 52 Pa. Code §5024(b). Unless Complainant files an objection to this Certificate within ten (10) days of its filing, the Formal Complaint shall be withdrawn and the Commission's file closed.

Peter Jucha
Vice President
Clearview Electric Inc.
1201 Elm St., Suite 3200
Dallas, Texas 75270
pjucha@clearviewenergy.com

BEFORE THE

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Complainant :

: DOCKET NO.

CLEARVIEW ELECTRIC INC.

Respondent :

CERTIFICATE OF SERVICE

I, Peter Jucha, of Clearview Electric Inc. hereby certify that I have this day served a true and correct copy of the foregoing document upon the interested parties and in the manner indicated below.

Service by standard mail:

Peter Jucha

Vice President

Clearview Electric Inc.

1201 Elm St., Suite 3200

Dallas, Texas 75270

pjucha@clearviewenergy.com