

DM 17-175



555 Pleasantville Rd. S-107
Briarcliff Manor, NY 10510
1.844.692.4372

Via overnight and electronic delivery

Executive Director
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301

NHPUC 21NOV17PM1:49

RE: Agera Energy LLC – DM 17-175 – Revised Complaints (Attachment O)

Dear Executive Director,

Please find enclosed a revised version of Agera's complaint history.

Thank you,

A handwritten signature in blue ink, appearing to read 'Jeremy Schupp'.

Jeremy Schupp
CEO

ATTACHMENT O

| State | Owning Co. | Date of Complaint | Date of Response | Customer Name | Customer # | PUC Case # | Reason for Complaint |
|-------|------------|-------------------|----------------------|--|------------------------------|-------------------------------|---|
| CT | Aequitas | 1/5/2016 | 1/19/2016 | Jay Zelesnick | 35679375 | Selesnick, Jay// 203-762-9800 | Terms & Conditions/ETF |
| TX | Agera | 1/8/2016 | 1/12/2016 | Mario Garcia | 35653565 | CP 2015120806 | Complaint wrongly filed under Agera, it was for competitor, Accent Energy |
| OH | Energy.me | 1/14/2016 | 1/19/2016 | LA Bob's Pizza Drive Thru/Bob Cunningham | 35672782 | BCUN011416WZ | Billed for same usage 2x's, conversion issue |
| CA | Agera | 1/14/2016 | 1/19/2016 | Ansu Suseelan | 35667424 | N/A | Rate |
| OH | energy.me | 1/20/2016 | 2/15/2016 | Strasburg Meats (Barbara Fain) | 35674632 | BFAI011916NP | Billed for same usage 2x's, conversion issue |
| IL | energy.me | 2/1/2016 | 2/15/2016 | Rocco Corbino | 35678804 | ICC CSD Informal Complaint | Renewal Letter received after Renewal date |
| OH | energy.me | 2/2/2016 | 2/16/2016 | Park Towers | 35671867 | EZAK020216NQ | Transmission Charges * |
| CT | Aequitas | 2/9/2016 | 2/15/2016 | Red Rocket Merchandising Corp. | 35634115 | Doug Stoyer // 860-581-8700 | Renewal Letter/ ETF |
| OH | energy.me | 2/12/2016 | 2/23/2016 | Premier Metals (Lamar Troyer) | 35673454 | LTRO021216UY | Transmission Charges* |
| OH | energy.me | 2/12/2016 | 2/26/2016 | Andrea's Schnuck Store (Andrea Mast) | 35672586 | AMAS021216IF | Transmission Charges* |
| OH | energy.me | 2/12/2016 | 2/26/2016 | Winesburg Group (Ben Mast) | 35671839 | BMAS021216BO | Transmission Charges* |
| OH | energy.me | 2/12/2016 | 2/25/2016 | Schlabach Printers (Dan Miller) | 35671928 | DMIL0212162J | Transmission Charges* |
| OH | energy.me | 2/12/2016 | 2/25/2016 | Village Motors (Deke Miller) | 35671967 | DMIL021216YI | Transmission Charges* |
| OH | energy.me | 2/12/2016 | 2/25/2016 | Premier Housing LTD (Rod Mast) | 35672412/35672413 | RMAS021216OR | Transmission Charges* |
| OH | energy.me | 2/12/2016 | 2/26/2016 | Orme Hardware Co (Dick McCoy) | 35672340 | DMCC021216EL | Transmission Charges* |
| OH | energy.me | 2/12/2016 | 2/25/2016 | Yoder Dental (Kevin Yoder) | 35671831 | KYOD02121698 | Transmission Charges* |
| OH | energy.me | 2/12/2016 | 2/25/2016 | Bags Sports Pub (William Kalp) | 35672567 | WKAL021216UZ | Transmission Charges* |
| OH | energy.me | 2/12/2016 | 2/26/2016 | Amish Peddler (Dave Schlabach) | 35671954/35671956 | DSCH021216M0 | Transmission Charges* |
| OH | energy.me | 2/12/2016 | 2/26/2016 | Real Estate Showcase (Joseph Mast) | 35672149 | JMAS0212161B | Transmission Charges* |
| OH | energy.me | 2/12/2016 | 2/26/2016 | Berlin Family Eye Care (Robert Miller) | 35673806 | RMIL021216JR | Transmission Charges* |
| OH | energy.me | 2/12/2016 | 2/26, 3/7, 3/18/2016 | Robinson Country Inn Inc. | 35671844/35672771/35672772 | BRBO021216VZ | Transmission Charges* |
| OH | energy.me | 2/12/2016 | 2/26/2016 | MBR Holdingd dba Mast Pharmacy | 35672413/35672412 | RMAS021216OR | Transmission Charges* |
| OH | energy.me | 2/16/2016 | 2/26, 3/3, 3/8 | Newpointe Community Church | 35672524/35672525 | TCOL022916T | Transmission Charges* |
| OH | energy.me | 2/16/2016 | 2/26/2016 | Barnhart's Service Center | 35671696 | JBAR021216Y0 | Transmission Charges* |
| OH | energy.me | 2/16/2016 | 2/26/2016 | Swiss Valley Furniture | 35673420 | KMUL021216Y8 | Transmission Charges* |
| OH | energy.me | 2/16/2016 | 2/26/2016 | Walnut Creek Chocolate Company | 35672099 | JCOB021216ZM | Transmission Charges* |
| OH | energy.me | 2/16/2016 | 2/25, 3/7/2016 | Melway Paving | 35672231 | SSCH02121607 | Transmission Charges* |
| OH | energy.me | 2/16/2016 | 2/26/2016 | RSM Management | 35672428 | KMIL021216UM | Transmission Charges* |
| OH | energy.me | 2/17/2016 | 2/26/2016 | Leroy Miller | 35672230 | LMIL0212168W | Transmission Charges* |
| OH | energy.me | 2/22/2016 | 2/26/2016 | Steffen | 35673637 | GSTE022216D0 | Transmission Charges* |
| OH | Energy.me | 2/23/2016 | 3/17/2016 | Dynalab | 35673037 | No Case # Provided | Transmission Charges* |
| OH | energy.me | 2/25/2016 | 2/26/2016 | Penlor Enterprises | 35672313 | MHUM021216K4 | Transmission Charges* |
| OH | energy.me | 2/26/2016 | 3/17/2016 | Soft Cloth Car Wash | 35672080 | HWAT02251603 | Transmission Charges* |
| OH | Energy.me | 3/1/2016 | 3/17/2016 | Byler | 35672150 | DGAL0225161Q | Transmission Charges* |
| OH | Energy.me | 3/1/2016 | 3/7/2016 | Park St. Pizza | 35672410 | RSHA022916VA | Transmission Charges* |
| OH | Energy.me | 3/2/2016 | 3/15/2016 | Dutch Host Inn | 35672392 | RROPO30216DY | Transmission Charges* |
| OH | energy.me | 3/2/2016 | 3/17/2016 | Holmes Lumber | 35672489/35672493 | SMIL030116HQ | Transmission Charges* |
| OH | energy.me | 3/2/2016 | 3/14/2016 | Januery Tango | 35673228 | JTAN022216AJ | Transmission Charges* |
| OH | energy.me | 3/3/2016 | 3/15/2016 | BW5 | 35672199/35678956 | DMUL030116D0 | Transmission Charges* |
| OH | energy.me | 3/7/2016 | 3/7/2016 | JRK Inc | 35672226 | LKLI0307168G | Transmission Charges* |
| OH | energy.me | 3/7/2016 | 3/7/2016 | Share and Care | 35673238 | JHER030716NK | Transmission Charges* |
| OH | energy.me | 3/7/2016 | 3/7/2016 | Burger King | 35672134 | JBAG0303166T | Transmission Charges* |
| OH | energy.me | 3/7/2016 | 3/14/2016 | Kimble Clay & Limestone | 35672124, 35672127, 35673289 | JFIN030316Z2 | Transmission Charges* |
| | | | | | 35672411/35622414,35672415/3 | | |
| OH | energy.me | 3/8/2016 | 3/15/2016 | R & J Car Care | 5672416/35672417 | DMCC021216EL | Transmission Charges* |
| OH | energy.me | 3/8/2016 | 3/8/2016 | Prestige Stone | 35673880 | SMILO217160B | Transmission Charges* |
| OH | Energy.me | 3/8/2016 | 3/18/2016 | Mrs. Yoder's Kitchen | 35672542 | TYOD030716VX | Transmission Charges* |
| OH | energy.me | 3/8/2016 | 3/15/2016 | Village of Frazeyburg | 35672119/35673278 | JEVE0307161D | Transmission Charges* |
| OH | Energy.me | 3/9/2016 | 3/11/2016 | Millersburg Tire Service | 35671863 | BRUS030916Q8 | Transmission Charges* |
| OH | Energy.me | 3/9/2016 | 3/11/2016 | Brittany Miller | 35671871 | BRUS030916Z0 | Transmission Charges* |
| OH | energy.me | 3/10/2016 | 3/11/2016 | Ellis Brothers | 35672101 | JELLO310164O | Transmission Charges* |
| OH | energy.me | 3/10/2016 | 3/11/2016 | ELM Recycling | 35672142 | JELLO310164O | Transmission Charges* |
| OH | Energy.me | 3/10/2016 | 3/14/2016 | Greene Appell NA | 35671812 | AGRE031016AG | Transmission Charges* |
| OH | Energy.me | 3/10/2016 | 3/14/2016 | Pastimes Pub & Grill | 35672712 | AGRE031016AG | Transmission Charges* |
| OH | Energy.me | 3/10/2016 | 3/17/2016 | Osburn Assoc | 35672297 | MGRO0310161H | Transmission Charges* |
| OH | Energy.me | 3/10/2016 | 3/15/2016 | Walnut Creek Furniture | 35672886 | GSWA102115A5 | Transmission Charges* |
| OH | energy.me | 3/15/2016 | 3/18/2016 | Marcia Oyster | N/A | MOYS03146NU | Cancel Request/not our customer |
| OH | energy.me | 3/16/2016 | 3/21/2016 | Siemer Distributing Co Inc | 35672497 | SMAY03101608 | Transmission Charges* |
| IL | energy.me | 3/16/2016 | 3/22/2016 | Golf Mill Center | 35678465 | 2016-02486 | Has not been invoiced for 4 months |
| OH | energy.me | 3/16/2016 | 3/18/2016 | Heritage Revitalization | 35671965/35671964 | DHAR031516WH | Transmission Charges* |
| NY | Agera | 3/28/2016 | 3/30/2016 | Chung Kon dba Paradise Fruit | 35682113 | 613631 | Fraudulent Enrollment |

| | | | | | | | |
|----|-----------|------------|------------|--|----------------------------|--------------------------------|--|
| OH | Energy.me | 3/28/2016 | 3/31/2016 | Schmucker | 35671864 | BSCH032516NS | Transmission Charges* |
| OH | energy.me | 3/29/2016 | 3/31/2016 | Swiss Auto Mart | 35672250 | LSWA032516WO | Transmission Charges* |
| OH | energy.me | 3/31/2016 | 3/31/2016 | Sugarcreek Village Inn | 35672322 | MMILO33016VC | Transmission Charges* |
| OH | energy.me | 4/7/2016 | 4/15/2016 | Tobacco Hut | 35672599 | JHOX021216ZV | Transmission Charges* |
| OH | energy.me | 4/19/2016 | 4/19/2016 | RJ Closets (C Yoder) | 35671908 | RYOD041516OR | Transmission Charges* |
| OH | Agera | 4/19/2016 | 4/20/2016 | Gerald Wile | 35684001,2,3,6,15 | GWIL041916DF | Online Enrollment/Pricing |
| IL | Energy.me | 4/29/2016 | 5/3/2016 | Citgo/Kamran Moten | 35674926 | 2016-04708 | Invoice Charges/Drop Request |
| IL | Energy.me | 4/29/2016 | 5/3/2016 | Citgo/Kamran Moten | 35674926 | 2016-04709 | Invoice Charges/Drop Request |
| IL | Energy.me | 4/29/2016 | 5/3/2016 | Wali Management/Kamran Moten | 35674925 | 2016-04710 | Invoice Charges/Drop Request |
| IL | Energy.me | 5/10/2016 | 5/11/2016 | Bob W. Bell | 35681419 | 2016-05243 | Enrollment delayed |
| IL | Energy.me | 5/10/2016 | 5/11/2016 | Jason Miller | 35580076 | 2016-05238 | Billed for multiple usage periods on 4/16 invoice |
| OH | Energy.me | 5/9/2016 | 5/11/2016 | Sugar Valley Meats (Reuben Erb) | 35672389 | REFB05061613 | Transmission Charges* |
| OH | energy.me | 5/11/2016 | 5/12/2016 | Buckeye Power Sales | 35672093 | JSEI051116FR | Transmission Charges* |
| OH | Energy.me | 6/1/2016 | 6/3/2016 | Danny Mullins | N/A | DMUL053116CU | Fraudulent Enrollment |
| CT | Aequitas | 6/8/2016 | 6/8/2016 | Libanesa Toribio | N/A | Libanesa Toribio//347-589-3477 | Finacial Hardship - Gas Bill |
| TX | Agera | 6/23/2016 | 6/27/2016 | Art Monogram (Juan Soriano) | 35652832 | CP2016060961 | TDU Charges |
| OH | energy.me | 6/27/2016 | 6/27/2016 | Bobby Brown | N/A | BBRO0627169L | Fraudulent Enrollment |
| OH | Energy.me | 6/28/2016 | 6/29/2016 | Lake Drive Thru | 35672629 | AHAD062716XC | Transmission Charges* |
| OH | Energy.me | 6/28/2016 | 6/29/2016 | Robinson Country Inn Inc. | 35671844/35672771/35672772 | BROB062816R5 | Transmission Charges* |
| OH | Agera | 7/13/2016 | 7/15/2016 | Accurate Plastics LLC | 35654779 | JSAT07126K6 | ETF |
| OH | Energy.me | 7/19/2016 | 7/20/2016 | Kim Orlando | N/A | KORL07081676 | Rebate for enrollment and switching fee, variable rate |
| OH | Agera | 9/1/2016 | 9/1/2016 | McCauley Furniture (Beth McCauley) | N/A Contract Pending | BMCC083116VU | Questioning validity of fixed rate when contract name is Flat Variable |
| OH | Agera | 9/9/2016 | 9/9/2016 | Christ Our Savior Lutheran Church (David Degler) | N/A Contract Pending | DDEG090716TF | Questioning validity of fixed rate when contract name is Flat Variable |
| IL | energy.me | 9/15/2016 | 9/19/2016 | SLDEV, INC | 35675012 | 2016-11942 | Pass thru charges do not appear on customers utility bill |
| OH | Agera | 9/21/2016 | 9/26/2016 | Jennifer A. Crisp | 35642163 | JCRI092116NJ | Unbilled Usage |
| IL | energy.me | 9/21/2016 | 9/26/2016 | Judith Becker Thomas | 35676545 | 2016-12248 | Unbilled Usage |
| OH | Agera | 9/30/2016 | 10/12/2016 | Herb's Body Shop Inc. (Herb Graham Jr) | N/A Contract Pending | HGRA092016FD | Questioning validity of fixed rate when contract name is Flat Variable |
| NH | Agera | 10/3/2016 | 10/7/2016 | Prepro Inc. (Hilda Weiner) | 35657114 | N/A | Broker Issue |
| IL | energy.me | 10/3/2016 | 10/7/2016 | Debra Fortin | 35670036 | ICC CSD Informal Complaint | Unbilled Usage |
| OH | Agera | 10/31/2016 | 10/31/2016 | Marcella Whited | 35642257 | MWHI1019162 | Unbilled Usage |
| NJ | Energy.me | 11/10/2016 | 11/14/2016 | Sapho Hospitality Group/Lester Katsanis | 35686630 | 16W00000746 | Rate complaint |

* Reflects incorrectly assessed NITS charges

| State | Owning Co. | Date of Complaint | Date of Response | Customer Name | Customer # | PUC Case # | Reason for Complaint |
|-------|------------|-------------------|------------------|-----------------------------|------------|----------------|--|
| NY | Agera | 1/18/2017 | 1/18/2017 | Debby Afraimi | 35640053 | 711483 | ETF |
| MD | Agera | 4/19/2017 | 4/24/2017 | Caudill Hunter | 35684293 | 417330099-W | ETF |
| IL | Agera | 5/2/2017 | 5/2/2017 | Illinois Farmers State Bank | 35694168 | 2017-04077 | ETF |
| OH | Agera | 5/24/2017 | 5/30/2017 | Winesburg Group | 35682213 | JBAI052417A9 | Sales/ETF |
| NY | Agera | 6.14.17 | 6.15.17 | Joseph Pawson | 35640361 | NYS DPS 724153 | Slamming Complaint |
| OH | Agera | 7.11.17 | 7.11.17 | Mary Johnson | None | MJOH062017GW | Not a customer of ours. |
| NY | Agera | 7.11.17 | 7.11.17 | Joseph Pawson | 35640361 | NYS DPS 724153 | Resent information received a delinquent notice from PUC |
| CT | Aequitas | 7.13.17 | 7.13.17 | Sue Dixon | 35634934 | No # Given | Slamming |
| NY | Agera | 8.16.17 | 8.22.17 | Acierno Garage Corp | 35710092 | 731375 | Utility Issue with canceled usage. |
| NY | Agera | 8.23.17 | 8.23.17 | Acierno Garage Corp | 35710092 | 731375 | Utility Issue with canceled usage. |
| OH | energy.me | 10.2.17 | 10.2.17 | Kenneth Dobbs | n/a | KDOB0928173T | Not our customer. |