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| **BEFORE THE**  **PENNSYLVANIA PUBLIC UTILITY COMMISSION**   |  |  |  | | --- | --- | --- | |  | Public Meeting held July 12, 2018 | | | Commissioners Present:  Gladys M. Brown, Chairman  Andrew G. Place, Vice Chairman  Norman J. Kennard  David W. Sweet  John F. Coleman, Jr. |  | | |  | |  | |  | |  | | Pennsylvania Public Utility Commission,  Bureau of Investigation and Enforcement  v.  Residents Energy, LLC | | M-2017-2511372 | |  |

**ERRATA NOTICE**

This is to advise all parties of record that the Opinion and Order entered on July 12, 2018, in the above-captioned proceeding, contains an error in Ordering Paragraph No. 4 on page 12.

Ordering Paragraph No. 4 reads as follows:

4. That for a term of twelve (12) months starting after the entry of this Order, Residents Energy, LLC, shall provide a quarterly report to the Commission’s Bureau of Technical Utility Services, in the first week of each calendar quarter, capturing the following data from the prior quarter concerning customer complaints filed directly with Residents Energy, LLC: (a) the number of complaints by category, *i.e.*, slamming, do-not-call violations, incorrect charges, *etc.*; and (b) any process improvements, organizational changes, *etc.*, that were implemented to reduce or eliminate similar complaints going forward.

The corrected language in Ordering Paragraph No. 4 should read:

4. That for a term of twelve (12) months starting after the entry of this Order, Residents Energy, LLC, shall provide a quarterly report to the Commission’s **Bureau of Consumer Services**, in the first week of each calendar quarter, capturing the following data from the prior quarter concerning customer complaints filed directly with Residents Energy, LLC: (a) the number of complaints by category, *i.e.*, slamming, do-not-call violations, incorrect charges, *etc.*; and (b) any process improvements, organizational changes, *etc.*, that were implemented to reduce or eliminate similar complaints going forward.

The corrected page of the Opinion and Order are attached to this notice. Please replace the incorrect page in your copy of the Opinion and Order.

The Opinion and Order on the PA PUC website will be corrected as indicated above. Please accept our apologies for any inconvenience this may have caused you.

Thank you.

**IT IS ORDERED:**

1. That the Joint Settlement Petition filed on May 12, 2017, between the Commission’s Bureau of Investigation and Enforcement and Residents Energy, LLC, is approved.

2. That, within sixty (60) days of entry of this Order, Residents Energy, LLC, shall pay a civil penalty in the amount of $6,000. Said payment shall be made by certified check or money order payable to “Commonwealth of Pennsylvania” and shall be sent to:

Rosemary Chiavetta, Secretary

Pennsylvania Public Utility Commission

Commonwealth Keystone Building

400 North Street

Harrisburg, PA 17120

3. That within thirty (30) days of entry of this Order, Residents Energy, LLC, shall refund the affected customer the entire electric generation supply portion of the customer’s bill for the seventeen (17) days that the customer was served by Residents Energy, LLC, pursuant to 52 Pa. Code § 57.177(b), and provide documentation to the Bureau of Investigation and Enforcement that such refund has been made. The amount of the refund may take into account the refund that Residents Energy, LLC, already provided, which represented the difference between Residents Energy, LLC’s electric generation supply rate and the default service rate.

4. That for a term of twelve (12) months starting after the entry of this Order, Residents Energy, LLC, shall provide a quarterly report to the Commission’s Bureau of Consumer Services, in the first week of each calendar quarter, capturing the following data from the prior quarter concerning customer complaints filed directly