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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Pennsylvania PUC

JAN 07 2022

Consumer Services  
CAC Division

January 5, 2022

Secretary of the Commission  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building – 2<sup>nd</sup> Floor  
400 North Street  
Harrisburg, PA 17120

**Re: Docket M-2019-2633094 - Quarterly Settlement Reporting – Q4 2021 Filing by Vista Energy Marketing L.P.**

Dear Secretary,

Per Docket M-2019-2633094 adopted 4-15-2021, Please find enclosed the Q4 2021 Quarterly Report filed by Vista Energy Marketing L.P. (“Vista”) detailing customer complaint data filed directly with Vista. Vista was licensed by the Commission on December 22, 2016 in Docket A-2016-2569804 and in Docket A-2016-2569541.

**Quarterly Report Data:**

- Period – October 1, 2021, through December 31, 2021.
- There were zero (0) complaint received through the BCS portal.
- There were fifteen (15) calls received in the Vista Customer Care Center.
  - o All 15 calls were from customers who wanted to exercise their right of rescission for perspective enrollments from recent visits by D2D agents.
  - o The reasons provided from the customers were generally related to aggressive/pushy/misleading/unclear interactions with D2D agents.
  - o Each D2D agent related to the interaction had their profile updated with the details, was sent customer claim details, and required to complete retraining before they could resume any marketing activities.
  - o One agent accounted for 6 customer calls and based on the volume and similarity of the claims, Vista permanently banned this agent from marketing on behalf of Vista ever again.

- All accounts were dropped/cancelled/rescinded as requested and no charges/billing/fees etc. were assessed to any of the account holders.

Please contact me with any questions about this filing.

Sincerely,

A handwritten signature in black ink, appearing to be 'BE', written in a cursive style.

Boyd Eriksen  
Vice President – Regulatory and Compliance  
Vista Energy Marketing, L.P.  
Email [beriksen@vistaenergymarketing.com](mailto:beriksen@vistaenergymarketing.com)  
Office 281-816-7121

ORIGIN ID: HOUA (206) 302-8058  
BOYD ERIKSEN  
VISTA ENERGY MARKETING, LP  
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SUITE 600  
HOUSTON, TX 77006  
UNITED STATES US

SHIP DATE: 05JAN22  
ACTWGT:  
CAD: 1004659701/NET4402

BILL SENDER

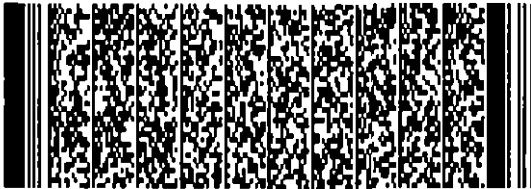
**TO MICHELE TATE**  
**PENNSYLVANIA PUBLIC UTILITY COMMISS**  
**400 NORTH ST**  
**FLOOR 2**  
**HARRISBURG PA 17120**

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(206) 302-8058 REF:

INV: DEPT:

PC:

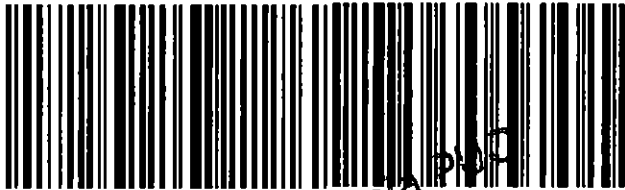


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**SE MDTA**

17120  
PA-US MDT



*Pennsylvania*  
**JAN 07 2022**  
**Consumer Services**  
**CAC Division**



**TO: PUC MASTER**

Agency: PUC  
Floor:  
External Carrier: FEDEX



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CMPC  
717-705-1952

