



DATE OF DEPOSIT

APR 06 2022

April 6, 2022

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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 – Q1 2022 Filing by Vista Energy Marketing L.P.**

Dear Secretary,

Per Docket M-2019-2633094 adopted 4-15-2021, Please find enclosed the Q1 2022 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 – January 1, 2022, through March 31, 2022.
  
- There were zero (0) complaint received through the BCS portal.
  
- There were twelve (12) calls received in the Vista Customer Care Center.
  - o All 12 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.

- All accounts were dropped/cancelled/rescinded as requested and no charges/billing/fees etc.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 (713) 877-9904  
CALL CENTER  
VISTA ENERGY MARKETING, LP  
4306 YOAKUM BLVD  
SUITE 600  
HOUSTON, TX 77006  
UNITED STATES US

SHIP DATE: 06APR22  
ACTWGT: 0.50 LB  
CAD: 100465970/NET4460

BILL SENDER

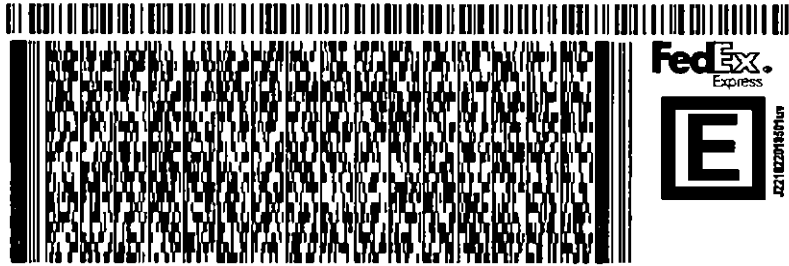
TO SECRETARY OF THE COMMISSION  
PENNSYLVANIA PUBLIC UTILITY COMMISS  
COMMONWEALTH KEYSTONE BUILDING 2FL  
400 NORTH STREET  
HARRISBURG PA 17120

56D126DF9/FE4A

(832) 933-0499  
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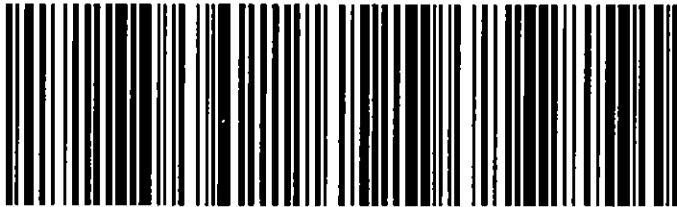
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APR 08 2022

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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