

October 19, 2011

Independence Energy Group LLC  
3711 Market Street  
Suite 1000  
Philadelphia, PA 19104

Secretary Rosemary Chiavetta  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Re: the Independence Energy Group LLC ("Independence Energy") Electric Generation Supplier License Application, Docket Number A-2011-226337 Customer Complaint Detail

Dear Secretary Chiavetta:

This letter is being provided in response to the request from the Bureau Of Technical Utility Services seeking more information regarding the complaints scorecard provided as part of the Independence Energy Supplier License Application, Docket Number A-2011-226337.

Independence Energy is currently licensed in the states of New Jersey, Illinois and New York but has had no complaint history due to being a new company. As such, Independence Energy provided the complaints scorecard of our parent company Energy Plus Holdings LLC ("Energy Plus").

The majority of complaints by Energy Plus' customers can be attributed to those customers' confusion regarding electric choice generally and Energy Plus' products specifically, including billing-related issues and supply costs. Enclosed in a sealed envelope is a CONFIDENTIAL breakdown of complaint scorecard detail (Attachment A) providing more detailed information. Energy Plus takes its customers' complaints very seriously and has to date always quickly resolved every residential complaint to each such customer's satisfaction. As shown in the attached scorecard detail the average number of days to resolve a complaint is just over three days, typically prior to the regulatory agency becoming involved. In addition, in order to prevent further confusion regarding Energy Plus' products, Energy Plus has modified its Terms and Conditions above and beyond the various state requirements in an effort to address the billing and electricity supply cost questions. Such efforts appear to have been successful. While the number of complaints has increased each year, so too have the number of customers enrolling with Energy Plus. Taking this into consideration, the relative amounts received by Energy Plus as a percentage of the customer base is consistent as shown in the attached scorecard detail. Furthermore, it is Energy Plus' policy that if there was material confusion related to the billed amount, Energy Plus issues a courtesy credit to ensure that the complaint is resolved amicably.

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For its part, Independence Energy expects to utilize the experience gained by its parent to continually make improvements in consumer education and complaint resolution. As a team we are always looking to improve the customer experience and will always strive to ensure customer satisfaction with our products.

If you have any questions, or require additional information please contact me at 1-267-298-5474 or [mstarck@independenceenergyco.com](mailto:mstarck@independenceenergyco.com).

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Michael Starck', with a stylized flourish at the end.

Michael Starck

Launch Management

Independence Energy Group LLC

Enclosures

cc: Tony Rametta, Bureau Of Technical Utility Services

**CERTIFICATE OF SERVICE**

I hereby certify that this day I served a copy of Letter Response to the Application upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code Section 1.54.

**Via First Class Mail**

Office of Consumer Advocate  
5<sup>th</sup> Floor Forum Place  
555 Walnut Street  
Harrisburg, PA 17120

Office of Attorney General  
Bureau of Consumer Protection  
Strawberry Square, 14<sup>th</sup> Floor  
Harrisburg, PA 17120

Small Business Advocate  
Commerce Building, Suite 1102  
300 North Second St.  
Harrisburg, PA 17101

Commonwealth of Pennsylvania  
Department of Revenue  
Bureau of Compliance  
Harrisburg, PA 17128-0946

Legal Department  
West Penn Power d/b/a Allegheny Power  
800 Cabin Hill Drive  
Greensburg, PA 15601-1689

Manager Energy Acquisition  
PECO Energy Company  
2301 Market Street  
Philadelphia, Pa 19101-8699

Regulatory Affairs  
Duquesne Light Company  
411 Seventh Street, MD 16-4  
Pittsburgh, PA 15219

Paul Russell  
Legal Department  
PPL  
Two North Ninth Street  
Allentown, PA 18108-1179

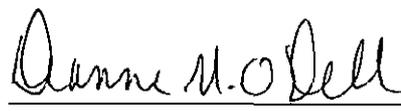
Legal Department  
FirstEnergy  
2800 Pottsville Pike  
Reading, PA 19612

UGI Utilities Inc.  
Attn: Rates Dept. – Choice Coordinator  
2525 N. 12<sup>th</sup> Street, Suite  
PO Box 12677  
Reading, PA 19612-2677

Citizens' Electric Company  
Attn: EGS Coordination  
1775 Industrial Boulevard  
Lewisburg, PA 17837

Director of Customer Energy Services  
Orange and Rockland Company  
390 West Route 59  
Spring Valley, NY 10977-5300

Wellsboro Electric Company  
Attn: EGS Coordination  
33 Austin Street  
PO Box 138  
Wellsboro, PA 16901

  
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Deanne M. O'Dell, Esq.

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Dated: October 19, 2011