

Re: Stephen Kawchak FORMAL COMPLAINT

Superior Plus Energy Services

March 6, 2014

Question 4 - Reason For Complaint

I signed up for a rate of \$0.065 per KWH on 12/5/13 with Superior Plus Energy Services (see attached). The rate they charged me on my February 2014 bill was increased to \$0.14 per KWH. Although I understand that I signed up for a variable rate, I think doubling the rate is excessive and nothing more than a "bait & switch" deal resulting in the highest electric bill I have ever received. I did not understand that the rate could double. Since I signed up through the PUC website I assumed that the PUC would be looking out for the consumers and that if there was a possibility that something like this could happen, the PUC would have a prominent warning on their website telling consumers that this could turn out to be a very bad deal. I saw no such warning and assumed that a variable rate meant that it may fluctuate only a few cents either way.