

Pennsylvania Public Utility Commission

Bureau of Consumer Services

P.O. Box 3265

Harrisburg, PA 17105-3265

C-2014-2411133

RECEIVED  
2014 MAY -7 AM 11:12  
PA.P.U.C.  
SECRETARY'S BUREAU

April 27, 2014

RE: Respond Power

BCP-14-05-006129

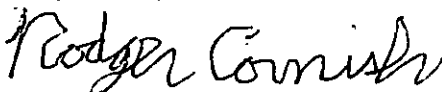
I was under the impression that I was under a fixed rate program for 12 months. Unfortunately I found out that was not the case when I received a utility bill of \$1,052 one month. It took over a week in calling Respond Power to finally talk to a real person and get that information. Since I had converted over to Response Power months before I was unable to find any documented material. But I have been able to find out other information on the methods used by these type of companies.

If you do not ask the specific question, then their telemarketer will not disclose the specific details. They work in the gray area. But they did jump over to lying by sending you their letter of April 4<sup>th</sup>. I attached this letter as a reminder. Mr. Lapin had sent me a release that had two parts that needed correction. The total dollar amount was \$282.92, not \$100.00. Second was they tried to slip in a paragraph that stated I could not say anything bad about Respond Power. Of course Mr. Lapin did not mention this factor in our phone conversation. Just another one of their surprises after the fact. When I tried to send a reply email to address these two items, their system was not working.

If they want to resolve this issue I will tell you the same thing I was trying to send to them. Send me \$282.92. Send a release with that dollar amount in, and without the clause stating I can never say anything bad about Respond Power.

Thanks for your help and assistance. Mistakes happen and that is understandable. Deception is a complete different matter.

Respectfully,



Rodger Cornish

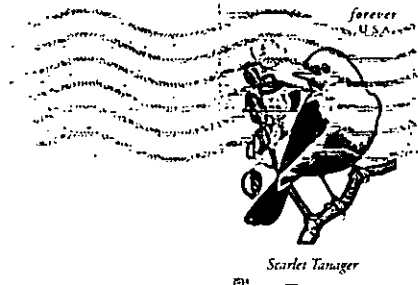
~~PENNSYLVANIA PUC  
MAY 5 2014  
CONSUMER SERVICES  
CAC DIVISION~~

~~Pennsylvania PUC  
APR 30 2014  
Consumer Services  
CAC Division~~

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28 APR 2014 PM 5 L



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Pennsylvania PUC

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Consumer Services  
CAC Division

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