



Tel: 888-MAJOR-60 Fax: 718-228-2552

RESPOND POWER

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May 7, 2014

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

Re: Elizabeth Russell v. Respond Power LLC, C-2014-2417551

Dear Secretary Chiavetta,

We have been in contact with customer regarding this matter. In this case, the customer does not dispute her enrollment, only the rates charged. The customer was enrolled in a variable rate plan with our company, meaning her rates would fluctuate with the energy market. Due in large part to the severe winter, the energy market performed very poorly and rates did rise steeply. In the interest of settlement, we have offered to resolve the customer's complaint with a refund of \$200. The customer declined that refund and is instead still firmly seeking \$750. Given the valid enrollment in a variable rate plan, we cannot agree to that request.

We request that the matter be assigned to the Commission's mediation program to provide the parties with further opportunity to discuss the Complainant's concerns and reach a satisfactory resolution.

Please feel free to contact me if you should have any questions. I may be reached directly at (347) 274-0885 or at [sfmurray@majorenergy.com](mailto:sfmurray@majorenergy.com).

Sincerely

**Scott Foreman-Murray**  
Compliance Analyst  
Major Energy/Respond Power  
100 Dutch Hill Road, Suite 310  
Orangeburg, NY 10962

CC:  
Elizabeth Russell  
747 Beaver Ave.  
State College, PA 16801

Herb Nurick, Mediation Coordinator  
Pennsylvania Public Utility Commission  
Office of Administrative Law Judge  
P.O. Box 3265  
Harrisburg, PA 17105-3265

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