

verdeenergyusa

November 12, 2014

Rosemary Chiavetta  
Secretary PA Public Utility Commission  
400 North Street  
Harrisburg, PA 17120

Re: Jon Marinel Docket F-2014-2452291

Dear Ms. Chiavetta,

I am responding to the above docket.

Mr. Marinel enrolled with Verde on 4/3/13 and completed a third-party enrollment verification. A recording of the TPV can provided via email if requested. This enrollment entered service with Verde Energy on 5/7/13, was dropped per the customer's request, and left service with Verde as of 3/6/14. The customer spoke with our customer support staff in April and as a good will gesture was sent a check for \$109.14 to offset part of his energy charges. The customer was fine with this resolution and cashed the check. Verde has no cancellation costs of any type. Verde considers this account to have been amicably resolved.

Please let me know if you have any other questions.

Regards,



Tony Menchaca

CC: Jon Marinel

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