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February 9, 2015

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Via Federal Express
Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

Re: *Docket No. A-2009-2100320 - Palmco Energy PA, LLC –
Filing of Quarterly Report of Customer Complaints and Status Report*

Dear Secretary Chiavetta:

On September 26, 2013, the Commission issued a Tentative Order granting Palmco Energy PA, LLC's ("Palmco") request to amend its license to include the service territories of Peoples Natural Gas Company and Equitable Gas Company ("Tentative Order"). By letter dated October 3, 2013, Palmco filed comments requesting clarification of certain provisions of the Tentative Order. On November 22, 2013, the Commission issued a Secretarial Letter finalizing the Tentative Order and approving the clarifications set forth in Palmco's October 3, 2013 comments.

By the Tentative Order, the Commission granted Palmco's amended license, subject to certain conditions, which conditions were to "apply for a term of 12 (twelve) months from the start of the Company's marketing activities in the state." Tentative Order at 3. Since Palmco had been selling gas in the state since 2009, technically, the 12-month term for these conditions had already expired at the time the Commission issued the Tentative Order in 2013. Notwithstanding this fact, Palmco has been filing the quarterly reports described in Ordering Paragraph 3.b of the Tentative Order since April 2014. Prior to the filing deadline for the last quarterly complaint report due January 15, 2015, the undersigned spoke with Dan Mumford of Commission staff to discuss this timing issue and the filing of the final status report required by Ordering Paragraph 3.e of the Tentative Order. Mr. Mumford directed Palmco to postpone these filings, pending his discussion with the Commission's Bureau of Technical Services. Subsequently, Mr. Mumford advised Palmco to file the final quarterly complaint report and the final status report.

Accordingly, pursuant to Ordering Paragraphs 3.b and 3.e of the Tentative Order, as clarified by Palmco's October 3, 2013 comments and the November 22, 2013 Secretarial Letter, enclosed for filing with the Commission are the following:

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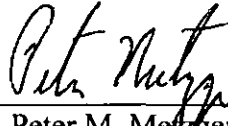
1. Palmco's quarterly report of customer complaints covering the period from October 1, 2014 to December 31, 2014; and
2. Palmco's status report (i) summarizing the results of the quarterly reports filed under Ordering Paragraph 3.b, and (ii) describing how Palmco satisfied the requirements of Ordering Paragraphs 3.a through 3.d.

Palmco respectfully requests that the Commission confirm Palmco's understanding that the 12-month term of the conditions under which the Commission issued its amended license has expired and that Palmco has filed the with the Commission all reports required under the terms of the Tentative Order.

Kindly acknowledge receipt of this document by date stamping the extra copy of this letter and returning it in the self-addressed stamped envelope enclosed for your convenience.

Respectfully submitted,

Palmco Energy PA, LLC

By: 
Peter M. Metzger
Dina L. Vespia

Cullen and Dykman LLP
44 Wall Street
New York, NY 10005
Attorneys for Palmco Energy PA, LLC

Enclosures

cc: Bureau of Technical Utility Services
Bureau of Consumer Services

<u>Date of Customer Contact</u>	<u>Complaint Type</u>	<u>Resolution Offered</u>	<u>Customer Satisfied</u>	<u>Changes Implemented</u>
10/1/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
10/6/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
10/6/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
10/7/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
10/7/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
10/7/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
10/10/2014	PRICING	CREDIT	SATISFIED	None Necessary
10/10/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
10/14/2014	PRICING	CREDIT	SATISFIED	None Necessary
10/16/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
10/16/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
10/20/2014	PRICING	CANCELLED ACCT/CREDIT	SATISFIED	None Necessary
10/20/2014	AGENT CONDUCT	CANCELLED ACCT	SATISFIED	None Necessary
10/20/2014	UNAUTHORIZED SWITCHING	CANCELLED ACCT	SATISFIED	None Necessary
10/20/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
10/22/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
10/22/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
10/24/2014	PRICING	CANCELLED ACCT/CREDIT	SATISFIED	None Necessary
10/24/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
10/28/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
10/28/2014	UNAUTHORIZED SWITCHING	CANCELLED ACCT	SATISFIED	None Necessary
10/31/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
10/31/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
10/31/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
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11/3/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
11/4/2014	PRICING	CREDIT	SATISFIED	None Necessary
11/4/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
11/5/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
11/5/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
11/6/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
11/6/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
11/7/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
11/7/2014	PRICING	CANCELLED ACCT/CREDIT	SATISFIED	None Necessary

<u>Date of Customer Contact</u>	<u>Complaint Type</u>	<u>Resolution Offered</u>	<u>Customer Satisfied</u>	<u>Changes Implemented</u>
11/17/2014	UNAUTHORIZED SWITCHING	CANCELLED ACCT	SATISFIED	None Necessary
11/18/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
11/25/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
11/25/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
11/26/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/2/2014	PRICING	CANCELLED ACCT/CREDIT	SATISFIED	None Necessary
12/4/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/4/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/4/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/8/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/8/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/9/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/9/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/10/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/15/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/15/2014	PRICING	CANCELLED ACCT/CREDIT	SATISFIED	None Necessary
12/15/2014	UNAUTHORIZED SWITCHING	CANCELLED ACCT/CREDIT	SATISFIED	None Necessary
12/15/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/16/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/16/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/17/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/17/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/18/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/22/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/22/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/23/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/23/2014	UNAUTHORIZED SWITCHING	CANCELLED ACCT/CREDIT	SATISFIED	None Necessary
12/23/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/23/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/23/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/24/2014	PRICING	CANCELLED ACCT/CREDIT	SATISFIED	None Necessary
12/29/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/29/2014	UNAUTHORIZED SWITCHING	CANCELLED ACCT	SATISFIED	None Necessary
12/29/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary

<u>Date of Customer Contact</u>	<u>Complaint Type</u>	<u>Resolution Offered</u>	<u>Customer Satisfied</u>	<u>Changes Implemented</u>
12/29/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary
12/30/2014	UNAUTHORIZED SWITCHING	CANCELLED ACCT	SATISFIED	None Necessary
12/30/2014	PRICING	CANCELLED ACCT	SATISFIED	None Necessary

STATUS REPORT

Pursuant to Ordering Paragraph 3.e of the Commission's September 26, 2013 Tentative Order in Docket Number A-2009-2100320 ("Tentative Order"), as clarified by Palmco Energy PA, LLC's ("Palmco") October 3, 2013 comments to the Tentative Order and the Commission's November 22, 2013 Secretarial Letter finalizing the Tentative Order and approving the clarifications set forth in Palmco's October 3, 2013 comments, this status report (i) summarizes the results of the quarterly complaint reports filed pursuant to Ordering Paragraph 3.b of the Tentative Order, and (ii) describes how Palmco has satisfied the requirements of Ordering Paragraphs 3.a through 3.d of the Tentative Order.

A. Summary of Customer Complaints

During the 2014 calendar year, Palmco directly received a total of 113 customer complaints, 102 of which involved pricing, 1 of which involved agent conduct, and 10 of which involved unauthorized switching. Palmco resolved each complaint to the customer's satisfaction. None of the complaints required Palmco to implement any process or organizational changes, as Palmco's existing processes and policies effectively addressed the types of complaints received. *Through its sales representative training and communications with customers, Palmco has made and continues to make every effort to reduce the number of customer complaints.*

B. Compliance with Ordering Paragraphs 3.a through 3.d of the Tentative Order

1. In compliance with Ordering Paragraph 3.a., Palmco has responded to all requests for documentation from the Commission's Bureau of Consumer Service (BCS) regarding complaints against Palmco.
2. In compliance with Ordering Paragraph 3.b, on a quarterly basis, Palmco filed with the Commission reports that detailed all customer complaints of (a)

misrepresentation/misidentification, (b) pricing, (c) agent conduct, and (d) unauthorized switching filed directly with Palmco.

3. In compliance with Ordering Paragraph 3.c, Palmco provided Commission with the contact information of Laura Salvesen, Director of Compliance, as the single point of contact for resolution of customer inquiries and/or complaints received by BCS.
4. In compliance with Ordering Paragraph 3.d, Palmco has operated and continues to operate in accordance with BCS requirements for complaint management and handling. Specifically, Palmco sent and will continue to send written responses to BCS and to any consumer who files a complaint within 10 days of receipt of the complaint. In addition, Palmco has provided and will continue to provide BCS any supplemental or new information within 10 days of receipt of such information. Finally, Palmco has provided and will continue to provide written notice of the final resolution of any complaint to BCS, and has notified and will continue to notify the complaining consumer of such final resolution.

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Peter M. Matzger, Esq.
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Rosemary Chiavetta, Secretary
PA Public Utility Commission
400 North Street

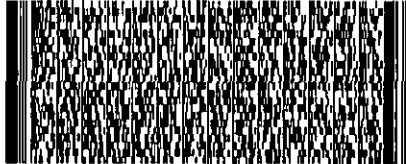
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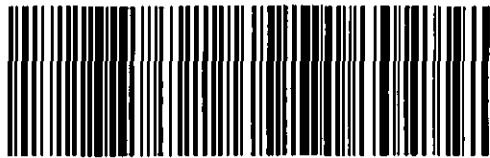
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