



October 6, 2020

Secretary
Pennsylvania Public Utility Commission
Secretary's Bureau
400 North Street 2nd Floor
Harrisburg, PA 17120

Attention: Rosemary Chiavetta

Dear Ms. Chiavetta,

Please find our response to the formal complaint filed by Mr. Barry Havenn for Case ID: C-2020-3021979.

CleanSky Energy, formerly Titan Gas and Power services customers in various states and offers various rate plans. Our records show that Mr. Havenn contacted our Customer Service department directly on 03/01/2019 regarding a direct mail post card he received in the mail. Mr. Havenn was provided with our rate plans available for his service area; the customer authorized an enrollment for a 3-month term contract at 5.63 cents/kWh for his electric service. Service for Mr. Havenn's account became effective on 03/13/2019. I have attached a copy of the incoming enrollment call and Terms of Service for your review.

On 08/13/2020 Mr. Havenn contacted our Customer Service department due to his high bill. Mr. Havenn was advised that his fixed rate contract with CleanSky Energy formerly Titan Gas and Power expired, and he was being billed at the market variable rate. Mr. Havenn was provided with fixed rate plans available for renewal the customer declined to renew his service and requested a cancellation of his account. During that phone call the agent immediately submitted the cancellation as requested. Service for Mr. Havenn's account returned to his utility company on 08/18/2020. CleanSky Energy formerly Titan Gas and Power would like to confirm that Mr. Havenn will not be assessed an early termination penalty for the cancellation of his service.

Please note that in an effort to keep the customer's contract from defaulting to a month to month variable rate, we proactively sent contract expiration notices to the email address on file of barry@photohavennphotography.com. Our records also show that a renewal notification was mailed to Mr. Havenn's mailing address we have on file of Main Street Union Dale, Union Dale, PA 18470. The renewal notices provided Mr. Havenn with his renewal options and the notice also stated that if the account was not renewed, his account will roll onto our no contract, month to month variable plan of 9.85 cents/kWh with no cancellation fee. Because service was not renewed prior to his contract expiration date of 06/12/2019 Mr. Havenn's account defaulted to the market variable rate.

We understand that this can cause undue stress especially during these current events and would like to provide the customer with some relief. In an effort to amicably resolve the customer's dispute, we processed a re-rate for the months that Mr. Havenn was billed out of contract. Mr. Havenn will receive a refund check in the mail for the amount of \$1,481.11 within 10-14 business days to the mailing address provided of PO Box 8, Union Dale, PA 18470.

An outbound call was placed to Mr. Havenn to address his account concerns. Mr. Havenn was advised that we have agreed to issue a refund for the amount of \$1481.11. Mr. Havenn agreed to the re-rate amount and indicated that he was satisfied with the resolution provided. CleanSky Energy, formerly Titan Gas and Power considers this matter to be resolved.

We sincerely apologize for any misunderstanding or inconvenience the customer may have experienced.

Please do not hesitate to contact me if you should have any further questions or concerns regarding this matter.

Best regards,

A handwritten signature in cursive script that reads "Angela Richardson".

Angela Richardson | Customer Support Group Supervisor | CleanSky Energy
Direct: 346-327-3112, Office: 713-355-6200, Toll Free: 888-355-6205, Fax: 800-375-2607
Email: arichardson@cleanskyenergy.com

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OCT 15 2020

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Barry Havenn

Complainant

Vs.

TITAN GAS LLC

Respondent

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:
:
:

Complaint Docket
NO: C-2020-3021979

Certificate of Satisfaction

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

Barry Havenn ("Complainant") filed a formal complaint with the commission against Titan Gas and Power at the above – referenced docket number. Titan Gas and Power has addressed the Complaints and hereby certifies that the Complainant has acknowledged satisfaction to Titan Gas and Power, and we consider this matter to be resolved.

Wherefore, the parties to the above- captioned actions respectfully request that these actions be marked as satisfied and that the case be closed.

Respectfully submitted,



Angela Richardson | Customer Support Group Supervisor
Direct: 346-327-3112
Email: arichardson@titangasandpower.com

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**PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**



Customer Service: 888-355-6205
Utility Account Number: 4745127015

**IMPORTANT INFORMATION ABOUT THE
EXPIRATION OF YOUR Electricity CONTRACT**

Barry Havenn
Main Street Union Dale
Union Dale, Pennsylvania 18470

5/9/2019

Thanks again for being a Titan Gas and Power customer. We hope you're enjoying our low rates and top-notch customer service. Because you've been such a great customer, we wanted to remind you that when your contract expires on 6/12/2019, you have a couple of options. You can renew with Titan Gas and Power by locking in a low fixed rate, you can select another supplier, or you can return to PPL Electric Utilities.

Upon contract expiration the following options are available:

Renew Online

Simply go to www.TitanGasAndPower.com and enter your service area zip code to begin the online renewal process.

Renew by Phone

Call us at **888-355-6205**. Our customer support team members are happy to assist you in selecting a plan that makes sense for you.

No Contract - Variable

Do nothing and you'll automatically roll onto our flexible, no contract, month-to-month variable plan with no early termination fee.

If you have any questions, please call our customer support Monday through Friday, 9 a.m. to 6 p.m. EST, at **888-355-6205**.

Variable rate disclosure and required customer options disclosure information:

REGULATORY COMPLIANCE NOTICE - IN ACCORDANCE WITH THE COMMONWEALTH OF PENNSYLVANIA - 52 PA. CODE § 54.10 NOTICE OF CONTRACT EXPIRATION OR CHANGE IN TERMS FOR RESIDENTIAL AND SMALL BUSINESS CUSTOMERS, TITAN GAS AND POWER IS REQUIRED TO NOTIFY THE CUSTOMER OF THE PRICE TO BE CHARGED, PER UNIT, FOR THE FIRST BILLING CYCLE OF ENERGY SUPPLY SERVICE FOLLOWING CONTRACT EXPIRATION. THEREFORE, IF YOU DO NOT RENEW WITH A FIXED RATE PLAN BY THE DATE YOUR CONTRACT EXPIRES, YOUR SERVICE WILL AUTOMATICALLY SWITCH TO THE FOLLOWING VARIABLE MONTH-TO-MONTH RATE AND FEES LISTED BY COMMODITY AND UTILITY SERVICE AREA: **\$0.1698/kWh**
RATES AND FEES MAY VARY IN RESPONSE TO SEVERAL FACTORS INCLUDING BUT NOT LIMITED TO: MARKET CONDITIONS, COST FLUCTUATIONS, PROFIT, TAXES RATES, AND REGULATORY AND LEGAL REQUIREMENTS.
ALTERNATIVE OPTIONS INCLUDE SELECTING ANOTHER SUPPLIER OR RETURNING TO DEFAULT SERVICE. DEFAULT SERVICE OPTIONS CAN BE EXPLORED BY RESEARCHING YOUR LOCAL UTILITY COMPANY'S PRICE TO COMPARE AND RATE SCHEDULE AT THE FOLLOWING WEB ADDRESSES AND PHONE NUMBER: 1-800-342-5775, 827 Hausman Road, COMMISSION (PUC.STATE.PA.US, 1-800-692-7380), PAPOWERSWITCH.COM, PAGASSWITCH.COM, OR THE OFFICE OF CONSUMER ADVOCATES (OCA.STATE.PA.US, 1-800-682-6560). IF YOU SELECT ONE OF THESE ALTERNATIVE OPTIONS WE HIGHLY ENCOURAGE YOU TO CONTACT TITAN GAS AND POWER TO DISCUSS YOUR ACCOUNT. QUESTIONS REGARDING ALTERNATIVE OPTIONS, ACCOUNT DETAILS, OR VARIABLE MONTH-TO-MONTH RATES AND FEES SHOULD BE ADDRESSED TO CUSTOMERCARE@TITANGASANDPOWER.COM OR BY PHONE AT 1-888-355-6205 MONDAY THROUGH FRIDAY 8AM TO 7PM EASTERN STANDARD TIME.

Best Regards,

Customer Support, Titan Gas and Power

Titan Gas and Power

Customer Disclosure Statement: Month-to-Month Variable Rate

Energy Charge: 9.85¢ per kWh
Base Fee: \$0.00/Month
Cancellation Fee: \$0.00 (Residential)

This is a disclosure statement ("Disclosure Statement") for electric and/or generation supply service with Titan Gas and Power. Together, this Disclosure Statement, including the terms of service set forth herein, and your Welcome Letter or Energy Service Agreement ("ESA"), collectively describe your agreement to purchase electric generation service from Titan Gas and Power ("Agreement"). You may cancel your service request anytime before midnight of the third business day following receipt of this disclosure.

Titan Gas and Power is licensed by the Pennsylvania Public Utility Commission to offer and supply electric generation and natural gas generation services in Pennsylvania. Our electric PUC license number is A-2016-2530633 and our gas PUC license number is A-208-2054272. We set the generation prices and charges that you pay. Your Electric Distribution Company ("EDC") will deliver the electric generation to you. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

CONTACT INFORMATION:

ELECTRIC/NATURAL GAS GENERATION SUPPLIER

Titan Gas and Power
3355 W. Alabama, Suite 1170
Houston, TX 77098
Toll Free: 1-888-355-6205
CustomerCare@TitanGasAndPower.com

ELECTRIC DISTRIBUTION COMPANY & PROVIDER OF LAST RESORT

PPL Electric Utilities | PPL Electric Utilities
827 Hausman Road,
Lehigh Valley, Pennsylvania, 18002
1-800-342-5775
www.pplelectric.com

UTILITY CHOICE HOTLINE

1-800-692-7380

PUBLIC UTILITY COMMISSION

Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

RIGHT TO RESCIND:

You may rescind this Agreement without fees or penalties within three (3) business days of receiving this Disclosure Statement. You may rescind in writing, orally, or electronically via email. Please provide your name, address, phone number, and account number and a statement that you are rescinding under the three (3) days Right of Rescission.

TERMS OF SERVICE AGREEMENT:

The term is 1 months. The terms become effective on the day following the expiration of your existing contract.

PRICING:

The average price for supplied energy generation service:

500 kWh \$0.1104	1,000 kWh \$0.1025	2,000 kWh \$0.1015
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Your initial rate of 9.85¢ per kWh, in addition to a monthly energy management fee of \$0.00 per metered account, will remain fixed for the duration on your Agreement. Renewal terms may vary upon price fluctuations in the energy and capacity markets (including all applicable taxes).

CANCELLATION FEE: There is no cancellation fee associated with this Month-to-Month variable rate.

CONTRACT RENEWALS: If you have a fixed term agreement with Titan Gas and Power that is greater than a 3 month term and it is approaching the expiration date, or whenever we propose to change our terms in any type of agreement, you will receive written notification from us in each of our last two bills for supply charges or in separate mailings that precede either the expiration date or the effective date of the proposed changes. We will explain these options to you in these advance notifications.

RENEWABLE ENERGY: Titan Gas and Power purchases and retires Renewable Energy Certificates ("RECs") to offset 100% of your electricity usage. We guarantee our customer's electricity usage is offset with a direct investment in 100% renewable energy from clean energy sources such as solar, wind, hydro, and/or biomass. Titan Gas and Power does not own any coal, oil, gas, or nuclear generation facilities. We are not the subsidiary of any company that owns coal, oil, gas or nuclear generation facilities.



Titan Gas and Power

Contract Summary: Month-to-Month Variable Rate

Energy Generation Supplier Information	Titan Gas and Power 1-888-355-6205 Hours of Operation: M-F, 9:00 a.m. to 7:00 p.m. EST titangasandpower.com CustomerCare@TitanGasAndPower.com
	Electricity License: A- 2016-2530633 Natural Gas License: A-208-2054272
	Generation/Supply Price: 9.85 ¢ per kWh
	Price Structure: Variable
	Term: 1 Month. The month-to-month term will become effective on the date following the expiration of your existing contract, and will continue monthly until your contract is renewed, or service with Titan is cancelled. You will not be charged a cancellation fee for cancelling Month-to-Month service.
Product Information	Start Date: Your monthly variable rate will become effective on the date following the expiration of your existing contract, and will continue monthly until your contract is renewed, or service with Titan is cancelled.
	Base Fee: \$0.00 per meter per month
	Early Termination Fee: \$0.00
	Renewal Terms: Service will continue for successive one (1) month periods on our variable Price Plan if no alternate option is selected prior to the expiration of the original term. If you cancel service with Titan after the expiration of your contract term, you will not be charged an early termination fee.
Statement Regarding Savings:	Depending on the PPL Electric Utilities's Price to Compare over the duration of this contract, this supply price may not provide savings to you for every billing cycle of the term. Savings are not guaranteed with this contract.
Energy Distribution Company Information	PPL Electric Utilities PPL Electric Utilities 827 Hausman Road, Lehigh Valley, Pennsylvania, 18002 1-800-342-5775 www.pplelectric.com

TITAN GAS AND POWER
RESIDENTIAL AND SMALL COMMERCIAL ELECTRIC AND NATURAL GAS
TERMS OF SERVICE (TOS)
PENNSYLVANIA MARKETS

This is an agreement for electric and/or natural gas generation service between Titan Gas, LLC dba Titan Gas and Power ("Titan" or "Titan Gas and Power") and you, for the service address(s) set forth in your disclosure statement ("Disclosure Statement") or Energy Service Agreement ("ESA"). Together, this Disclosure Statement, including the terms of service set forth herein, collectively describe your agreement to purchase electric and/or natural gas generation service from Titan Gas and Power ("Agreement"). This Terms of Service ("TOS") document details the procedures and terms of the Agreement, and is generic with regards to specific pricing and contract terms. The Disclosure Statement and/or ESA provides such product offer details and required contract disclosures.

Titan Gas and Power is licensed by the Pennsylvania Public Utility Commission to offer and supply electric and natural gas generation services in Pennsylvania. Our PUC electric license number is A-2016-2530633 and our natural gas license number is A-208-2054272. Commodity prices and charges are set by the electricity or natural gas supplier you have chosen, Titan Gas and Power. Your Local Distribution Utility will deliver the electric and/or natural gas generation to you. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates electric transmission prices and services and natural gas interstate prices and services.

RIGHT TO RESCIND: You may rescind this Agreement without fees or penalties within three (3) business days of receiving this disclosure statement. You may rescind in writing, orally, or electronically via email. Please provide your name, address, phone number, and account number and a statement that you are rescinding under the three (3) days Right of Rescission. If you enrolled online or electronically via one of Titan Gas and Power's sales partners, you have consented to be enrolled within 24 hours of your original authorization.

PRICE PLANS: Your contract rate and Price Plan will be disclosed to you at the time of enrollment and confirmed in your Disclosure Statement. Titan Gas and Power's Price Plans are described below:

FIXED RATE PRICE PLAN: You will pay the fixed rate *per kilowatt-hour and/or per therm* as specified at the time of enrollment and confirmed in your Disclosure Statement or Energy Sales Agreement. You will be billed at the fixed rate for the number of billing cycles as specified by the term of your Agreement. You may also pay a monthly administrative fee (base fee), the amount of which, if applicable, is disclosed in your Disclosure Statement or Energy Sales Agreement.

100% RENEWABLE ELECTRICITY PLAN (FIXED TERM): For our renewable energy products, Titan Gas and Power purchases and retires Renewable Energy Certificates ("RECs") to offset 100% of your electricity usage. We guarantee our customer's electricity usage is offset with a direct investment in 100% renewable energy from clean energy sources such as solar, wind, hydro, and/or biomass. Titan Gas and Power does not own any coal, oil, gas, or nuclear generation facilities. We are not the subsidiary of any company that owns coal, oil, gas or nuclear generation facilities.

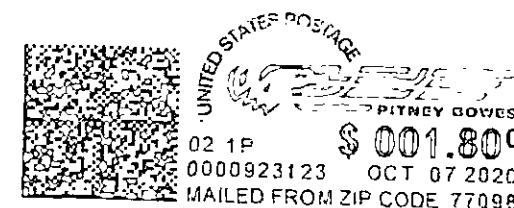
100% CARBON OFF-SET GAS PLAN (FIXED TERM): For our carbon off-set natural gas products, Titan Gas and Power will offset 100% of the estimated amount of carbon dioxide (CO₂) emissions caused by your annual natural gas usage through the use of any approved carbon offset technology including one or more of the following: 1. Purchase and retirement of Renewable Energy Credits ("RECs") from clean sources such as solar, wind, hydro, and/or biomass. 2. Purchase and retirement of Carbon Credits through reputable standards such as The Verified Carbon Standard (VCS), The Gold Standard, The Climate Action Reserve, and/or American Carbon Registry. This ensures that an estimated equivalent of 100% of the carbon emissions caused by your natural gas usage is offset.

MONTHLY VARIABLE (Month-to-Month): You will pay a monthly variable plan whereby your supply rate may vary monthly according to market conditions. Customers with a variable-rate plan will receive energy at the current (variable), monthly energy-market price plus margin for a one (1)-month term that automatically renews each month on a continuing basis. This variable, month-to-month, energy-market price can fluctuate up or down at any time without notice. The variable rate for electricity shall be set each month at Titan's discretion and reflect the cost of electricity acquired by Titan from all sources (including energy, capacity, settlement, and ancillary costs) related transmission and distribution charges, renewable-energy compliance charges, and other market-related factors, plus all applicable taxes, fees, charges, or other assessments including Titan's costs, expenses, and margins. The underlying costs are a derivative of the PJM Energy Market, where no "price ceiling" exists. The monthly variable price will be communicated in the monthly invoice from the utility. The variable gas rate for natural gas will be based on then current market conditions which may include inventory, transportation costs, utility balancing charges, capacity, excess historical usage, risk assessment, and prior period adjustment. The natural gas rate is based monthly on the TETCO-M2 Market Index, plus margin, in cents, per therm. The natural gas price is based on current market conditions, which may include inventory, capacity, transportation, and excess historical-usage costs, as well as utility-balancing charges, risk assessments, and prior period-adjustments. Customer or Titan may cancel Variable-Rate Plan agreements any time without penalty or fee. **There is no limit on how much the price may change from one billing cycle to the next.** To obtain Titan Gas and Power's average billed pricing since inception, call toll-free at 1-888-355-6205 or go to TitanGasAndPower.com/PA-Rates. Historical pricing is not indicative of present or future pricing.

For all price plans, the rate you pay Titan Gas and Power will include the Generation Charge, Transmission Charge, and estimated state taxes, including the gross receipts tax for services provided under this Agreement. Your price does not include applicable Pennsylvania sales tax or any local tax. Non-recurring fees as charged by the EDC include, but are not limited to, out of cycle meter readings, meter test fees, disconnection and reconnection fees, etc. You are responsible to EDC for these other charges relating to the delivery of electricity and/or natural gas to your residence.

LENGTH OF AGREEMENT (TERM): This Agreement shall become effective as of the enrollment date and shall commence on the first utility transfer date ("Effective Date") of the service address(s) as specified at the time of enrollment, and continue for the duration of the specified term herein, unless terminated pursuant to the attached Agreement. This Agreement shall remain in effect until the latest date of the final meter read ("Termination Date") of said service address(s) specified herein unless otherwise agreed to by the Parties in writing.

Titan Gas and Power
3355 W. Alabama St. Ste 500
Houston, TX 77098



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OCT 15 2020

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Pennsylvania Public Utility Commission
Secretary's Bureau
400 North Street 2nd Floor
Harrisburg, PA 17120