

## Reply of New Matter of Viridian Energy PA LLC

### Introduction

I am submitting my reply to the Answer with New Matter filed by Viridian Energy on October 26, 2020. In Viridian's Introduction, it is stated that I received a high bill in 2020 which prompted me to investigate. I began my investigation because I had autopay through PECO and I received a bill in winter 2020. I contacted PECO to find out why my autopay had stopped and it was at this time that I was told that I had to contact Viridian because they were my energy supplier. I was very confused, as my autopay was always paid directly to PECO. I was told about this "Standard Offer Program" (which I never enrolled in and I am still waiting to see how this enrollment was authorized.) Viridian is stating that I took no action when they were contacting me by mail, but without knowing who Viridian was until this year, I never opened any mail from Viridian. In my eyes, that would all be considered junk mail. Also, Viridian is stating that this is outside the three year statute of limitations but how is that possible when I only found out about Viridian's involvement with my PECO account this past winter, winter of 2020.

### Answer

I assert the following:

4a) I did not enroll with Viridian for a 12-month fixed rate term through PECO's Standard Offer Program in March 2015.

4e) I would NOT be able to renew or cancel services with a provider who I am unaware that I have! If I did not know Viridian was my energy supplier, regardless of whether renewals were sent in the mail, I would not have opened the mail from them. Therefore, I would not have responded. Viridian has mentioned this to me when we have spoken over the phone and I explained that I do not open mail from services that I do not use. Therefore, if Viridian did indeed send me information in the mail, I would have considered it junk mail and thrown it in the trash.

4f) As just stated above, if I was never aware that I was enrolled in the Standard Offer Program and/or that anything had to be renewed, I would not know that I need to respond. I have never had to "renew" services with PECO before in my life.

4g) Once again, why would I open mail from a company who I had no idea about and/or no interest in their services because I thought my energy supplier was PECO! PECO was being paid every month.

4h) I was told either by PECO or the PUC to cancel the services with Viridian immediately in March 2020.

4i/j) I am still waiting for the information to show me when and how I was enrolled in this Standard Offer Program. PECO tells me that Viridian has to provide me with this information and Viridian tells me that PECO has to provide me with this information.

**New Matter**

Viridian alleges this complaint is beyond the Statute of Limitations. I have only become aware of Viridian's involvement on my account with PECO since winter 2020. Therefore, the three-year statute of limitations does not apply.

**Conclusion**

I respectfully request that this Commission consider my reply to Viridian's Answer and New Matter and NOT dismiss my complaint. Please also grant to me any relief which is deemed appropriate and reasonable.

With gratitude,  
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