

DOCKET NO. F-2022-3030964

Hearing Date: April 26, 2022

Party

Complainant

A (BCS Decision)

B (12/17/21 IGS Letter)

C (12/17/21 PECO Letter)

D (Undated, Unsigned Authorization Form)

PECO

1 (Account Activity Statement)

2 (PECO Customer-Supplier Relationship Screen)

3 (BCS Decision Report)

4 (IGS Terms and Conditions of Service)

5 (12/4/15 IGS First Supplier Renewal Notice)

6 (12/21/15 IGS Second Supplier Renewal Notice)

**INFORMAL COMPLAINT DECISION
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

EXHIBIT

Complainant Exhibit A

exhibitsticker.com

Katherine Popp
376 Wheatsheaf Lane
Langhorne PA 19047

Date: 1/24/2022

V.

BCS: 3817696

Acct. No: 2439200603

IGS Energy

DECISION ON INFORMAL COMPLAINT BY THE PUBLIC UTILITY COMMISSION (PUC):

STATEMENT OF COMPLAINT:

We received your informal complaint on 1/5/2022. In the complaint, you stated that you have been receiving high bills and you questioned why IGS Energy, an Electric Generation Supplier (EGS) took over as the supplier on your account. You would like to address the charges from when IGS Energy took over the account. You also state you would like your bill adjusted and credited from 2015 to present. You asked the Public Utility Commission to investigate.

INVESTIGATION BY STAFF OF THE PUBLIC UTILITY COMMISSION FOUND THAT:

1. Title 66 Pa. C.S. §2803 states that an Electric Generation Supplier (EGS) is a person or corporation that sells electricity to end-use customers utilizing the transmission facilities of an electric distribution company.
2. PUC records show that IGS Energy is an EGS licensed to operate in Pennsylvania.
3. IGS Energy records show that on 2/11/2015, your electric account was enrolled in PECO Energy's Standard Offer Program (SOP) with a fixed rate for a 12-month term.
4. PUC records show that electric utilities are required to refer certain customers calling the utility to a randomly selected EGS participating in Standard Offer. The EGS, or a third-party acting on behalf of the EGS, must make the Standard Offer, which includes a fixed-rate price, 7 percent below the electric utility's current Price to Compare (PTC, the price the utility pays for electricity), for a term of one-year with no cancellation or termination fees. A Standard Offer customer can cancel the agreement at any time.
5. IGS Energy records show that on 12/4/2015, a letter was sent to you explaining that your fixed rate was going to expire on February 11, 2016, and if no action is taken the initial terms and conditions of your contract would expire and your account will roll over into a month-to-month variable rate.
6. IGS Energy records show that on 12/21/2015, they sent you a letter informing you that your contract was about to expire at the end of February. They offered a re-enrollment rate of \$0.0789/kWh for 12-months which was lower than your current rate at that time and the PECO's current "Price to Compare" rate.

Exhibit A

7. Title 52 Pa. C.S. § 54.10 requires the supplier to issue contract expiration notices. An initial notice shall be provided to each affected customer 45 to 60 days prior to the expiration date of the fixed term contract and an options notice shall be provided at least 30 days prior to the expiration date of the fixed term contract. The options notice must include a statement advising the customer of the specific changes being proposed by the EGS and informing the customer of how to exercise the customer's options, including the customer's ability to accept the proposed changes, to choose another product offering from the customer's existing EGS, to select another EGS or to return to default service.
8. IGS Energy records show that on February 11, 2016, your account automatically enrolled into a month-to-month variable rate of \$0.0989/kWh.
9. Title 52 Pa. Code §111.7(b)(4) states that a supplier shall maintain a record of a verification in a system that is capable of retrieving the record by customer name and customer account number for a period of time equivalent to at least six billing cycles to enable compliance with §57.177.
10. According to 52 Pa. Code §57.177 (b): When the customer's dispute has been filed within the first two billing periods the customer should reasonably have known of a change of the Electric Generation Supplier (EGS), and the dispute establishes that the change occurred without the customer's consent. The customer is not responsible for EGS bills rendered during that period. If the customer has made payments during this period, the company responsible for initiating the change of supplier shall issue a complete refund within 30 days of the close of the dispute. The refund or credit provision applies only to the generation charges.
11. PECO Energy records show that on 12/27/2021, your account was cancelled with IGS Energy.
12. PECO Energy records show that they are your current Electric Generation Supplier.

BASED ON THESE FINDINGS, WE CONCLUDE THAT:

1. You authorized IGS Energy to be the EGS on your PECO Energy account with the Standard Offer Program, and the enrollment is valid.
2. IGS Energy properly notified you and transitioned your account to a variable rate per §54.10.
3. IGS Energy is not required to keep records past 6 billing cycles.
4. You are passed the timeframe to dispute the enrollment per § 57.177 (b).
5. You are no longer enrolled with IGS Energy for your EGS.
6. PECO is your current supplier.
7. No credits or account adjustments are warranted.

THEREFORE, IT IS DECIDED THAT:

This informal complaint is dismissed.

If you have questions about the terms of this decision or how to appeal this decision, please call us at 1-800-692-7380.

Sincerely,

Jennifer Smith
Investigator
Bureau of Consumer Services
Public Utility Commission



6100 Emerald Parkway
Dublin, OH 43016

December 17, 2021

JERRY POPP
376 WHEATSHEAF LN
LANGHORNE, PA 19047

Mr. and Mrs. Popp

Per our conversation over the phone, your PECO account with IGS Energy was originally enrolled on a referral program by PECO. You did not personally seek out or enroll directly with IGS Energy but were assigned to IGS via the customer referral program by PECO. The enrollment into the referral program was processed by IGS Energy on 2/11/2015 so I would imagine there would have been some sort of communication with the utility within a month from the time the enrollment was processed in our system. I have attached a copy of the terms and conditions of the program at that time and I also found the following link on the PECO website that explains the referral program.

<https://www.peco.com/MyAccount/MyService/Pages/PennsylvaniaStandardOfferProgram.aspx>, Also I have cancelled the account with IGS Energy, which we will notify PECO within 1 business day of said cancellation, and the account will be returned to PECO within 3 business days. If you have any further questions, please feel free to call our Solutions Center at 1-800-280-4474.

Thank you!

Aaron | IGS Energy Customer Support

Exhibit B

EXHIBIT

Complainant's Exhibit B

exhibitsticker.com



An Exelon Company

0204

PECO
PO BOX 13778
Philadelphia, PA 19101

Account Number: 2439200603
December 17, 2021

0000222 01 AB 0.458 **AUTO T1 0 9346 19047-155376 -C03-P00222-I



JERRY L POPP
376 WHEATSHEAF LN
LANGHORNE PA 19047-1553



For Service to:
376 WHEATSHEAF LA
LANGHORNE, PA 19047

Confirmation of returning to PECO as your Electric Supplier

Dear JERRY L POPP:

In Pennsylvania, you can choose the supplier that provides your electricity without impacting the quality of service provided by PECO. You recently chose to switch back to PECO for your electric supply. The details of your switch are listed below.

Your PECO Account Number: 2439200603

Current Electric Supplier: IGS Energy

Requested Electric Supplier: PECO ENERGY

Requested Supplier Phone Number: 800-494-4000

Effective Date of your supplier switch: December 27, 2021

PECO will be sending you a bill in the next few days that closes out the charges from your previous supplier through the date of your switch. Following that, you will receive your regular monthly bill which will include the new charges since your supplier switch back to PECO as well as any unpaid balance from previous bills. You can check your account balance and due date at any time through the PECO mobile app or online at peco.com/MyAccount.

To evaluate offers from competitive suppliers, you can reference PECO's rate per kWh ("Price to Compare") on page two of your PECO bill in the Message Center.

At PECO, we strongly support the competitive energy market in Pennsylvania. For more information about shopping for electricity, visit Ppowerswitch.com as well as peco.com/Choice.

Sincerely,

PECO Customer Care

Exhibit C





Direct Dial: 215.841.6841
khadijah.scott@exeloncorp.com

April 25, 2022

VIA E-MAIL

Honorable Christopher P. Pell
Pennsylvania Public Utility Commission
Office of Administrative Law Judge
801 Market Street, Ste 4063
Philadelphia, PA 19107

RE: Katherine Popp v. PECO Energy Company
Docket No.: F-2022-3030964
Date of Hearing: April 26th at 10:00 a.m.

Dear Judge Pell:

Enclosed please find a copy of PECO Energy Company's updated Exhibits 1 through 6, which it intends to use in the above referenced hearing. By copy of this letter, I am sending a copy of same to the Complainant.

Please call my direct dial number if you have any questions regarding this case.

Respectfully submitted,

A handwritten signature in blue ink that reads "Khadijah Scott".

Khadijah Scott

KS/ab
Enclosure

Cc: Katherine Popp (via email)

EXHIBIT 1



*** Account Information ***

*** Current Account Status ***

Account Number:	24392-00603	Mail To:	JERRY L POPP	Current Bill:	\$430.45	Credit Amount:	\$0.00
Account Status:	Active		376 WHEATSHEAF LN	Billed Prior:	\$0.00	Deposit Requested:	\$340.00
Requested By:	JERRY L POPP		LANGHORNE PA 19047	Balance Due:	\$430.45	Deposit On-Hand:	\$0.00
(215)499-9765	Extension:			Service Address:	376 WHEATSHEAF LA	Meter Bill Grp:	11
				LANGHORNE	PA 19047	Rate:	Electric Residential Heating Service

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH	CCF	KW
03/10/20	Payment					\$351.17						
03/16/20	ELECTRIC SERVICE	02/13/20 03/13/20	130662	119845158	\$102.38							
03/16/20	ELE-IGS Energy				\$181.64							
03/16/20	Regular Bill						\$284.02		04/07	1914		
04/07/20	Payment					\$284.02						
04/14/20	ELECTRIC SERVICE	03/13/20 04/13/20	132086	119845158	\$78.75							
04/14/20	ELE-IGS Energy				\$135.14							
04/14/20	Regular Bill						\$213.89		05/06	1424		
05/06/20	Payment					\$213.89						
05/13/20	ELECTRIC SERVICE	04/13/20 05/12/20	133226	119845158	\$65.05							
05/13/20	ELE-IGS Energy				\$108.19							
05/13/20	Regular Bill						\$173.24		06/04	1140		
06/04/20	Payment					\$173.24						
06/12/20	ELECTRIC SERVICE	05/12/20 06/11/20	133898	119845158	\$46.74							
06/12/20	ELE-IGS Energy				\$63.77							
06/12/20	Regular Bill						\$110.51		07/06	672		
07/06/20	Payment					\$110.51						
07/14/20	ELECTRIC SERVICE	06/11/20 07/13/20	134913	119845158	\$76.72							
07/14/20	ELE-IGS Energy				\$96.32							
07/14/20	Regular Bill						\$173.04		08/05	1015		
08/05/20	Payment					\$173.04						
08/12/20	ELECTRIC SERVICE	07/13/20 08/11/20	136245	119845158	\$97.55							
08/12/20	ELE-IGS Energy				\$126.41							
08/12/20	Regular Bill						\$223.96		09/03	1332		
09/03/20	Payment					\$223.96						
09/11/20	ELECTRIC SERVICE	08/11/20 09/10/20	137411	119845158	\$86.61							
09/11/20	ELE-IGS Energy				\$110.65							
09/11/20	Regular Bill						\$197.26		10/05	1166		
10/05/20	Payment					\$197.26						
10/12/20	ELECTRIC SERVICE	09/10/20 10/09/20	137994	119845158	\$48.33							
10/12/20	ELE-IGS Energy				\$55.33							
10/12/20	Regular Bill						\$103.66		11/03	583		
11/03/20	Payment					\$103.66						
11/11/20	ELECTRIC SERVICE	10/09/20 11/10/20	139076	119845158	\$62.93							
11/11/20	ELE-IGS Energy				\$102.68							
11/11/20	Regular Bill						\$165.61		12/03	1082		
11/24/20	Misc Billing Adjustment					\$9.79						
12/03/20	Payment					\$155.82						
12/14/20	ELECTRIC SERVICE	11/10/20 12/11/20	140753	119845158	\$91.91							
12/14/20	ELE-IGS Energy				\$159.15							
12/14/20	Regular Bill						\$251.06		01/05	1677		
01/05/21	Payment					\$251.06						
01/15/21	ELECTRIC SERVICE	12/11/20 01/14/21	143689	119845158	\$154.02							

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH	CCF	KW
01/15/21	ELE-IGS Energy				\$278.63							
01/15/21	Regular Bill						\$432.65		02/09	2936		
02/09/21	Payment					\$432.65						
02/15/21	ELECTRIC SERVICE	01/14/21 02/12/21	146726	119845158	\$160.26							
02/15/21	ELE-IGS Energy				\$288.21							
02/15/21	Regular Bill						\$448.47		03/09	3037		
03/09/21	Payment					\$448.47						
03/16/21	ELECTRIC SERVICE	02/12/21 03/15/21	149425	119845158	\$143.54							
03/16/21	ELE-IGS Energy				\$256.14							
03/16/21	Regular Bill						\$399.68		04/07	2699		
04/07/21	Payment					\$399.68						
04/14/21	ELECTRIC SERVICE	03/15/21 04/13/21	151024	119845158	\$89.46							
04/14/21	ELE-IGS Energy				\$151.75							
04/14/21	Regular Bill						\$241.21		05/06	1599		
05/06/21	Payment					\$241.21						
05/13/21	ELECTRIC SERVICE	04/13/21 05/12/21	152227	119845158	\$69.82							
05/13/21	ELE-IGS Energy				\$114.16							
05/13/21	Regular Bill						\$183.98		06/04	1203		
06/04/21	Payment					\$183.98						
06/14/21	ELECTRIC SERVICE	05/12/21 06/11/21	153546	119845158	\$97.15							
06/14/21	ELE-IGS Energy				\$125.17							
06/14/21	Regular Bill						\$222.32		07/06	1319		
07/06/21	Payment					\$222.32						
07/14/21	ELECTRIC SERVICE	06/11/21 07/13/21	154944	119845158	\$101.08							
07/14/21	ELE-IGS Energy				\$132.67							
07/14/21	Regular Bill						\$233.75		08/05	1398		
08/05/21	Payment					\$233.75						
08/12/21	ELECTRIC SERVICE	07/13/21 08/11/21	156107	119845158	\$85.78							
08/12/21	ELE-IGS Energy				\$131.30							
08/12/21	Regular Bill						\$217.08		09/03	1163		
09/03/21	Payment					\$217.08						
09/13/21	ELECTRIC SERVICE	08/11/21 09/10/21	157263	119845158	\$85.33							
09/13/21	ELE-IGS Energy				\$130.51							
09/13/21	Regular Bill						\$215.84		10/05	1156		
10/05/21	Payment					\$215.84						
10/12/21	ELECTRIC SERVICE	09/10/21 10/11/21	157984	119845158	\$45.03							
10/12/21	ELE-IGS Energy				\$81.40							
10/12/21	Regular Bill						\$126.43		11/03	721		
11/03/21	Payment					\$126.43						
11/10/21	ELECTRIC SERVICE	10/11/21 11/09/21	158813	119845158	\$50.26							
11/10/21	ELE-IGS Energy				\$93.59							
11/10/21	Regular Bill						\$143.85		12/03	829		
12/03/21	Payment					\$143.85						
12/13/21	ELECTRIC SERVICE	11/09/21 12/10/21	160512	119845158	\$92.34							
12/13/21	ELE-IGS Energy				\$191.82							
12/13/21	Regular Bill						\$284.16		01/04	1699		
12/28/21	ELECTRIC SERVICE	12/10/21 12/27/21	161569	119845158	\$56.22							
12/28/21	ELE-IGS Energy				\$119.34							
12/28/21	Regular Bill						\$459.72		01/19	1057		
01/04/22	Payment					\$459.72						
01/13/22	ELECTRIC SERVICE	12/27/21 01/13/22	162999	119845158	\$180.44							
01/13/22	Regular Bill						\$356.00		02/04	1430		
01/19/22	Payment					\$356.00						
02/04/22	Payment					\$175.56						
02/04/22	Payment					\$180.44						
02/14/22	ELECTRIC SERVICE	01/13/22 02/14/22	166378	119845158	\$430.45							
02/14/22	Regular Bill						\$430.45		03/08	3379		

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	AMOUNT	AMOUNT	BILL	FORWARD DATE	KWH	CCF	KW
02/14/22	ELECTRIC SERVICE	01/13/22 02/14/22	166378	119845158	\$430.45						
02/14/22	Regular Bill						\$430.45	03/08	3379		
03/08/22	Payment					\$430.45					
03/15/22	ELECTRIC SERVICE	02/14/22 03/15/22	168565	119845158	\$283.26						
03/15/22	Regular Bill						\$283.26	04/06	2187		
04/06/22	Payment					\$283.26					
04/13/22	ELECTRIC SERVICE	03/15/22 04/13/22	170002	119845158	\$189.59						
04/13/22	Regular Bill						\$189.59	05/05	1437		

EXHIBIT 2

EXHIBIT

PECO Exhibit 2

exhibitsticker.com

SUPPLIER HISTORY

NAME: JERRY L POPP

ACCOUNT: 24392-00603

ADDRESS: 376 WHEATSHEAF LN LANGHORNE PA 19047

CASE: Docket – F-2022-3030964

Maintain Supplier Data for Service Point 36757958 — □ ×

Period Edit Help

Rate: Electric Residential Heating Service

Current Supplier Information:

Effective	Status	Record Type	Supplier
12/27/21	Active	Relationship	PECO ENERGY
04/29/05	Active	Eligibility	

Add...
Change...
Delete
Undelete

Supplier History:

Effective	Record Type	Supplier	Id	Bill
02/26/15	Relationship	IGS Energy	8232	EDC Co
04/15/11	Relationship	Spark Energy	8184	EDC Co

Supplier History:

Supplier	Id	Bill Option	Bill Option Sta
IGS Energy	8232	EDC Consolidated	02/26/15
Spark Energy	8184	EDC Consolidated	04/15/11

EDC CONSOLIDATED BILLING

EXHIBIT 3





April 18, 2022

BCS Decision Report

BCS Case #: 003817696 **Open Date:** 2022-01-05
Customer Name: KATHERINE POPP
Service Address: 376 WHEATSHEAF LANE

LANGHORNE, PA 19047
BCS Bill Account #: 2439200603 **Previous Case #:**
Violation Type: NO **Chapter Type:**
Decision Type: W **Section / Rule:**
Investigator Name: JENNIFER SMITH

Decision Issued Date:
Case Closed Date: 2022-01-24

Letter Description:

Total Balance:	\$175.56	Balance Date:	2022-01-06
Amount to Restore Service:	\$0.00	Amount to Continue Service:	\$0.00
Date Payment Due:		Regular Budget Amount:	\$0.00
Special Budget Payment:	\$0.00	Final Bill Monthly Payment:	\$0.00
Plus Arrears Payment:	\$0.00	End of Month Payment:	\$0.00
Current Monthly Payment:	\$0.00		
Payment Terms:			

PAR Description:

Resolution Description:

DECISION ISSUED: CUSTOMER AUTHORIZED THE ENROLLMENT WITH THE STANDARD OFFER PROGRAM AND THE ENROLLMENT IS VALID. IGS PROPERLY NOTIFIED CUSTOMER OF THE CONTRACT EXPIRATION DATE. THE TIME FRAME HAS PASSED TO DISPUTE THE ENROLLMENT. IGS IS NO LONGER THE EGS. PECO IS THE CURRENT EGS. NO CREDITS OR ACCOUNT ADJUSTMENTS ARE WARRANTED. CASE CLOSED.

EXHIBIT 4

EXHIBIT

PECO Exhibit 4

exhibitsticker.com

Interstate Gas Supply, Inc.
Terms and Conditions of Service
(Disclosure Statement 092811v01)

FPECO-844-I12MV-RES

Keep this for your Records

This is an Agreement (“Agreement”) for electric generation supply and related services between Interstate Gas Supply, Inc. (“IGS Energy”) and you the customer (also referred to as: “you”, “your” and “customer”).

IGS Energy is licensed by the Pennsylvania Public Utility Commission (“PPUC”) to offer and supply electric generation services in Pennsylvania. IGS Energy’s PUC license number is #A-2011-2228643. IGS Energy sets the electric generation supply prices (which includes Transmission charges as defined below) that you pay through this Agreement. The PPUC regulates distribution (delivery) prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services. You will receive a single bill from your Electric Distribution Company which is Philadelphia Electric Company (“Utility”, “EDC”, or “PECO”), that will contain IGS Energy’s charges as well as EDC charges and applicable taxes. Only those served through the EDC Choice program are eligible to enroll on this contract.

- **Right of Rescission - You may cancel this agreement at any time before midnight of the third business day after receiving this disclosure.**

Definitions

- **Electric Generation Charges:** The charges for the production of electricity. Information on generation energy sources, energy efficiency, environmental impacts or historical billing data is available upon request.
- **Transmission Charges:** The charges associated with moving electricity over high voltage lines from the location where the electricity is generated to the distribution lines owned and operated by the EDC
- **kWh:** Acronym for “kilowatt hour” which is a measure of your usage of electricity and the unit in which you will be charged for electric generation service

Terms of Service

1. Basic Service Prices - This Agreement is a month-to-month contract (meaning you have no cancellation fee or early termination fee if you terminate), but unless terminated, this Agreement will automatically continue. For the period beginning on a date set by your EDC and continuing for a period of **12 MONTHS** thereafter the price you pay will be **\$0.0844 per kWh** for electric generation and transmission charges (“G&T”) as defined above (Stable Price Period). After the Stable Price Period the price you will pay for G&T will vary each month at a price which will be established by each meter reading schedule based upon costs which include, but are not limited to, energy, transmission, capacity, ancillary services, congestion management, renewable energy credits, ISO system fees, utility charges and other market price related factors, plus IGS Energy costs, expenses and margins. Your G&T charges include estimated total state taxes, however IGS Energy reserves the right to adjust the Stable Price during the Stable Price Period if there is a change in the gross receipts tax computation. Electric generation charges exclude Pennsylvania sales taxes and local taxes, if applicable, and do not include EDC distribution or billing charges.

2. Length of Agreement- You will buy your G&T services for the account(s) enrolled with IGS Energy beginning on a date set by your EDC and month-to-month thereafter. If there is a change in this agreement, you will receive notice as detailed below. IGS Energy follows all applicable laws or rules.

3. Penalties, Fees and Exceptions –Although IGS Energy does not charge a switching fee or cancellation fee under this Agreement, EDC fees and limitations may apply for switching service to another supplier or back to the EDC. If you do not pay your Utility bills on time, you may be subject to a late payment penalties and discontinuation of service.

4. Cancellation Provisions - Either party can cancel this Agreement without penalty, by providing notice to the other. Notice can be provided in writing or by telephone, and for customer cancellations, such notices can be made to IGS Energy or the Utility at the address or telephone number provided below. Cancellation will occur as soon as the applicable rules permit and IGS Energy will follow applicable rules with respect to cancellation.

5. Renewal Provision – Your renewal information and options will be presented to you in the renewal notices that will be sent to you as explained under paragraph 6 “Agreement Expiration/Change in Terms”

6. Agreement Expiration/Change in Terms - If you have a fixed term agreement with us and it is approaching the expiration date or whenever we propose to change our terms of service in any type of agreement, you will receive written notification from us in each of our last two bills for supply charges or in corresponding separate mailings between 45 and 90 days before either the expiration date or the effective date of the proposed changes. We will explain your options to you in these two advance notifications. Automatic renewal is allowed at the same terms and conditions or revised terms and conditions as long as the new agreement is month-to-month and there is no cancellation fee. Since this is a month to month agreement that will continue indefinitely until and unless cancelled, no notice will be provided unless IGS Energy changes terms.

7. Dispute Procedures - If you have a question or comment about our service please contact us. If you have a complaint, residential and small business customers should directly contact the party responsible for the service in question as an initial step for complaint and problem resolution. If you mistakenly contact the wrong entity, you will be promptly referred to the appropriate contact. In the event of a power outage, if you contact us, you will be directed to contact the EDC. Complaints that pertain to Chapter 56 (relating to standards and billing practices for residential utility service) matters shall be handled and resolved in accordance with the applicable standards in Chapter 56. IGS Energy will give the Commission access to disclosure statements, billing and other customer information resources for compliance reviews as deemed necessary by the Commission. When complaints arise and are brought before the Commission for resolution, the obligation of IGS Energy is extended to the provision of pricing information.

8. Contact Information -If you need to contact IGS Energy, you can write to us at P.O. Box 9060, Dublin, OH 43017 or you can call us by phone weekdays from 8:00 a.m. to 7:00 p.m. ET at 1-888-993-0997, by fax 1-800-584-4839 or visit us on the web at www.IGSenergy.com.

9. Eligibility - This Agreement is for residential customers in the PECO service territory. By entering this Agreement, you represent and agree that the account(s) served by IGS Energy under this Agreement is (are) residential account(s), in the PECO service territory and you are not an existing IGS Energy electricity customer. IGS Energy reserves the exclusive right, at any time, to not enroll or to terminate service to your locations that do not meet the preceding criteria.

If you need to contact Your EDC (in case of emergency, including electric outage):

PECO at 1-800-841-4141

To contact the Pennsylvania Public Utility Commission:

Pennsylvania Public Utility Commission
P.O. Box 3265, Harrisburg, PA 17105-3265
UTILITY CHOICE HOTLINE: 1-800-692-7380

Universal Service Program:

Your EDC has programs available to customers who are on a limited or fixed income to assist them with utility bills. Some of these programs might include bill payment assistance and weatherization services. Information on your EDC's Universal Service Program can be obtained by contacting:

PECO at 1-800-841-4141

EXHIBIT 5



December 4, 2015

Dear Jerry Popp,

Thank you for being an IGS Energy electric customer.

The term of your current IGS Energy fixed rate expires at the end of the February 2016 billing period. As an IGS Energy customer, you understand the price protection and peace of mind that comes with locking in a fixed rate, as opposed to the unpredictability of your utility's variable rate that may fluctuate based on market conditions.

If you prefer to remain on a fixed rate plan and continue having the peace of mind that comes with having a stable rate, you may view our product offerings online at IGSEnergy.com or enroll over the phone at 877-786-4447 by February 11, 2016. Our representatives are available to assist you Monday - Friday, 8am-8pm, and Saturday, 9am-3pm EST. Otherwise, per your initial terms and conditions, you will automatically continue on a monthly variable rate that may fluctuate based on various market conditions.

As a reminder, your current fixed rate does not have a cancellation fee. You may also choose another energy supplier or return to the default service through your utility.

At least 30 days prior to the expiration of your fixed price plan you will receive another notice from IGS Energy containing additional details of your renewal product plan.

We appreciate your business and look forward to providing you with great service for years to come!

Thank you,

IGS Energy Solutions Center

P.S. Remember to sign up for My Account at IGSEnergy.com to manage your account and receive important account information!

Your IGS Energy Customer ID is: **6169410**

PO Box 9060 Dublin, OH 43017
Address Service Requested

Presorted STD
US Postage
Paid
Dublin, OH
Permit No. 688

IMPORTANT INFORMATION REGARDING YOUR IGS ENERGY CONTRACT RENEWAL IS ENCLOSED

- - 6169410 - () -
JERRY POPP
376 WHEATSHEAF LN
LANGHORNE PA 19047

EXHIBIT 6



- - DEE434854 - () -
JERRY POPP
 376 WHEATSHEAF LN
 LANGHORNE, PA 19047

December 21, 2015

Dear Jerry Popp,

Thank you for being an IGS Energy electric customer.

The term of your current fixed rate expires at the end of the **February 2016** billing period. As you know, with a fixed rate from IGS Energy, you have peace of mind knowing that if rates go up, yours won't.

If you prefer to remain on a fixed rate plan and continue having the peace of mind that comes with having a stable rate, you can re-enroll with us in a fixed rate of **7.89¢ per kWh for 12 months – which is lower than your current rate and lower than PECO's current Price-to-Compare.*** You can review the terms and conditions of the fixed price offer on the reverse side of this letter.

To enroll in this great offer you can fill out the enrollment card below, visit us online at IGSenergy.com, or call us at 877-786-4447. Our representatives are available to assist you Monday - Friday, 8am-8pm, and Saturday, 9am-3pm EST. Otherwise, if you choose not to re-enroll in another fixed rate product, you will automatically continue on a monthly variable rate that may fluctuate based on various market conditions.

Three Easy Ways to Enroll

 MAIL Send in the enrollment card below.	 IGSENERGY.COM Go online and enter the promo code.	 877-786-4447 Mon-Fri: 8am-8pm EST Sat: 9am-3pm EST
------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------

If you want to continue on a variable rate product, you do not need to do anything. Your first billing cycle rate will be **9.89¢ per kWh**. You may also choose another energy supplier or return to the default service through your utility.

For your convenience, if you elect to continue with IGS Energy as your electric generation supplier on the monthly variable rate, we have enclosed a copy of terms of service reflecting your election. For general information, you can call IGS Energy at the above number or contact the PA Public Utility Commission Office of Consumer Advocate or visit papowerswitch.com**

We appreciate your business and look forward to providing you with great service and the product of your choice for years to come!

Thank you,

IGS Energy Solutions Center

Promo Code: DEE434854

Customer ID: 6169410

*Price comparison based on PECO Price-to-Compare Rate for Dec 1, 2015-Feb 29, 2016, appearing on PECO website as of 11/17/15 and PECO utility rates approved by the Pennsylvania Public Utilities Commission for Schedule R and RH for the same period. Actual differential over time will depend on individual consumption and future approved utility rates. \$100 early termination fee applies to IGS Energy's product offering.

**PA Public Utility Commission www.puc.state.us or 1-800-692-7380, Office of Consumer Advocate www.oca.state.pa.us 1-800-684-6560.

IGS Energy Rate \$0.0789 per kWh/Consumption Levels	500 kWh	1000 kWh	2000 kWh
Illustrative commodity cost at 500,1000 and 2000 kWh	\$39.45	\$78.90	\$157.80
The above chart is provided for illustrative purposes only to show what your electricity cost with IGS Energy would be if you had consumption at 500,1000 or 2000 kWh for any billing period for 12 months. Actual monthly commodity consumption will vary depending on many factors, including use, temperature and other items, although your price will remain stable at \$0.0789 per kWh with IGS Energy for 12 months. Total dollars rounded to nearest cent.			

Name: Jerry Popp
 Service Address: 376 WHEATSHEAF LA
 LANGHORNE PA 19047

(Please make any address changes on back)

Yes! I'd like to re-enroll in a fixed rate of 7.89¢ per kWh for 12 months!

Check box if you do not want to receive e-mails from IGS Energy about special offers.

 Email Address (Required for Customer Service Notification) (_____) _____
 Phone Number

Promocode: DEE434854

Signature (REQUIRED) _____ Date _____

DEE434854

TERM BOX	
Utility	Philadelphia Electric Company (“Utility” or “PECO”)
Price Structure	Fixed price during Initial Contract term. Monthly variable price thereafter.
Supply Price & Term	Fixed Rate of \$0.0789 per KWH through a period of 12 months.
Contract Start Date	Determined by Utility Program requirements
Secondary Term	Month to Month upon expiration of Initial Contract term
Early Termination Fee	\$100 fee
Statement Regarding Savings	Your supply price may or may not provide savings.
Renewal Notice	As the expiration of the Initial Contract Term nears, two notices will be sent explaining renewal options. First notice 45-60 days prior to Initial Term expiration. Second Options Notice no less than 30 days prior to Initial Term expiration.
Electric Distribution Company Information	Philadelphia Electric Company (PECO) at 1-800-841-4141 or www.peco.com. Contact your Utility in the event of emergency or outage. PECO is responsible for distribution charges.

IGS Energy Contact Info: P.O. Box 9060, Dublin, OH 43017, 1-800-280-4474, IGSenergy.com

This is an Agreement (“Agreement”) for electric generation supply and related services between IGS Energy and you the customer (also referred to as: “you”, “your” and “customer”). IGS Energy is licensed by the Pennsylvania Public Utility Commission (“PPUC”) to offer and supply electric generation services in Pennsylvania. IGS Energy’s PUC license number is #A-2011-2228643. IGS Energy sets the electric generation supply prices (which includes Transmission charges as defined below) that you pay through this Agreement. The PPUC regulates distribution (delivery) prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services. You will receive a single bill from your Electric Distribution Company which is the utility listed in the Term Box (“Utility” or “EDC”), that will contain IGS Energy’s charges as well as EDC charges and applicable taxes. Only those served through the EDC Choice program are eligible to enroll on this contract.

Right of Rescission - You may cancel this Agreement at any time before midnight of the third business day after receiving this disclosure.

DEFINITIONS

Electric Generation Charges: The charges for the production of electricity. Information on generation energy sources, energy efficiency, environmental impacts or historical billing data is available upon request. Generation prices and charges are set by the electric generation supplier you have chosen.

Transmission Charges: The charges associated with moving electricity over high voltage lines from the location where the electricity is generated to the distribution lines owned and operated by the EDC.

kWh: Acronym for “kilowatt hour” which is a measure of your usage of electricity and the unit in which you will be charged for electric generation service.

TERMS OF SERVICE

- 1. Basic Service Prices** – During the Initial Contract term your price will be fixed at the Sales Price described above. However, if during any price period of this Agreement there is an action or decision by a regulatory body including the Federal Energy Regulatory Commission that impacts wholesale capacity or electricity prices or imposes additional cost on IGS in satisfying its obligations under this Agreement, then IGS shall have the right to increase your price to offset these additional costs. Following the Initial Contract Term, this Agreement will automatically continue month to month unless terminated. The variable price you will pay for G&T will vary each month at a price which will be established by each meter reading schedule based upon costs which include, but are not limited to, energy, transmission, capacity, ancillary services, congestion management, renewable energy credits, ISO system fees, Utility charges and other market price related factors, plus IGS Energy costs, expenses and margins. Your G&T charges include estimated total state taxes. Electric Generation Charges exclude Pennsylvania sales taxes and local taxes, if applicable, and do not include EDC distribution or billing charges. If you have elected to purchase a green energy product, IGS Energy will purchase Voluntary Renewable Energy Credits (RECs) from one or more generators registered with a renewable energy tracking system, including but not necessarily limited to PJM Generation Attribute Tracking System (PJM GATS), Midwest Renewable Energy Tracking System (M-RETS), and TexasRenewables.com (ERCOT). The RECs purchased will be reconciled annually and equal to 100% of your electricity consumption while you are an IGS Energy customer.
- 2. Length of Agreement** – You will buy your G&T services for the account(s) enrolled with IGS Energy beginning on a date set by your EDC and continuing for the Initial Contract Term as specified above. If there is a change in this Agreement, you will receive notice as detailed below. IGS Energy follows all applicable laws or rules.
- 3. Penalties, Fees and Exceptions** – Although IGS Energy does not charge a switching fee or early termination fee under this Agreement, EDC fees and limitations may apply for switching service to another supplier or back to the EDC. If you do not pay your Utility bills on time, you may be subject to a late payment penalty and discontinuation of service.
- 4. Early Termination Provision** - Either party can cancel this Agreement without penalty, by providing notice to the other. Notice can be provided in writing or by telephone, and for customer cancellations, such notices can be made to IGS Energy or the EDC at the address or telephone number provided below. Cancellation will occur as soon as the applicable rules permit and IGS Energy will follow applicable rules with respect to cancellation.

5. Renewal Provision – Your renewal information and options will be presented to you in the renewal notices that will be sent to you as explained under paragraph 6 “Agreement Expiration/Change in Terms”.

6. Agreement Expiration / Change in Terms – If you have a fixed term contract approaching the expiration date, or whenever we propose to change the terms of service in any type of contract, you will receive two separate written notifications that precede the expiration date or the effective date of the proposed changes as described above. These notifications will explain your options going forward.

7. Dispute Procedures – If you have a question or comment about our service please contact us. If you have a complaint, residential and small business customers should directly contact the party responsible for the service in question as an initial step for complaint and problem resolution. If you mistakenly contact the wrong entity, you will be promptly referred to the appropriate contact. In the event of a power outage, if you contact us, you will be directed to contact the EDC. Complaints that pertain to Chapter 56 (relating to standards and billing practices for residential utility service) matters shall be handled and resolved in accordance with the applicable standards in Chapter 56. If you are not satisfied after discussing the terms of service with IGS Energy you may contact the PPUC at the Utility Choice Hotline number below. IGS Energy will give the PPUC access to disclosure statements, billing and other customer information resources for compliance reviews as deemed necessary by the PPUC. When complaints arise and are brought before the PPUC for resolution, the obligation of IGS Energy is extended to the provision of pricing information.

8. Eligibility – By entering this Agreement, you represent and agree that the account(s) served by IGS Energy under this Agreement is (are) residential and small commercial customers in the EDC service territory using less than 100,000 KWH annually, you are eligible and authorized to enroll the account(s) with IGS Energy, and you are not an existing IGS Energy electricity customer. IGS Energy reserves the exclusive right, at any time, to not enroll or to terminate service to your locations that do not meet the preceding criteria.

9. Historical Prices – Historical monthly pricing for up to the last 24 months is available at www.IGSEnergy.com by clicking on “Historical Rates” or by calling 888-330-8361.

10. Assignment – This Agreement is assignable by IGS Energy without your consent subject only to required regulatory approvals.

Universal Service Program: Your EDC has programs available to customers who are on a limited or fixed income to assist them with utility bills. Some of these programs might include bill payment assistance and weatherization services. Information on your EDC’s Universal Service Program can be obtained by contacting Philadelphia Electric Company (PECO) at 1-800-841-4141.

**If you need to contact Your EDC (in case of emergency, including electric outage):
First Energy at 1-888-544-4877**

**TO CONTACT THE PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Pennsylvania Public Utility Commission
P.O. Box 3265, Harrisburg, PA 17105-3265
UTILITY CHOICE HOTLINE: 1-800-692-7380**

NOTICE

You must return the “Enrollment Form” if you want to enroll in this offer by February 11, 2016.

Please make sure to sign the card, and return it in the postage-paid envelope provided.

If the address we have on record is inaccurate, please correct it in the space provided below.

Corrected Address: _____
