



Eckert Seamans Cherin & Mellott, LLC
213 Market Street
8th Floor
Harrisburg, PA 17101

TEL: 717 237 6000
FAX: 717 237 6019

Karen O. Moury
717.237.6036
kmoury@eckertseamans.com

August 23, 2022

Via Electronic Filing

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

Re: Pennsylvania Public Utility Commission, Bureau of Investigation and Enforcement v.
Discount Power, Inc.; Docket No. M-2021-3022658

Dear Secretary Chiavetta:

On behalf of Discount Power, Inc., enclosed for electronic filing please find a Verification of Compliance, which is submitted pursuant to the Order entered on February 24, 2022 in the above-captioned matter. Copies to be served in accordance with the attached Certificate of Service.

Sincerely,

/s/ Karen O. Moury

Karen O. Moury

KOM/lww
Enclosure

cc: Cert. of Service w/enc.

CERTIFICATE OF SERVICE

I hereby certify that this day I served a copy of Discount Power, Inc.'s Verification of Compliance upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code Section 1.54.

Via Email Only

Michael L. Swindler, Deputy Chief Prosecutor
Bureau of Investigation & Enforcement
Pa. Public Utility Commission
400 North Street
Harrisburg, PA 17120
mswindler@pa.gov

Kayla L. Rost, Prosecutor
Bureau of Investigation & Enforcement
Pa. Public Utility Commission
400 North Street
Harrisburg, PA 17120
karost@pa.gov

Dated: August 23, 2022

/s/ Karen O. Moury
Karen O. Moury, Esq.

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Pennsylvania Public Utility Commission, Bureau of Investigation and Enforcement	:	M-2021-3022658
	:	
	:	
v.	:	
	:	
Discount Power, Inc.	:	

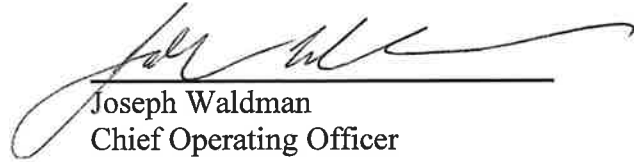
VERIFICATION OF COMPLIANCE

I, Joseph Waldman, state that I am the Chief Operating Officer for Discount Power, Inc. (“Discount Power”) and that I am authorized to make this verification on behalf of Discount Power, which is filed pursuant to Ordering Paragraph 5 of the Commission’s Opinion and Order entered on February 24, 2022 in the above-captioned matter. I hereby verify that Discount Power has complied with the remedial measures described in Paragraph No. 47 of the Joint Petition for Approval of Settlement between Discount Power and the Commission’s Bureau of Investigation and Enforcement.

Specifically, Discount Power has created and implemented a robust customer complaint tracking system which includes the inquiry, dispute or complaint; subsequent communications between Discount Power and the customer; and the resolution of the inquiry, dispute or complaint. The system is capable of retrieving records either by searching for the customer’s name or account number, or by other key words for easy access and review. In addition, Discount Power has trained its customer service agents on the new system and is ensuring that all information logged into the system is detailed, as specific as possible, accurate, and responsive to the inquiry, dispute or complaint. Finally, Discount Power is processing, investigating and responding to a customer inquiry, dispute or complaint within a 6-month period of time from the

receipt of the inquiry, dispute or complaint. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Date: August 23, 2022



Joseph Waldman
Chief Operating Officer
Discount Power, Inc.