

Via two phone calls from two Direct Energy Services lawyers, one on March 31 (Mr. Bryce Beard, 717-237-6041) and one on April 7 (I believe it was Ms. Karen Moury – phone number 717-571-1420), it was made clear to me that Direct Energy has an interest in settling the matter. When I asked what they understood or meant by ‘settling,’ they said that I would say that I was happy with the solution they provided and that I would take their name off the formal complaint.

I was under the impression that no evidence was allowed to be submitted after April 5, but yesterday and even today I received additional information, so I would like to submit the following to pre-empt Direct Energy’s argument that they have been cooperating all along.

As stated in the evidence I already submitted, I was contacted on March 23 by Judy from the escalation team at Direct Energy Services LLC, letting me know that it could now allow me to re-enroll on the same conditions as we enrolled in January of 2022. Supposedly this was because they wanted to avoid being part of the formal complaint, but as soon as I had re-enrolled, I found that prices had come down to the level they were in January 2022.

Both Mr Beard and Ms. Moury used as the reason I could re-enroll now (and not in August or September 2022) that this time I formally re-enrolled. During both conversations I pointed out that I was specifically told in September 2022 that I could re-enroll, but that the price would be higher (but still lower than PECO’s). During the hearing on April 17, I can play the actual voicemail I received on September 20, of which follows a transcript below. It is clear why I did not re-enroll then.

Voicemail recorded on September 20, 2022 (from 844-875-2368, Malissa at Direct Energy)

Transcript:

“Hi. Good afternoon. This message is for Mr. Naborn. This is Malissa from Direct Energy. I sent you an email yesterday just to let you know that we had actually escalated your account to our back office to reach out to PECO, to your utility, regarding reinstating your account. We asked them if they would do a courtesy reinstate and we did just hear back from them, late last night I believe it was, that they responded that they are unable to do so. So they have declined our request. I was calling to follow up with you on that.

I did pull up the Pennsylvania Gas Switch.com site and plugged in your zip code. It does appear that we do have a rate that is lowest. **The lowest on the site is \$0.709 per CCF. You can either go to Direct Energy’s direct website and enroll in that, or go to that Pennsylvania Gas Switch site, and you can compare what the current pricing is for everybody. PECO is currently at \$0.8179** so if you’d like to enroll, those are the options that you have. You can go to the Switch site or go to our website directly, or you can give us a call. I am at our main customer service number.

I just wanted to follow up with you to let you know that PECO has declined to honor our request to reinstate your account. I will be sending a response to the Pennsylvania Public Utility Commission, and I am sure they will be in touch with you once they receive our investigation. If you have any questions, please don’t hesitate to call me at 844-875-2368, reference number 890281. I am available Monday through Friday 8:30am to 5pm CT. Thank you.”