



May 23, 2023

Via FedEx

RCVD PUC SEC BUR  
JUN 6 2023 AM 10:09

Michael L. Swindler  
Deputy Chief Prosecutor  
PA Public Utility Commission | Bureau of Investigation & Enforcement  
Commonwealth Keystone Building  
400 North Street  
Harrisburg PA 17120

Re: National Gas & Electric, LLC ("NGE") Docket No. M-2022-2633098

Dear Mr. Swindler

Enclosed please find National Gas & Electric, LLC's ("NGE") Monthly Complaint Data as required in Paragraph No. 32 B. of the Joint Petition mandates, as set forth in subparts i. and ii. of Ordering Paragraph III. of the Opinion and Order of the Pennsylvania Public Utility Commission in the matter of Pennsylvania Public Utility Commission, Bureau of Investigation & Enforcement v. National Gas & Electric, LLC., Docket No. M-2022-2633098.

Should you have any questions or need additional information, please contact me at [kguy@ngande.com](mailto:kguy@ngande.com)

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Kathryn Guy", is written over a horizontal line.


Kathryn Guy  
Senior Vice President

## AFFIDAVIT OF KATHRYN GUY

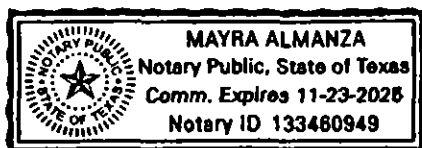
STATE OF TEXAS       §  
                                  §  
COUNTY OF HARRIS §

I, Kathryn Guy, Affiant, being first duly sworn upon oath according to the laws of the State of Texas, do hereby depose and state that:

1. I am the Senior Vice President of National Gas & Electric, LLC.
2. By Opinion and Order adopted and entered on January 12, 2023 (Opinion and Order), the Pennsylvania Public Utility Commission (Commission) approved the Joint Petition for Approval of Settlement filed on August 29, 2022, that had been reached in the matter of *Pennsylvania Public Utility Commission, Bureau of Investigation & Enforcement v. National Gas & Electric, LLC.*, Docket No. M-2022-2633098 between the Commission's Bureau of Investigation and Enforcement (I&E) and National Gas & Electric, LLC (NG&E or the Company)(collectively the Parties).
3. This matter arose out of an informal investigation initiated by I&E based upon a referral from the Commission's Order of Competitive Market Oversight (OCMO) regarding six (6) informal complaints made by NG&E's customers that the OCMO alleged constituted a possibility that customers were being charged more than the rate they contracted for with NG&E or that they were being enrolled without proper authorization.
4. Pursuant to Paragraph No. 32 A. of the Joint Petition, I&E and NG&E agreed that NG&E was ordered, among other things, to pay a civil penalty in the amount of \$15,250.00 as required by Ordering Paragraph III. of the Opinion and Order of the Pennsylvania Public Utility Commission in the matter of *Pennsylvania Public Utility Commission, Bureau of Investigation & Enforcement v. National Gas & Electric, LLC.*, Docket No. M-2022-2633098 by wire transfer of \$15,250.00 to the Commonwealth of Pennsylvania, which payment was made by wire transfer on March 1, 2023.
5. In addition to refunds made to customers with respect to rate and enrollment practices addressed by I&E upon referral from OCMO, Paragraph No. 32 B. of the Joint Petition mandates, as set forth in subparts i. and ii. of Ordering Paragraph III. of the Opinion and Order of the Pennsylvania Public Utility Commission in the matter of *Pennsylvania Public Utility Commission, Bureau of Investigation & Enforcement v. National Gas & Electric, LLC.*, Docket No. M-2022-2633098, required NG&E to provide I&E staff with a monthly report of customer complaints alleging certain prohibited marketing and sales practices by the 15<sup>th</sup> of the month following the month during which customer complaint data originated for a period of twelve (12) months after the entry of a Commission final order in this matter and to refund any customers invalidly enrolled by NG&E with a refund of the customer's first two months of EGS charges pursuant to 52 Pa. Code §57.177(b). See Appendix A summarizing such mandated reporting of customer complaint data and refund payments made pursuant thereto.

  
Kathryn Guy

Subscribed and sworn to before me this 14 day of May, 2023.



  
Notary Public for the State of Texas as Large

My Commission Expires: 11-23-2025

SEAL

National Gas & Electric, LLC 2023 Complaints  
Pennsylvania

Row Labels	Enrollment	Marketing Tactics	Grand Total
January		1	1
February	1		1
March			
April	1		1
Grand Total	2	1	3

Month	Date Complaint Received	Days Open	Assignment	Source	Case Number	Marketer	State	Utility	Customer Name	Account Number	Phone Number	Complaint Type	Date Complaint Resolved with Agency	Complaint Status	Resolution
January	1/13/2023	2	Will Lira	PAFUC	3883287	RON	PA	PECO (Electric)	Sickly R. Uttley	6120096019 00	2158085806	Marketing Tactics	1/17/2023	Closed	Valid TPV enrollment. As a courtesy, \$50 ETF has been waived and phone number placed on NGE Do Not Call List, and account will be re-rated to the utility price to compare.



April 12, 2023

**Via Electronically**

*Dispute: Enrollment*

*Enrollment Method: Telemarketing*

*Vendor: Rontech*

*Sales Agent/ID: John Snow/John4006*

*Utility: West Penn Power*

*Attachments: Welcome Letter, Renewal Letters & TPV*

**Re: PAPUC BCS CASE ID 3898988 – Pelchy, Alex**

This is National Gas & Electric, LLC's ("NGE") response to the above-referenced complaint ID 3898988 submitted by Mr. Alex Pelchy regarding his enrollment with NGE. NGE appreciates the efforts of Mr. Pelchy and the Pennsylvania Public Utilities Commission in bringing the concerns of Mr. Pelchy to our attention and for allowing NGE to address these concerns.

**Investigative Results:**

**06/24/2022** – NGE acquired Mr. Pelchy's electric service via third-party verification (TPV).

**06/27/2022** – Welcome letter sent (attached).

**06/28/2022** – Electric Service start date.

**10/20/2022** – First Renewal Letter sent.

**11/19/2022** – Second Renewal Letter sent.

**04/04/2023** – The customer's partner reached out to NGE to inquire about their billing and requested to cancel their service. A drop order was sent to the utility.

**04/04/2023** – Service end date.

**Outcome:**

Our investigation determined that NGE acquired Mr. Pelchy's electricity service through telemarketing third-party verification. The enrollment called for an electricity rate of 18.99¢/kWh with a term of 6 months, a \$9.95 monthly service fee and an early termination fee of \$50. According to our records, we found that on 06/24/2022, Mr. Pelchy authorized the enrollment of the electric account. A welcome package (attached) was mailed on 06/27/2022. The service with NGE began on 06/28/2022. On 10/20/22, a renewal letter was sent to the customer via standard mail. A second renewal letter was sent on 11/19/2022, but the customer did not renew under a new fixed price and the contract expired. On 04/04/2023, Mr. Pelchy's partner reached out to NGE to inquire about the billing for the account and requested cancellation of the service. A drop order was sent to the utility with a service end date of 04/04/2023.

As a courtesy to the customer, we will re-rate the billing in contention which is when the contract expired on 12/27/2022 until the account closes and send them a refund check. We have also placed his phone number on our Do Not Call list, which I hope will be acceptable as NGE values all customers. On 04/12/2023, NGE spoke with Mr. Pelchy's partner, and they agreed with the resolution. We believe this matter is resolved in all respects.

Please do not hesitate to contact us if we can be of any further assistance.

Respectfully Submitted,

*William Lira*

William Lira  
Quality Assurance Supervisor



January 31, 2023

**Via Standard Mail**

Sicily R. Uttley  
6 Whitewood Dr  
LEVITTOWN, PA 19057-3208

LDC #: 6120096019

RE: **Rerate Adjustment – PECO Energy - Electric Account**

Dear Sicily R. Uttley,

Attached with this letter you will find a refund check from National Gas & Electric, LLC. We greatly appreciate the opportunity to serve as the supplier of Electricity for your PECO Energy - Electric account. This refund is due to an overcharge resulting in an incorrect billing statement.

Enclosed, please find a check in the amount of \$220.72, which is refunding you the overcharged amount.

Invoice Date	Usage	Rate Billed	Total Bill	Correct Rate	Correct Bill
1/19/2023	725/KWH	\$0.18990	\$143.63	\$0.098550	\$71.45
1/6/2023	1561/KWH	\$0.18990	\$302.38	\$0.098550	\$153.84

We apologize for any inconvenience this may have caused. Should you have additional questions, please contact our Customer Service 7:00AM-4:00PM CST at 888-442-0002.

Sincerely,

Customer Operations Team  
National Gas & Electric, LLC

12140 Wickchester Lane, Suite 100, Houston, Texas 77079  
E-Mail: [Service@NGandE.com](mailto:Service@NGandE.com) Tel: 888-442-0002

Month	Date Complaint Received	Days Open	Assignment	Source	Case Number	Marketer	State	Utility	Customer Name	Account Number	Phone Number	Complaint Type	Date Complaint Reported with Agency	Complaint Status	Resolution
February	2/23/2023	3	Will Lira	PAPUC	3890611	BPO	PA	PPL	Lloyd Hammaker	4455101027	7173548385	Enrollment	2/28/2023	Closed	Valid TPV enrollment. As a courtesy, \$50 ETF has been waived and phone number placed on NCE Do Not Call List.





February 28, 2022

**Via Electronically**

*Dispute: Enrollment*

*Enrollment Method: Telemarketing*

*Vendor: Boost BPO*

*Sales Agent/ID: Sherly Gonzalez / BOOST276*

*Utility: PPL*

*Attachments: Welcome Letter & TPV*

**Re: PAPUC BCS CASE ID 3890611 – Hammaker, Lloyd**

This is National Gas & Electric, LLC's ("NGE") response to the above-referenced complaint ID 3890611 submitted by Mr. Lloyd Hammaker regarding the enrollment of his electric service with NGE. NGE appreciates the efforts of Mr. Hammaker and the Pennsylvania Public Utilities Commission in bringing the concerns of Mr. Hammaker to our attention and for allowing NGE to address these concerns.

**Investigative Results:**

**02/10/2023** – NGE acquired Mr. Hammaker's electric service via third-party verification (TPV).

**02/13/2023** – Welcome letter sent (attached).

**02/16/2023** – Service start date.

**02/28/2023** – NGE reached out the customer in response to the complaint and confirmed he wanted to cancel his electric service. A drop order was sent to the utility, but the actual drop date is still pending.

**02/28/2023** – Customer's number placed on NGE's internal Do Not Call list and \$50 early termination fee waived.

**Outcome:**

Our investigation determined that NGE acquired Mr. Hammaker's electricity service through telemarketing third-party verification. The enrollment called for an electricity rate of 17.99¢/kWh with a term of 6 months which included an early termination fee of \$50 and a monthly service fee of \$5.95. According to our records, we found that on 02/10/2023, Mr. Hammaker authorized the enrollment of the electric account. A welcome package (attached) was mailed on 02/13/2023. The service with NGE began on 02/16/2023. On 02/28/2023, NGE reached out to Mr. Hammaker to discuss the complaint we received, and he confirmed that he wanted to cancel his electric service with us. A drop orders was sent to the utility, with the actual drop dates still pending as of this writing.

As a courtesy to the customer, we have waived the early termination fee of \$50 and placed his phone number on our Do Not Call list, which I hope will be acceptable as NGE values all customers. On 02/28/2023, NGE spoke with Mr. Hammaker, and he agreed with the resolution. We believe this matter is resolved in all respects.

Please do not hesitate to contact us if we can be of any further assistance.

Respectfully Submitted,

*William Lira*

William Lira

Quality Assurance Supervisor

												Date
												Complaint
												Resolved
												with
												Agency
												Complaint
												Status
												Resolution

March

Month	Date Complaint Received	Defn Open	Assignment	Source	Case Number	Marketer	State	Utility	Customer Name	Account Number	Phone Number	Complaint Type	Date Complaint Resolved with Agency	Complaint Status	Resolution
April	4/6/2023	3	Will Lira	PAPUC	3898988	RON	PA	West Penn	Alex Palchy	*08072280130006933808	8143253771	Enrollment	4/12/2023	Closed	Valid FNU-6102676516 ACCOUNT was created from time contract expired until end of service. Phone number placed on Do Not Call list.



January 17, 2023

**Via Electronically**

*Dispute: Marketing Tactics*

*Enrollment Method: Telemarketing*

*Vendor: Rontech*

*Sales Agent/ID: Alex Thompson/Alex4003*

*Utility: PECO Energy (Electric)*

*Attachments: Welcome Letter & TPV*

**Re: PAPUC BCS CASE ID 3883287 – Uttley, Sicily**

This is National Gas & Electric, LLC's ("NGE") response to the above-referenced complaint ID 3883287 submitted by Ms. Sicily Uttley regarding her enrollment with NGE. NGE appreciates the efforts of Ms. Uttley and the Pennsylvania Public Utilities Commission in bringing the concerns of Ms. Uttley to our attention and for allowing NGE to address these concerns.

**Investigative Results:**

**12/05/2022** – NGE acquired Ms. Uttley's electric service via third-party verification (TPV).

**12/06/2022** – Welcome letter sent (attached).

**12/12/2022** – Service start date.

**01/12/2023** – Customer called NGE to inquire about account and requested to cancel service. A drop request was sent to the utility, and the service end date is 01/18/2023.

**01/17/2023** – Customer's number placed on NGE's internal Do Not Call list and \$50 early termination fee waived.

**Outcome:**

Our investigation determined that NGE acquired Ms. Uttley's electricity service through telemarketing third-party verification. The enrollment called for an electricity rate of 18.99¢/kWh with a term of 6 months, a \$5.95 monthly service fee and an early termination fee of \$50. According to our records, we found that on 12/05/2022, Mr. Bloom authorized the enrollment of the electric account. A welcome package (attached) was mailed on 12/06/2022. The electric service with NGE began on 12/12/2022. On 11/03/2022, in response to the complaint received, NGE sent a drop order to the utility and the service end date was 11/04/2022. On 01/12/2023, Ms. Uttley reached out to NGE to request cancellation of her service and a drop order was sent to the utility. The service end date is 01/18/2022.

As a courtesy to the customer, we will wait for the final bill amounts from the utility and then re-rate her account using the utility price to compare for the entire time they have service with us and send her a refund check. We have also waived the early termination fee of \$50 and placed her phone number on our Do Not Call list, which I hope will be acceptable as NGE values all customers. We believe this matter is resolved in all respects.

Please do not hesitate to contact us if we can be of any further assistance.

**Respectfully Submitted,**

*William Lira*

William Lira  
Quality Assurance Supervisor