



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
BUREAU OF CONSUMER SERVICES  
400 NORTH STREET, HARRISBURG, PA 17120

IN REPLY PLEASE  
REFER TO OUR FILE

Date: 1/26/2024

Case #: 3952799

NCP Group LLC  
c/o Daniel Romanowski  
1 E Washington St  
New Castle PA 16101

Dear Daniel Romanowski:

On 11/1/2023 you opened an informal complaint against Inspire Energy Holdings as the supplier on your Penn Power account. You stated that your rate increased in October 2023 without notice. You were told that your contract with Inspire Energy Holdings had renewed but at a different rate than you originally agreed. You stated that the rate change happened in the middle of the contract. You requested the bills be corrected.

Penn Power reported that you have a non-residential account. At the informal level, the PUC has very limited jurisdiction when non-residential accounts are involved. The more comprehensive regulations governing residential accounts do not apply to these classes of service.

Inspire Energy Holdings reported that on 12/29/2021 you enrolled your Penn Power account in a 12 month fixed rate contract with flat rate of \$104.99 a month. Inspire Energy Holdings reported that on 6/29/2023 they sent you a contract expiration notice stating that your contract would expire on 8/29/2023. Inspire Energy Holdings reported that on 7/24/2023 they sent you a contract expiration notice stating that your account would roll over to a 12 month fixed rate of \$0.1289/kWh if you didn't respond or cancel by the 8/29/2023 expiration. Inspire Energy Holdings reported that on 8/29/2023 your account rolled over to the new 12 month fixed rate plan.

Inspire Energy Holdings reported that on 10/4/2023 you called about the rate change. You were advised that the prior contract had expired, and you rolled over to a new 12 month contract. You were advised that you were billed under the prior contract for an additional 7 months. Inspire Energy Holdings reported that on 10/4/2023 that a drop notice request was received and processed. Your account was returned back to Penn Power.

Inspire Energy Holdings confirmed that the contract renewal notices should have been sent for a contract expiration in December 2022. However, due to an internal system error, the notices were not sent until June 2023 and July 2023. Inspire Energy Holdings does not have a contract renewal from December 2022.

Outside of providing you with the above information, we are taking no further action and are closing your case without a decision. You should contact the Company to discuss what payments are required to maintain your utility service.

If you wish to pursue this matter through the PUC, you may file a formal complaint. The formal complaint process involves a legal proceeding before a PUC ALJ similar to a trial. Formal complaint forms can be found on the PUC website ([www.puc.pa.gov](http://www.puc.pa.gov)), or by calling 717-772-7777.

Sincerely,

Heather Troutman  
Investigator