

Original Case # with PUC: **3934555**

Docket # on 11/14/24 from PUC: **F-2024-3046076**

Re: **PALMCO Energy PA LLC filed a Petition for Rehearing, Answer By John M. Novak**

Contact Info: **John M. Novak** johnmnovak@aol.com **M (610) 804 9877**

11/15/24 I uploaded (2) files:

- ✓ Answer By John Novak On Petition For New Hearing 11-15-24 - Nov 2024
- ✓ Letter To Comment On Petition For Rehearing 11-14-24 – Nov 2024

I am in agreement with PUC's Final Order on 10/10/24 by Rosemary Chiavetta, Secretary Pennsylvania Public Utility Commission Commonwealth Keystone Building 400 North Street Harrisburg, PA 17120. In that letter, Rosemary detailed the history and the ruling and assessed a fine to Indra / Palmco.

I see no reason for a 3rd hearing and it would very difficult for me to miss further time away from my employment to attend such. I have already lost countless hours of work in 2023 and 2024 due to the time it took to assemble the formal complaint and all accompanying documentation, the discussions with PUC, the prep and attendance for hearings, and the record of all activity. Now, I am taking more time to respond on this petition for a 3rd hearing, yet enough is enough! I do not have the time to go back to restate all details of what PUC already has on file. I have my own full-time job. I already did the right thing by reporting Indra Energy and now PUC should handle it from here. Thank you!

Related, I am certain that PUC is well aware of Indra Energy's behavior on this same subject with so many customers in the past and continuing today with the same illegal practices. My only questions are, why is PUC using up more of your time on this petition for appeal and why is PUC not fining them more?!

They are constantly cited for improper sales tactics.

They have a mountain of complaints against them online regarding the same issue of unauthorized provider switches:

https://www.reddit.com/r/electrical/comments/1adwak9/unauthorized_supplier_switch_peco_energy/

PECO is also at fault but seemingly they don't care! They are well aware of the fraudulent activity yet they are aloof to us. When contacted, essentially their answer is that "its not our problem"

This is one of many issues with Indra Energy and the PA Attorney General fine to them. It reads:

The settlement claims that Indra Energy, through its vendors, violated telemarketing laws by: repeatedly calling numbers registered on the Do-Not-Call list, delivering pre-recorded messages to numbers on the Do-Not-Call list, failing to obtain an "express request" from consumers on the Do-Not-Call list prior to calling them, using misleading offers regarding energy savings and rebates, and engaging in deceptive practices in connection with requests to be contacted for purposes of telemarketing solicitations.

<https://www.attorneygeneral.gov/taking-action/ag-shapiro-secures-settlement-with-indra-energy-to-stop-telemarketing-violations/#:~:text=Under%20the%20terms%20of%20this,telemarketing%20complaint%20against%20Indra%20Energy.>

There were (2) hearings attended by myself, and with a formal recording of the detailed statements that I gave during those hearings in May and June 2024. Indra Energy / PALMCO Energy PA LLC received proper notice for each of the (2) hearings yet did not attend either.

11/15/24 Kimberly called me to explain the process and the 10-day response time and where to upload my response to the request to the petition for a rehearing. It can be done on the PCU site. I didn't remember that process from 1.5 years earlier; however I was able to locate my credential on OneDrive and accessed my account through PUC log in, no issues.

11/14/24 I received a letter regarding PALMCO's petition for a new hearing from PUC to John Novak v PALMCO Energy PA LLC d/b/a INDRA Energy Docket No. F-2024-3046076 yet no instructions on how to reply to it, so I left a message at the Office of Special Assistants, Kimberly Hafner, Director, at (717) 787 1827. I do not want to spend time in a 3rd hearing with PUC and Indra / PALMCO. I don't understand why there would be a 3rd hearing after PUC has already issued a final ruling!

7/27/23 Indra Energy fraudulently hijacked my PECO account # 03390-08294. 7/27/23 I called Indra Energy and spoke with Salomon, who stated that I requested to change my service to Indra Energy (which was a fabrication). I asked if he could show me a record of any conversation or correspondence where I had spoken with or agreed to change my PECO to Indra. He would not answer the question but kept apologizing, circumventing the question. Upon additional follow ups, I concluded that it was a scam – there was no such enrollment by me. So, I filed a dispute with PUC.