

TAB B

TAB B-1

Date Printed : June 22, 2010
Time Printed: 10:33:38AM

Consumer Complaint Response

2010-0002524

Assignment

Licensee Name
Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

Agent Name

Date Received

02/09/2010

Sent to Licensee Date

02/10/2010

Licensee Date Due

03/03/2010

CCR Complaint Status

Completed

Licensee Representative

Agent ID NC1721

Complaint Details

Reference Number

2010-0002524

Consumer Name

Representative Name

Energy Type

Gas

Consumer Address

Representative Address

Account Number

Consumer Phone

+1 (905) 636-9556

Representative Phone

Consumer Email

Representative E-mail

Classification

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim utility representation

Synopsis

Consumer had an agent at her door from Summit Energy on January 11, 2010. Agent told her he was from Union Gas at that time she was new to the country and did not know how the system work. The agent went on explaining how her bills works and told her since she is a new owner she will have to sign an application in order to have her gas supplied to her home under her name.

Agent took down all her information and asked her to sign the application consumer signed the application thinking it was from her local utility Union Gas. Eleven days later she received a reaffirmation call but she indicate that on that call she was only asked to confirm an agent came to her door with an application. So she confirmed yes thinking it was Union Gas

Consumer is new to the country she was not informed about any fixed rate she will have to pay if she signed up with SE. Now SE entered her for both her gas and hydro, but SE was willing to let her out of the hydro contract because on the reaffirmation call for hydro was invalid.

SE want her to pay them around 700\$ for penalty fee if she wishes to get out of the natural gas contract. Consumer cannot remember being left with a copy of the terms and conditions at the door.

Consumer Resolution Requested

Cancel Contract Without Penalty

Privacy Consent

Approval to share info with OEB	Yes
Approval to share info with stakeholder	Yes
Approval to share info with 3rd party	No

Questions**Answers**

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.

Contract Signed Date: 01/11/2010
Contract Reaffirmation date: 01/21/2010
Accounts never flowed.

Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.

Summitt spoke with the customer on February 12, 2010 and notified the customer that their complaint had been received.

Provide explanation of why the issue was not resolved at the initial contact from the consumer.

Customer called Summitt on January 27, 2010 requesting to cancel. Summitt advised the customer that exit fees may apply.

Customer called Summitt on January 29, 2010 to request cancellation on the contract. Customer was advised that the account was sent for review on January 27, 2010.

Customer called Summitt for a follow up on February 8, 2010. Summitt advised the customer that exit fees would apply if she wished to cancel her contract.

Customer requested a copy of the contract from Summitt on February 8, 2010.

Summitt mailed the customer a copy of their contract on February 8, 2010.

Summitt mailed the customer a copy of their reaffirmation call and exit fee letter on February 12, 2010.

Summitt received payment to end the contract early from the customer on February 11, 2010.

Customer called Summitt on February 18, 2010 inquiring as to whether or not her payment to end the contract had been received.

Summitt cancelled the customer's contract on February 23, 2010.

Summitt sent the customer a letter on February 26, 2010 stating that the payment had been received and the customer would remain with their utility.

The licensee resolution including timing and method of communication with consumer.

Summitt is of the opinion that the reaffirmation call is valid. The customer confirmed enrollment into the program. The customer confirmed that a copy of the contract and terms and conditions was left with them. Summitt received a payment from the customer for the amount of the exit fees on February 11, 2010. Summitt cancelled the contract on February 23, 2010. The customer never flowed on Summitt's electricity program (only gas) because an electricity account number was not provided.

Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.

Summitt sent a copy of the complaint to the sale agent's manager for review.

What is the timing for resolution to be implemented?

Summitt cancelled the customer's account on February 23, 2010. The cancellation became effective immediately because the customer had not yet started to flow.

Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.

Summitt sent the customer a cancellation letter on February 26, 2010. It may take the customer 5-7 days to receive it.

Attach same copies as above to OEB.

Please see attached for a copy of the contract, reaffirmation call, exit fee letter and cancellation letter.

Supporting Material

9056369556_wmalec_100121_125541.MP3

CC_F1034641_20100209084104.PDF

CD_F1034641_20100212082942.PDF

F1034641.jpg

MS_F1034641_20100212.pdf

MS_F1034641_20100226.pdf

Licensee Closure

Resolution
Contract and Reaffirmation Valid

Action
Account Cancelled PreFlow

CCR Completed By
cblackett

Reimbursement Amount

Additional Comments

Date Printed : June 22, 2010
Time Printed: 10:34:53AM

Consumer Complaint Response

2010-0001666

Assignment

Licensee Name
Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

CCR Complaint Status

Completed

Licensee Representative

Agent Name

Agent ID NC1721

Date Received

01/28/2010

Sent to Licensee Date

01/28/2010

Licensee Date Due

02/18/2010

Licensee Response Date

01/28/2010

Complaint Details

Reference Number

2010-0001666

Consumer Name

[REDACTED]

Representative Name

Energy Type

Gas

Consumer Address

[REDACTED]
[REDACTED]
[REDACTED]

Representative Address

Account Number

40173241933802

Consumer Phone

[REDACTED]

Representative Phone

Consumer Email

Representative E-mail

Classification

Topic

Sub-Topic

Synopsis

Consumer said he was misled by an agent of Summit Energy about the price of gas. According to consumer the agent said that the rate of the price gas will be automatically adjusted to the market rate if the prices go lower. The price Summit Energy proposes will be low as well. In case the market rate increase, the rate Summit Energy propose will be lower than the market rate. The agent said that Summit Energy will offer him the same special rate than the previous owner was offered. Upon this affirmation, consumer signed the contract and did reaffirm the contract on the phone.

Basically the consumer says he was told that if Union Gas rate went down, Summit Energy rate will go down too. Consumer recently found out that this was untrue.

Since the consumer found out he has been misled and wants to cancel the contract without penalty.

Consumer Resolution Requested

Cancel Contract Without Penalty

Privacy Consent

Approval to share info with OEB

Yes

Approval to share info with stakeholder

Yes

Approval to share info with 3rd party

No

Questions**Answers**

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.

Contract Signed Date: 11/30/2009
Contract Reaffirmation date: 12/24/2009
Account cancelled February 3, 2010. Account never flowed.

Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.

Summitt left the customer a message on February 4, 2010 advising that their complaint had been received.

Provide explanation of why the issue was not resolved at the initial contact from the consumer.

Summitt sent the customer a copy of their contract on December 11, 2009.

Customer called Summitt on January 25, 2010 requesting to cancel their account.

Customer called Summitt on January 26, 2010 to request cancellation.

Customer emailed Summitt on January 28, 2010 requesting to cancel account.

Summitt sent the customer a copy of their contract, reaffirmation call and exit fee letter on January 29, 2010 via email.

Customer visited Summitt on February 2, 2010 and paid his exit fees with a money order. Summitt gave the customer a cancellation letter while he was at Summitt.

Summitt requested cancellation of the account on February 3, 2010.

Customer emailed Summitt on February 4, 2010 requesting to know the status of his account. Summitt emailed the customer back explaining the process.

The licensee resolution including timing and method of communication with consumer.

Summitt is of the opinion that the contract is valid. The customer paid his exit fees and Summitt cancelled the account on February 3, 2010.

Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.

Summitt has sent a copy of the complaint to the sale agent's manager for review and retraining purposes.

What is the timing for resolution to be implemented?

Summitt cancelled the customer's account on February 3, 2010. The cancellation was effective immediately as the customer cancelled prior to flow.

Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.

Attach same copies as above to OEB.

Summitt gave the customer a cancellation letter on February 2, 2010.

Please see attached for a copy of the contract, reaffirmation call, exit fee letter and cancellation letter.

Supporting Material

9054994381_twinyi_091224_125638.MP3

CA_F1028518_20100202021354.PDF

CD_F1028518_20100129025250.PDF

F1028518.jpg

Licensee Closure

Resolution
Contract and Reaffirmation Valid

Action
Account Cancelled PreFlow

CCR Completed By
cblackett

Reimbursement Amount

Additional Comments

Date Printed : June 22, 2010
Time Printed: 10:35:18AM

Consumer Complaint Response

2009-0012068

Assignment

Licensee Name
Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

Agent Name

Date Received

10/23/2009

Sent to Licensee Date

11/06/2009

Licensee Date Due

11/27/2009

CCR Complaint Status

Completed

Licensee Representative

Agent ID

Licensee Response Date

10/23/2009

Complaint Details

Reference Number

2009-0012068

Consumer Name

Representative Name

Energy Type

Electricity

Consumer Address

Representative Address

Account Number

Consumer Phone

Representative Phone

Consumer Email

Representative E-mail

Classification

Contract

Topic

Reaffirmation

Sub-Topic

Flow after told "no" during
reaffirmation

Synopsis

From: [REDACTED]
Sent: October 23, 2009 2:37 PM
To: ConsumerRelations
Subject: Fw: Complaint about Summitt Energy *** URGENT

Hello,
Can you please provide me with an update.

Best Regards,
[REDACTED]

----- Forwarded Message -----

From: [REDACTED]
To: consumerrelations@oeb.gov.on.ca
Sent: Tue, September 29, 2009 9:09:30 AM
Subject: Fw: Complaint about Summitt Energy
Hello OEB,

I just learned that last month I will pay \$60 more in my electricity bill because of this company.
No only the rates are higher, but I'm getting charge Provinvial Benefit.

Please I need your help. I can continue this way.
This people did lie and I'm paying more.. This is not ffair with new resident of Ontario.

Waiting for your feedbcak and assitance.

Best Regards,
[REDACTED]

----- Forwarded Message -----

From: [REDACTED]
To: consumerrelations@oeb.gov.on.ca
Sent: Tuesday, September 29, 2009 8:52:18 AM
Subject: Complaint about Summitt Energy
Please review this case.
I need you feedback as soon as possible.

Thanks. [REDACTED]

----- Forwarded Message -----

From: [REDACTED]
To: complains@oeb.gov.on.ca
Sent: Saturday, August 22, 2009 11:48:01 AM
Subject: Fw: Complain about Summitt Energy
Hello,
Please confirm if you receive my email.
Thanks.

----- Forwarded Message -----

From: [REDACTED]

To: complains@oeb.gov.on.ca
Sent: Wednesday, August 19, 2009 10:34:20 PM
Subject: Fw: Complain about Summitt Energy
Re-send

----- Forwarded Message -----

From: [REDACTED]
To: complains@oeb.gov.on.ca
Sent: Wednesday, August 19, 2009 10:32:41 PM
Subject: Complain about Summitt Energy
Dear Ontario Energy Board,

A few days ago I called your customer service center because I was part of a fraud by the company Simmitt Energy.

Your customer service agent told me to request copy of the records with them and send the information to you with the explanation for further review.

Please find attached copy of the Registration Form and the recording in their file.

I moved to Ontario in July 2008 and in November 2008 I received a visit from Mr. [REDACTED] who identified him self as Simmitt Energy "Part of the Ontario Energy Board - Price protection Program" and his job is to visit the new commerce and review and guarantee that the rates for energy and gas were correct to me because in many cases the charges are incorrect.

He asked me if they can see my bill.... When I showed him the records, He told me "" that I was paying higher rates and I should be paying lower rates and He will have to process a registration form because I probably will be eligible for reimbursement for the extra money I did pay and also for the better rate for future bills "" The form will go to the processing center and they will call me to confirm my information in order to process the application for the better rate and reimbursement. Of course I did the form.

As you can see in the information attached this is call Registration Form, but when I call them, they told me this is a contract agreement. This is unacceptable because they should told me and the form should be call the same.
apply for the better rate, etc.

After a few days I was called by the processing center and I confirmed that I met with their agent, but when they told me about agreements and prices agree I told him I don't recall those numbers and I had the forms in my house and when he asked me to "" Confirm the agreement responding Yes"" I never did it and it is in the record. I just told him that I confirm that I met with him and I did the form, but I never confirm " Yes". According with your agent I should be responding clear "Yes" to that question in order to have the new rates in place, but I never did it and I think this should be cancel.

They keep asking for that because they need it for Government verification, etc... , but I didn't confirm. I never receive further call or messages for this company, however in February 2009 I noticed an increased in charges and I called Milton Hydro and I Finally got and Idea about what Summitt did and their practice and unspeakable fraud.

All about their job and their forms was a lie and false information to make me sign the form and I don't think Canada and the Ontario Energy Board should allow this to continue. They used rates for other

seasons to make the current rates look higher and all the verification process, reimbursement was also a lie.

I have been paying for many months higher charges and I can't continue with this. My wife is not working and all extra money I pay for this fraud is making impossible for me to continue paying all my bills.. When I called to cancel their services, they asked me for over eight hundred dollars for that.

I asking you to review my case and please make Simmitt Energy to cancel my account and let me keep my house. Right now I have to re-negotiate with Scotiabank about my Mortgage because I need to skip two monthly payments in order to pay all bills until my wife find a job.

This is not a easy situation and I need your help. This is not correct.
Thanks for your time an understanding.

Waiting for your feedback.

[REDACTED]
[REDACTED]

Consumer wants the contract without penalty and to be reimburse

Consumer Resolution Requested

Cancel Contract Without Penalty

Privacy Consent

Approval to share info with OEB

Yes

Approval to share info with stakeholder

Yes

Approval to share info with 3rd party

No

Questions**Answers**

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.

The customer signed the contract on November 8, 2008.
The contract was reaffirmed on November 18, 2008.

Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.

Summitt Energy left a message for the customer on November 9, 2009 advising the customer Summitt Energy is looking into their complaint.

Provide explanation of why the issue was not resolved at the initial contact from the consumer.

On June 15, 2009 Summitt received an e mail from the customer requesting a copy of the contract and reaffirmation call.

On June 19, 2009 Summitt Energy mailed a copy of the contract and reaffirmation call to the customer.

On June 19, 2009 the customer contacted Summitt Energy to follow up on the contract and reaffirmation call request. The customer was advised it had been sent.

The licensee resolution including timing and method of communication with consumer.

Summitt Energy has cancelled the contract without penalty as per the customer's requested resolution.

Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.

Summitt Energy forwarded the complaint to the sales agent's manager for review and retraining purposes.

What is the timing for resolution to be implemented?

The contract was cancelled on November 26, 2009. It will take the utility 1-2 billing cycles to remove Summitt from the bill.

Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.

Summitt mailed the customer a cancellation letter on November 26, 2009.

Attach same copies as above to OEB.

Please see attached a copy of the contract, reaffirmation call and the cancellation letter.

Supporting Material

Licensee Closure

Resolution
Contract and Reaffirmation Valid

Action
Consumer Drop as Customer Service Gesture

CCR Completed By
Nmatadin

Reimbursement Amount

Additional Comments

TAB B-2

Consumer Complaint Response

2009-0008118

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

Agent Name**Date Received**

07/13/2009

Sent to Licensee Date

07/13/2009

Licensee Date Due

07/31/2009

CCR Complaint Status

Completed

Licensee Representative

Agent ID NC1721

Complaint Details

Reference Number

2009-0008118

Energy Type

Gas

Account Number**Consumer Name****Consumer Address****Consumer Phone****Consumer Email****Representative Name****Representative Address****Representative Phone****Representative E-mail****Classification**

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim utility representation

Synopsis

Caller says an agent from Summitt at her door on June 8, 2009, said he was with Union Gas and offered her a better rate. She says she was a new home owner at the time and the agent led her to believe his company was a division of Union Gas and that the previous owner already had a Summitt contract. He left her a copy of the contract but she did not read it immediately. She says she did say yes when the reaffirmation call came but since then Summitt has been trying to get the account number from her, because the agent had written it down incorrectly, but she has refused to give it to them. However, they have told her that it doesn't matter because the contract applies to the address.

Consumer Resolution Requested

Cancel Contract Without Penalty

Privacy Consent

Approval to share info with OEB Yes

Approval to share info with stakeholder Yes

Approval to share info with 3rd party No

Questions**Answers**

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.

The customer signed the contract on June 8, 2009. The contract was reaffirmed on June 18, 2009.

Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.

Summitt Energy left a message for the customer on July 14, 2009 advising the customer that Summitt is looking into their complaint.

Provide explanation of why the issue was not resolved at the initial contact from the consumer.

The customer contacted Summitt Energy on June 22, 2009 to provide their correct account number.

The licensee resolution including timing and method of communication with consumer.

Summitt Energy will cancel the contract as per the customer's requested resolution without penalty.

Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.

Summitt Energy has forwarded the complaint to the sales agent's manager for review and retraining purposes.

What is the timing for resolution to be implemented?

The customer's contract was cancelled on July 28, 2009. It will take 1-2 billing cycles for the utility to remove Summitt Energy from the utility bill.

Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.

Summitt Energy mailed the customer a cancellation letter on July 28, 2009.

Attach same copies as above to OEB.

Please see attached for a copy of the contract, reaffirmation call and the cancellation letter.

Supporting Material**Licensee Closure****Resolution**

Contract and Reaffirmation Valid

Action

Consumer Drop as Customer Service Gesture

CCR Completed By
Nmatadin

Reimbursement Amount

Additional Comments

Date Printed : September 07, 201
Time Printed: 12:17:09PM

Consumer Complaint Response

2009-0008758

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

CCR Complaint Status

Completed

Licensee Representative**Agent Name**

Agent ID NC1721

Date Received

07/29/2009

Sent to Licensee Date

07/29/2009

Licensee Date Due

08/19/2009

Licensee Response Date

08/13/2009

Complaint Details

Reference Number

2009-0008758

Consumer Name**Representative Name****Energy Type**

Gas

Consumer Address**Representative Address****Account Number**

39598451571588

Consumer Phone**Representative Phone****Consumer Email****Representative E-mail****Classification**

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim another retailer/marketer

Synopsis

Consumer states that yesterday evening around 5:30pm she was approached by a male agent.

The agent identified himself as being from Reliance Energy. The agent provided identification from Reliance. The identification was around the agent's neck. The agent spoke to consumer about her furnace and furnace maintenance and requested that consumer sign. Assuming that the agent was there about the furnace and keeping the plan (consumer has just moved into the home) consumer signed the form.

After the agent left, consumer reviewed the form(F950265) and realized she signed an agreement to purchase natural gas and hydro from Summit Energy. Consumer contacted Union Gas, who referred consumer to the OEB.

Consumer contacted Summit and requested cancellation. Consumer states that she was advised to send an e-mail. Consumer states that she sent three e-mails.

Consumer is very upset as the agent made no reference to Summit and provided no information regarding a gas supply contract or a hydro supply contract. Consumer is adamant that the agent spoke only of the furnace and the furnace maintenance.

Consumer Resolution Requested

Review Agent's Actions

Privacy Consent

Approval to share info with OEB Yes

Approval to share info with stakeholder Yes

Approval to share info with 3rd party No

Questions**Answers**

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.	The customer has not signed a contract with Summitt Energy.
Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.	Summitt Energy left a message for the customer on July 30, 2009 advising the customer that Summitt is looking into their complaint.
Provide explanation of why the issue was not resolved at the initial contact from the consumer.	The customer emailed Summitt on July 28, 2009 requesting cancellation. Summitt cancelled the contract on July 30, 2009.
The licensee resolution including timing and method of communication with consumer.	Summitt Energy cancelled the customer's contract after receiving an email on July 28, 2009 requesting cancellation. Summitt has forwarded the complaint to the sales agent's manager for review and retraining purposes.
Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.	See resolution with consumer.
What is the timing for resolution to be implemented?	The contract was immediately cancelled upon the customer's request. The customer sent an email on July 28, 2009. The contract was cancelled prior to reaffirmation.
Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.	Summitt Energy mailed the customer a cancellation letter on August 10, 2009.
Attach same copies as above to OEB.	Please see attached for a copy of the cancellation letter.

Supporting Material**Licensee Closure**

Resolution
Agent Conduct

Action
No Further Action

CCR Completed By
Nmatadin

Reimbursement Amount

Additional Comments

Date Printed : September 07, 201
Time Printed: 12:17:33PM

Consumer Complaint Response

2009-0008759

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

CCR Complaint Status

Completed

Licensee Representative**Agent Name**

[REDACTED]

Agent ID NC1721

Date Received

07/29/2009

Sent to Licensee Date

07/29/2009

Licensee Date Due

08/19/2009

Licensee Response Date

08/13/2009

Complaint Details

Reference Number

2009-0008759

Consumer Name

[REDACTED]

Representative Name**Energy Type**

Electricity

Consumer Address

[REDACTED]
[REDACTED]
[REDACTED]

Representative Address**Account Number****Consumer Phone**

[REDACTED]

Representative Phone**Consumer Email****Representative E-mail****Classification**

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim another retailer/marketer

Synopsis

Consumer states that yesterday evening around 5:30pm she was approached by a male agent.

the agent identified himself as being from Reliance Energy. The agent provided identification from Reliance. The identification was around the agent's neck. The agent spoke to consumer about her furnace and furnace maintenance and requested that consumer sign. Assuming that the agent was there about the furnace and keeping the plan (consumer has just moved into the home) consumer signed the form.

After the agent left, consumer reviewed the form(F950265) and realized she signed an agreement to purchase natural gas and hydro from Summit Energy. Consumer contacted Union Gas, who referred consumer to the OEB.

Consumer contacted Summit and requested cancellation. Consumer states that she was advised to send an e-mail. Consumer states that she sent three e-mails.

Consumer is very upset as the agent made no reference to Summit and provided no information regarding a gas supply contract or a hydro supply contract. Consumer is adamant that the agent spoke only of the furnace and the furnace maintenance.

Consumer Resolution Requested

Review Agent's Actions

Privacy Consent

Approval to share info with OEB Yes

Approval to share info with stakeholder Yes

Approval to share info with 3rd party No

Questions**Answers**

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.

The customer has not signed a contract with Summitt Energy.

Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.

Summitt Energy left a message for the customer on July 30, 2009 advising the customer that Summitt is looking into their complaint.

Provide explanation of why the issue was not resolved at the initial contact from the consumer.

The customer emailed Summitt on July 28, 2009 requesting cancellation. Summitt cancelled the contract on July 30, 2009.

The licensee resolution including timing and method of communication with consumer.

Summitt Energy cancelled the customer's contract after receiving an email on July 28, 2009 requesting cancellation. Summitt has forwarded the complaint to the sales agent's manager for review and retraining purposes.

Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.

See resolution with consumer.

What is the timing for resolution to be implemented?

The contract was immediately cancelled upon the customer's request. The customer sent an email on July 28, 2009. The contract was cancelled prior to reaffirmation.

Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.

Summitt Energy mailed the customer a cancellation letter on August 10, 2009.

Attach same copies as above to OEB.

Please see attached for a copy of the cancellation letter.

Supporting Material**Licensee Closure**

Resolution
Agent Conduct

Action
No Further Action

CCR Completed By
Nmatadin

Reimbursement Amount

\dditional Comments

Consumer Complaint Response

2009-0010509

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

CCR Complaint Status

Completed

Licensee Representative**Agent Name**

[REDACTED]

Agent ID NC1721

Date Received

09/25/2009

Sent to Licensee Date

09/25/2009

Licensee Date Due

10/16/2009

Licensee Response Date

10/05/2009

Complaint Details

Reference Number

2009-0010509

Consumer Name

[REDACTED]

Representative Name**Energy Type**

Gas

Consumer Address

[REDACTED]
[REDACTED]
[REDACTED]

Representative Address**Account Number**

39984481883560

Consumer Phone

[REDACTED]

Representative Phone**Consumer Email****Representative E-mail****Classification**

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim utility representation

Synopsis

Caller says yesterday an agent from Summitt told her that he was with Union Gas and that Summitt supplied Union Gas and tried to get her to sign a contract. She says she asked him several times whether he was with Union Gas and he repeated the lie several times. She says she called Union Gas and they confirmed that the agent was not representing them. She says she is a new home owner and the agent was very pushy and started to write down her personal information. She had to stop the conversation. She had asked him for ID and he showed her his Summitt ID. She told him that it was not a Union Gas ID and that was when he said both companies worked together and tried to get her account number from her bill but she took it back from her.

Consumer Resolution Requested

Review Agent's Actions

Privacy Consent

Approval to share info with OEB Yes

Approval to share info with stakeholder Yes

Approval to share info with 3rd party No

Questions**Answers**

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.	The customer did not sign a contract with Summitt Energy.
Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.	Summitt Energy left a message for the customer on September 28, 2009 advising the customer that Summitt is looking into their complaint.
Provide explanation of why the issue was not resolved at the initial contact from the consumer.	The customer has not contacted Summitt to resolve their issue.
The licensee resolution including timing and method of communication with consumer.	Summitt Energy has identified the agent and will forward the complaint to the sales agent's manager for review and retraining purposes.
Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.	See resolution with consumer.
What is the timing for resolution to be implemented?	The complaint was forwarded to the sales agent's manager on October 1, 2009.
Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.	No material to send to the customer.
Attach same copies as above to OEB.	No material to upload.

Supporting Material**Licensee Closure**

Resolution
Agent Conduct

Action
No Further Action

CCR Completed By
Nmatadin

Reimbursement Amount

\dditional Comments

Consumer Complaint Response

2009-0010788

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

CCR Complaint Status

Completed

Licensee Representative**Agent Name**

[REDACTED]

Agent ID NC1721

Date Received

10/01/2009

Sent to Licensee Date

10/01/2009

Licensee Date Due

10/22/2009

Licensee Response Date

10/19/2009

Complaint Details

Reference Number

2009-0010788

Consumer Name

[REDACTED]

Representative Name**Energy Type**

Gas

Consumer Address

[REDACTED]
[REDACTED]
[REDACTED]

Representative Address**Account Number**

39766542460336

Consumer Phone

[REDACTED]

Representative Phone**Consumer Email****Representative E-mail****Classification**

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim utility representation

Synopsis

Related:2009-0010790

Caller says a Summitt agent at his door on September 19, 2009, told him that the previous owner of his home had signed a seven-year contract, of which they had only used about two years, so he should sign for the remaining five years. He told the consumer that the money was already paid and all he needed to do was sign and he would get it for five years. The agent also said that Summitt was a part of Union Gas and Milton Hydro. The customer signed the document and only read it after the agent had left. He called Union Gas today, October 1, and was referred to the Board. In the meantime, Summitt has been calling him and left him messages that they were going to take over both his gas and hydro accounts, although he had only signed for gas. He actually spoke to Summitt some time yesterday and told the female representative that he could not give her an answer because he didn't have the paperwork.

Consumer Resolution Requested

Cancel Contract Without Penalty

Privacy Consent

Approval to share info with OEB Yes
Approval to share info with stakeholder Yes
Approval to share info with 3rd party No

Questions

Answers

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.

The contract was signed on September 19, 2009. The customer declined the reaffirmation on October 3, 2009.

Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.

Summitt Energy attempted to contact the customer on October 6, 2009, but was unable to get through. No voice mail was available.

Provide explanation of why the issue was not resolved at the initial contact from the consumer.

No prior action was taken to resolve this issue.

The licensee resolution including timing and method of communication with consumer.

Summitt Energy has cancelled the contract as per the customers request during reaffirmation. The contract did not flow with Summitt Energy.

Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.

Summitt Energy forwarded the complaint to the sales agent's manager for review and retraining purposes.

What is the timing for resolution to be implemented?

The contract was cancelled during the reaffirmation call.

Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.

Summitt Energy mailed the customer a cancel letter on October 6, 2009.

Attach same copies as above to OEB.

Please see attached a copy of the contract, reaffirmation call and cancellation letter.

Supporting Material

Licensee Closure

Resolution

Contract and Reaffirmation Valid

Action

Account Cancelled PreFlow

CCR Completed By
LMcIntyre

Reimbursement Amount

Additional Comments

Consumer Complaint Response

2009-0010790

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

CCR Complaint Status

Completed

Licensee Representative

Agent Name

[REDACTED]

Agent ID NC1721

Date Received

10/01/2009

Sent to Licensee Date

10/01/2009

Licensee Date Due

10/22/2009

Licensee Response Date

10/19/2009

Complaint Details

Reference Number

2009-0010790

Consumer Name

[REDACTED]

Representative Name

Energy Type

Electricity

Consumer Address

[REDACTED]
[REDACTED]
[REDACTED]

Representative Address

Account Number

11760907

Consumer Phone

[REDACTED]

Representative Phone

Consumer Email

Representative E-mail

Classification

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim utility representation

Synopsis

Related: 2009-0010788

Caller says a Summitt agent at his door on September 19, 2009, told him that the previous owner of his home had signed a seven-year contract, of which they had only used about two years, so he should sign for the remaining five years. He told the consumer that the money was already paid and all he needed to do was sign and he would get it for five years. The agent also said that Summitt was a part of Union Gas and Milton Hydro. The customer signed the document and only read it after the agent had left. He called Union Gas today, October 1, and was referred to the Board. In the meantime, Summitt has been calling him and left him messages that they were going to take over both his gas and hydro accounts, although he had only signed for gas. He actually spoke to Summitt some time yesterday and told the female representative that he could not give her an answer because he didn't have the paperwork.

Consumer Resolution Requested

Cancel Contract Without Penalty

Privacy Consent

Approval to share info with OEB Yes

Approval to share info with stakeholder Yes

Approval to share info with 3rd party No

Questions

Answers

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.

The contract was signed on September 19, 2009. The customer declined the reaffirmation on October 3, 2009.

Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.

Summitt Energy attempted to contact the customer on October 6, 2009, but was unable to get through. No voice mail was available.

Provide explanation of why the issue was not resolved at the initial contact from the consumer.

No prior action was taken to resolve this issue

The licensee resolution including timing and method of communication with consumer.

Summitt Energy has cancelled the contract as per the customers request during reaffirmation. The contract did not flow with Summitt Energy.

Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.

Summitt Energy forwarded the complaint to the sales agent's manager for review and retraining purposes.

What is the timing for resolution to be implemented?

The contract was cancelled during the reaffirmation call.

Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.

Summitt Energy mailed the customer a cancel letter on October 6, 2009

Attach same copies as above to OEB.

Please see attached a copy of the contract, reaffirmation call and cancellation letter.

Supporting Material

Licensee Closure

Resolution

Contract and Reaffirmation Valid

Action

Account Cancelled PreFlow

CCR Completed By
LMcIntyre

Reimbursement Amount

Additional Comments

Consumer Complaint Response

2009-0012285

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

CCR Complaint Status

Completed

Licensee Representative

Agent Name [REDACTED]

Agent ID NC1721

Date Received

11/04/2009

Sent to Licensee Date

11/04/2009

Licensee Date Due

11/25/2009

Licensee Response Date

11/25/2009

Complaint Details

Reference Number

2009-0012285

Consumer Name

[REDACTED]

Representative Name**Energy Type**

Gas

Consumer Address

[REDACTED]
[REDACTED]
[REDACTED]

Representative Address**Account Number****Consumer Phone**

[REDACTED]

Representative Phone**Consumer Email****Representative E-mail****Classification**

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim utility representation

Synopsis

Consumer had an agent at her door three weeks ago around Oct.14/2009. Agent said he was from Union gas and he misled consumer into believing that they have to sign a contract in order to save alot of money because the gas rates will go up. Consumer being a new home owner believed him so he sign the contract but when she signed the agreement she saw Summit Energy's name on the form and asked the agent why the contract is under that name if he is from Union Gas. The agent responded saying that he work for Union but Summit Energy is Union Gas provider for gas so consumer signed and reffirmed it over the phone. Consumer now finds herself in a situation where she is unable to afford the rate Summit Energy is billing her for the supply of gas and her bill has increase ever since SE became her supplier. She wish to cancel her contract without any penalty fee because even the fee is too much for her to afford to pay.

Consumer Resolution Requested

Cancel Contract Without Penalty

Privacy Consent

Approval to share info with OEB Yes

Approval to share info with stakeholder Yes

Approval to share info with 3rd party No

Questions**Answers**

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.	The customer signed the contract on October 14, 2009. The contract was reaffirmed on October 24, 2009. The flow start date of the gas contract is on January 1, 2010.
Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.	Summitt left a message for the customer on November 5, 2009 advising the customer that Summitt is looking into their complaint.
Provide explanation of why the issue was not resolved at the initial contact from the consumer.	<p>The customer contacted Summitt on November 4, 2009 requesting to cancel the contract.</p> <p>Summitt mailed the customer an exit fee letter on November 4, 2009.</p> <p>The customer requested a copy of their contract and reaffirmation call on November 4, 2009.</p> <p>Summitt mailed the customer a copy of their contract on November 4, 2009.</p> <p>On November 12, 2009 Summitt mailed the customer a copy of their reaffirmation call.</p>
The licensee resolution including timing and method of communication with consumer.	Summitt has cancelled the contract without penalty as per the customer's request. The customer has not started flowing with Summitt.
Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.	Summitt forwarded the complaint to the sales agent's manager for review and retraining purposes.
What is the timing for resolution to be implemented?	The contract was cancelled on November 25, 2009. The contract was cancelled prior to flow.
Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.	Summitt has mailed the customer on November 25, 2009 a cancellation letter.
Attach same copies as above to OEB.	See attached for a copy of the contract, reaffirmation call and cancellation letter.

Supporting Material

Licensee Closure

Resolution

Contract and Reaffirmation Valid

Action

Account Cancelled PreFlow

CCR Completed By

Nmatadin

Reimbursement Amount**Additional Comments**

Consumer Complaint Response

2009-0014769

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

CCR Complaint Status

Completed

Licensee Representative**Agent Name**

Agent ID NC1721

Date Received

12/24/2009

Sent to Licensee Date

12/29/2009

Licensee Date Due

01/19/2010

Licensee Response Date

01/19/2010

Complaint Details

Reference Number

2009-0014769

Consumer Name

[REDACTED]

Representative Name**Energy Type**

Gas

Consumer Address

[REDACTED]

Representative Address**Account Number**

[REDACTED]

Consumer Phone

[REDACTED]

Representative Phone**Consumer Email**

[REDACTED]

Representative E-mail**Classification**

Agent Conduct

Topic

Misrepresentation of price

Sub-Topic

Guarantee of savings

Synopsis

Preferred Communication Method: E-mail

Utility: Union Gas

Marketer/Retailer: Summitt Energy

Best time to reach: No Preference

In January of 2009 a man came into my home representative number NC1721 and gave myself and husband a sales pitch about energy prices and wondering why we were not on the price protection plan. He had a copy of a Union Gas bill with him and told us that if we signed with him we would always pay a lower rate. That the only way the Summitt Energy price protection plan pricing would be in effect would be if the price of Union Gas was higher. He even went so far as to say that when our monthly bill came we would see both the Union Gas price and the Summitt Energy price. So we signed. Of course when I received the phone call for re affirmation the woman on the phone said that I was signing up for Gas and Hydro. When she said that I became so flustered that I was more concerned about her making sure that I was not signed up for hydro that I can't remember if she did in fact re confirm what the sales man said at my door. Because we had received a credit from Union Gas I realize that I should have looked much more closely at my bill, but did not because I went for approx. 4 months without having to pay. I looked at my last bill and realized that there is not two different sections with the individual pricing that had been promised by the salesman. I called Summitt Energy last night December 23 2009 and was basically laughed at. I was told why on earth would I be paying the lower Union Gas price and that it would cost my approximately \$800 including tax to get out of my contract. I have asked them to get the recording of the phone call re affirming and I asked to have the information on Tuesday. I was told that they will not likely have the information available but I do believe they should have

everything available by then even though it is the holidays it is not an unusual request. I am sure I am not the first person nor will I be the last one who has asked to have a recording of this. Even though Summitt Energy has been completely awful to deal with over the phone I am still optimistic that there some companies out there who actually do stand behind what their salesman say instead of saying oh well they lied and you have no recourse and we don't care.

I would like to know what happens

after I cancel my contract with them. Once the exit fee is paid if applicable can they continue to put their name on my bill? Would I need to contract Union Gas to re affirm that I want them off of my bill? I do know that you most likely can't answer these questions and that I should be directing these to Union Gas, however I would like to thank you in advance to reading this and I am hoping that my bad experience with educate others. Or at least give someone a laugh!

I sincerley

hope that you and yours have a very joyous holiday season and prosperous New Year.

Thank you

Primary Account Number:

Consumer Resolution Requested

Review Agent's Actions

Privacy Consent

Approval to share info with OEB Yes

Approval to share info with stakeholder Yes

Approval to share info with 3rd party Yes

Questions**Answers**

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.	Sign date: January 30, 2009 Reaff date: February 9, 2009 Flow start date: May 1, 2009
Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.	Summitt left a message for the customer on December 30, 2009 advising the customer that Summitt is looking into their complaint.
Provide explanation of why the issue was not resolved at the initial contact from the consumer.	On December 23, 2009 the customer contacted Summitt requesting cancelation. Summitt mailed the customer an exit fee letter on December 31, 2009. Summitt mailed the customer another exit fee letter on January 13, 2010.
The licensee resolution including timing and method of communication with consumer.	Summitt has forwarded the complaint to the sales agent's manager for review and retraining purposes.
Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.	See resolution with consumer.
What is the timing for resolution to be implemented?	The contract is currently flowing with Summitt. The customer will be responsible for an early exit fee, should he choose to proceed with cancellation.
Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.	Summitt emailed the customer a copy of the contract and reaffirmation call on January 19, 2010.
Attach same copies as above to OEB.	See attached for a copy of the contract, reaffirmation call and exit fee letter.

Supporting Material

Licensee Closure**Resolution**

Contract and Reaffirmation Valid

Action

No Further Action

CCR Completed By

Nmatadin

Reimbursement Amount**Additional Comments**

Consumer Complaint Response

2010-0002637

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

Agent Name [REDACTED]

Date Received

02/10/2010

Sent to Licensee Date

02/10/2010

Licensee Date Due

03/03/2010

CCR Complaint Status

Completed

Licensee Representative

Agent ID NC1721

Licensee Response Date

03/03/2010

Complaint Details

Reference Number

2010-0002637

Energy Type

Electricity

Consumer Name

[REDACTED]

Consumer Address

[REDACTED]

Representative Name

Representative Address

Account Number

Consumer Phone

[REDACTED]

Consumer Email

Representative Phone

Representative E-mail

Classification

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim utility representation

Synopsis

This consumer signed a contract in Jan/2009 when an agent came to his door. The consumer and his wife bought a house in Sep/2008 but didn't move in until Mar/2009.

The agent claimed he represented the LDC and he was there to give a price discount because the consumers were new homeowners. The agent told him that he would save 20% on energy costs by signing the agent's form; he also said there was no penalty to switch to the local utility.

When the consumer heard "switch to the local utility," he questioned the agent and asked him to clarify whether he was part of the LDC or not. The agent replied, "Yes, but there are lots of utility companies."

During the visit, the consumer claimed, the agent never identified himself as being from Summitt and did not display any identification. He wore a construction vest and appeared to be a utility representative.

The consumers did not even realize that they signed for electricity because their conversation with the agent was solely regarding their natural gas supply.

The consumer stated that Summitt's practices are not a good way to do business and through his independent research, he learned there were many individuals in the same predicament.

He asserted that the cancellation charges were too high. He already paid SE \$1200 in 2009 and did not believe he should owe them another \$1500 because he was misled when he signed the contract.

Consumer Resolution Requested

Cancel Contract Without Penalty

Privacy Consent

Approval to share info with OEB Yes

Approval to share info with stakeholder Yes

Approval to share info with 3rd party No

Questions**Answers**

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.	Contract Signed Date: 01/02/2009 Contract Reaffirmation date: 01/12/2009 Gas flow date: 03/01/2009 Electricity flow date: 03/03/2009
Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.	Summitt left a message for the customer on February 12, 2010 notifying the customer that their complaint had been received.
Provide explanation of why the issue was not resolved at the initial contact from the consumer.	Customer called Summitt on November 27, 2009 requesting to cancel the account. Summitt advised the customer that the account would be reviewed and exit fees may apply. Summitt sent the customer an exit fee letter on December 7, 2009. Customer called Summitt on December 8, 2009 requesting a copy of the reaffirmation call. Summitt emailed the customer a copy of the reaffirmation call on December 10, 2009. Customer called Summitt on February 5, 2010 inquiring about cancellation. Summitt advised the customer of the exit fees that would apply. Customer requested that the reaffirmation call and exit fee letter be emailed to them on February 9, 2010. Summitt emailed the customer the reaffirmation call and exit fee letter on February 11, 2010.
The licensee resolution including timing and method of communication with consumer.	Summitt is of the opinion that the reaffirmation call and contract is valid. The customer confirmed that a copy of the contract and brochure which outlines the terms and conditions of the contract was left with them. If the customer wishes to cancel the contract, exit fees would apply.
Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.	Summitt sent a copy of the complaint to the sale agent's manager for review and for retraining purposes.
What is the timing for resolution to be implemented?	The customer's account is currently flowing with Summitt.

Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.

Summitt emailed the customer a copy of their contract and exit fee letter on March 3, 2010. The customer was emailed a copy of their reaffirmation call on February 11, 2010.

Attach same copies as above to OEB.

Please see attached for a copy of the contract, reaffirmation call, exit fee letters and email correspondence with the customer.

Supporting Material

4163162399_KObese-jecty_090112_113630.MP3

CD_F696050_20091207084331.PDF

CD_F696050_20100211114054.PDF

CD_F696050_20100303095120.PDF

ES_F696050_200912101438.pdf

ES_F696050_20100211.pdf

F696050.jpg

Licensee Closure

Resolution

Contract and Reaffirmation Valid

Action

No Further Action

CCR Completed By

cblackett

Reimbursement Amount

Additional Comments

Date Printed : September 07, 201
Time Printed: 12:20:28PM

Consumer Complaint Response

2010-0002640

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

CCR Complaint Status

Completed

Licensee Representative**Agent Name**

Agent ID NC1721

Date Received

02/10/2010

Sent to Licensee Date

02/10/2010

Licensee Date Due

03/03/2010

Licensee Response Date

03/03/2010

Complaint Details

Reference Number

2010-0002640

Consumer Name**Representative Name****Energy Type**

Gas

Consumer Address**Representative Address****Account Number****Consumer Phone****Representative Phone****Consumer Email****Representative E-mail****Classification**

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim utility representation

Synopsis

This consumer signed a contract in Jan/2009 when an agent came to his door. The consumer and his wife bought a house in Sep/2008 but didn't move in until Mar/2009.

The agent claimed he represented the LDC and he was there to give a price discount because the consumers were new homeowners. The agent told him that he would save 20% on energy costs by signing the agent's form; he also said there was no penalty to switch to the local utility.

When the consumer heard "switch to the local utility," he questioned the agent and asked him to clarify whether he was part of the LDC or not. The agent replied, "Yes, but there are lots of utility companies."

During the visit, the consumer claimed, the agent never identified himself as being from Summitt and did not display any identification. He wore a construction vest and appeared to be a utility representative.

The consumer stated that Summitt's practices are not a good way to do business and through his independent research, he learned there were many individuals in the same predicament.

He asserted that the cancellation charges were too high. He already paid SE \$1200 in 2009 and did not believe he should owe them another \$1500 because he was mislead when he signed the contract.

Consumer Resolution Requested

Cancel Contract Without Penalty

Privacy Consent

Approval to share info with OEB Yes

Approval to share info with stakeholder Yes

Approval to share info with 3rd party No

Questions

Answers

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.

Contract Signed Date: 01/02/2009
Contract Reaffirmation date: 01/12/2009
Gas flow date: 03/01/2009
Electricity flow date: 03/03/2009

Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.

Summitt left a message for the customer on February 12, 2010 notifying the customer that their complaint had been received.

Provide explanation of why the issue was not resolved at the initial contact from the consumer.

Customer called Summitt on November 27, 2009 requesting to cancel the account. Summitt advised the customer that the account would be reviewed and exit fees may apply.

Summitt sent the customer an exit fee letter on December 7, 2009.

Customer called Summitt on December 8, 2009 requesting a copy of the reaffirmation call.

Summitt emailed the customer a copy of the reaffirmation call on December 10, 2009.

Customer called Summitt on February 5, 2010 inquiring about cancellation. Summitt advised the customer of the exit fees that would apply.

Customer requested that the reaffirmation call and exit fee letter be emailed to them on February 9, 2010.

Summitt emailed the customer the reaffirmation call and exit fee letter on February 11, 2010.

The licensee resolution including timing and method of communication with consumer.

Summitt is of the opinion that the reaffirmation call and contract is valid. The customer confirmed that a copy of the contract and brochure which outlines the terms and conditions of the contract was left with them. If the customer wishes to cancel the contract, exit fees would apply.

Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.

Summitt sent a copy of the complaint to the sale agent's manager for review and for retraining purposes.

What is the timing for resolution to be implemented?

The customer's account is currently flowing with Summitt.

Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.

Attach same copies as above to OEB.

Summitt emailed the customer a copy of their contract and exit fee letter on March 3, 2010. The customer was emailed a copy of their reaffirmation call on February 11, 2010.

Please see attached for a copy of the contract, reaffirmation call, exit fee letters and email correspondence with the customer.

Supporting Material

4163162399_KObese-jecty_090112_113630.MP3

CD_F696050_20091207084331.PDF

CD_F696050_20100211114054.PDF

CD_F696050_20100303095120.PDF

ES_F696050_200912101438.pdf

ES_F696050_20100211.pdf

F696050.jpg

Licensee Closure

Resolution

Contract and Reaffirmation Valid

Action

No Further Action

CCR Completed By

cblackett

Reimbursement Amount

Additional Comments

Date Printed : September 07, 201
Time Printed: 12:46:35PM

Consumer Complaint Response

2010-0003556

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

Agent Name**Date Received**

02/24/2010

Sent to Licensee Date

02/24/2010

Licensee Date Due

03/17/2010

CCR Complaint Status

Completed

Licensee Representative

Agent ID NC1721

Complaint Details

Reference Number

2010-0003556

Energy Type

Gas

Account Number

40337831707433

Consumer Name**Consumer Address****Consumer Phone****Consumer Email****Representative Name****Representative Address****Representative Phone****Representative E-mail****Classification**

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim utility representation

Synopsis

Consumer said that an agent came at the door on February 24th, 2009 on behalf on Union gas. According to customer, the agent requested details regarding her gas. Consumer said that the agent offered a guarantee of savings and asked consumer to sign a form, without specifying that it was a binding document.

Consumer found that she has been misled by the agent regarding his identity and the nature of the document she signed.

Consumer wants to cancel the contract without penalty.

Consumer Resolution Requested

Cancel Contract Without Penalty

Privacy Consent

Approval to share info with OEB Yes

Approval to share info with stakeholder Yes

Approval to share info with 3rd party No

Questions**Answers**

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.

Contract Signed Date: 02/24/2010
Account was cancelled prior to reaffirmation and flow.

Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.

Summitt left a message for the customer on February 25, 2010 advising that their complaint had been received.

Provide explanation of why the issue was not resolved at the initial contact from the consumer.

Customer emailed Summitt on February 24, 2010 requesting cancellation.

Summitt cancelled the customer's contract on February 26, 2010 and emailed the customer confirmation.

The licensee resolution including timing and method of communication with consumer.

Summitt cancelled the customer's contract without penalty. The customer cancelled within the 10 day cooling-off period.

Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.

Summitt forwarded a copy of this complaint to the sale agent's manager for review and for further training.

What is the timing for resolution to be implemented?

Summitt cancelled the customer's contract on February 26, 2010. The cancellation took immediate effect.

Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.

Summitt mailed the customer a cancellation letter on March 15, 2010. It may take the customer 5-7 days to receive it.

Attach same copies as above to OEB.

Please see attached for a copy of the contract, cancellation email and cancellation letter. The account was cancelled prior to reaffirmation.

Supporting Material

CA_F1094325_20100315094814.PDF

ES_F1094325_20100226.pdf

F1094325.jpg

Licensee Closure**Resolution**

Contract and Reaffirmation Valid

Action

Account Cancelled PreFlow

CCR Completed By

cblackett

Reimbursement Amount**Additional Comments**

Consumer Complaint Response

2010-0003891

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

CCR Complaint Status

Completed

Licensee Representative**Agent Name**

Agent ID NC1721

Date Received

03/03/2010

Sent to Licensee Date

03/03/2010

Licensee Date Due

03/24/2010

Licensee Response Date

03/24/2010

Complaint Details

Reference Number

2010-0003891

Consumer Name**Representative Name****Energy Type**

Gas

Consumer Address**Representative Address****Account Number**

39728522530034

Consumer Phone**Representative Phone****Consumer Email****Representative E-mail****Classification**

Contract

Topic

Reaffirmation

Sub-Topic

Flow without reaffirmation

Synopsis

Related:2010-0003896

Daller says his wife, who speaks little English, was approached on August 28, 2009 by a Summitt agent who said he was with Union Gas and that the previous owner of the house had a contract with his company and she should just renew it. The consumer signed the document that the agent asked her to sign. He left her a copy of the document which turned out to be a contract for gas and electricity, even though he only spoke about gas. The contract also does not have the hydro account number. The complainant says he only found out about it after noticing that his bills were increasing and found the contract that his wife had signed. He spoke to her about it and she told him what the agent had said but she never got a reaffirmation call. She called Summitt February 21 to cancel the contract but they were rude to her and hung up on her. The complainant called them himself but they have not sent him any documentation yet. He says he visited Milton Hydro today and was referred to the OEB.

Consumer Resolution Requested

Cancel Contract Without Penalty

Privacy Consent

Approval to share info with OEB Yes

Approval to share info with stakeholder Yes

Approval to share info with 3rd party No

Questions

Answers

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.

Contract Signed Date: 08/20/2009
Contract Reaffirmation date: 09/16/2009
Gas flow date: 12/01/2009
Electricity flow date: 10/27/2009

Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.

Summitt left the customer a message on March 4, 2010 notifying them that their complaint had been received.

Provide explanation of why the issue was not resolved at the initial contact from the consumer.

Customer's wife called Summitt on February 16, 2010 requesting cancellation.

Customer called Summitt on February 16, 2010 requesting cancellation. Summitt advised the customer the account would be reviewed.

Summitt sent the customer an exit fee letter on February 23, 2010.

Customer called Summitt on February 25, 2010 requesting cancellation and was advised of the exit fees.

Summitt called the customer on March 5, 2010 and played the reaffirmation call for the customer.

Customer requested an exit fee letter on March 6, 2010. Customer called Summitt on March 6, 2010 and requested a copy of the contract.

Summitt sent the customer a copy of the contract on March 6, 2010.

Summitt sent the customer a finalization letter on March 17, 2010 for the electricity account.

The licensee resolution including timing and method of communication with consumer.

Summitt is of the opinion that the contract is valid. The customer confirmed that a copy of the contract and brochure which outlines the terms and conditions of the contract was left behind on the reaffirmation call. The brochure outlines the cancellation options. If the customer wishes to cancel the contract, exit fees would apply.

Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.

Summitt forwarded a copy of this complaint to the sales agent's manager for review and retraining purposes.

What is the timing for resolution to be implemented?

The customer's account is currently flowing with Summitt.

Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.

Summitt sent the customer a copy of their contract, reaffirmation call and exit fee letter on March 24, 2010. It may take the customer 5-7 days to receive it in the mail.

Attach same copies as above to OEB.

Please see attached for a copy of the contract, reaffirmation call, copy of contract letter, finalization letter and exit fee letters.

Supporting Material

9058643382_kolds_090916_151921.MP3

CC_F951011_20100308083616.PDF

CD_F951011_20100223103514.PDF

CD_F951011_20100308094541.PDF

CD_F951011_20100324034230.PDF

F951011.jpg

FR_F951011_20100318094001.PDF

Licensee Closure

Resolution

Contract and Reaffirmation Valid

Action

No Further Action

CCR Completed By

cblackett

Reimbursement Amount

Additional Comments

Consumer Complaint Response

2010-0003896

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

Agent Name**Date Received**

03/03/2010

Sent to Licensee Date

03/03/2010

Licensee Date Due

03/24/2010

CCR Complaint Status

Completed

Licensee Representative

Agent ID NC1721

Complaint Details

Reference Number

2010-0003896

Energy Type

Electricity

Consumer Name**Consumer Address****Consumer Phone****Consumer Email****Representative Name****Representative Address****Representative Phone****Representative E-mail****Classification**

Contract

Topic

Reaffirmation

Sub-Topic

Flow without reaffirmation

Synopsis

Related:2010-0003891

Caller says his wife, who speaks little English, was approached on August 28, 2009 by a Summitt agent who said he was with Union Gas and that the previous owner of the house had a contract with his company and she should just renew it. The consumer signed the document that the agent asked her to sign. He left her a copy of the document which turned out to be a contract for gas and electricity, even though he only spoke about gas. The contract also does not have the hydro account number. The complainant says he only found out about it after noticing that his bills were increasing and found the contract that his wife had signed. He spoke to her about it and she told him what the agent had said but she never got a reaffirmation call. She called Summitt February 21 to cancel the contract but they were rude to her and hung up on her. The complainant called them himself but they have not sent him any documentation yet. He says he visited Milton Hydro today and was referred to the OEB.

Consumer Resolution Requested

Cancel Contract Without Penalty

Privacy Consent

Approval to share info with OEB Yes
Approval to share info with stakeholder Yes
Approval to share info with 3rd party No

Questions

Answers

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.

Contract Signed Date: 08/20/2009
Contract Reaffirmation date: 09/16/2009
Gas flow date: 12/01/2009
Electricity flow date: 10/27/2009

Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.

Summitt left the customer a message on March 4, 2010 notifying them that their complaint had been received.

Provide explanation of why the issue was not resolved at the initial contact from the consumer.

Customer's wife called Summitt on February 16, 2010 requesting cancellation.

Customer called Summitt on February 16, 2010 requesting cancellation. Summitt advised the customer the account would be reviewed.

Summitt sent the customer an exit fee letter on February 23, 2010.

Customer called Summitt on February 25, 2010 requesting cancellation and was advised of the exit fees.

Summitt called the customer on March 5, 2010 and played the reaffirmation call for the customer.

Customer requested an exit fee letter on March 6, 2010. Customer called Summitt on March 6, 2010 and requested a copy of the contract.

Summitt sent the customer a copy of the contract on March 6, 2010.

Summitt sent the customer a finalization letter on March 17, 2010 for the electricity account.

The licensee resolution including timing and method of communication with consumer.

Summitt is of the opinion that the contract is valid. The customer confirmed that a copy of the contract and brochure which outlines the terms and conditions of the contract was left behind on the reaffirmation call. The brochure outlines the cancellation options. If the customer wishes to cancel the contract, exit fees would apply.

Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.

Summitt forwarded a copy of this complaint to the sales agent's manager for review and retraining purposes.

What is the timing for resolution to be implemented?

The customer's account is currently flowing with Summitt.

Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.

Summitt sent the customer a copy of their contract, reaffirmation call and exit fee letter on March 24, 2010. It may take the customer 5-7 days to receive it in the mail.

Attach same copies as above to OEB.

Please see attached for a copy of the contract, reaffirmation call, copy of contract letter, finalization letter and exit fee letters.

Supporting Material

9058643382_kolds_090916_151921.MP3

CC_F951011_20100308083616.PDF

CD_F951011_20100223103514.PDF

CD_F951011_20100308094541.PDF

CD_F951011_20100324034230.PDF

F951011.jpg

FR_F951011_20100318094001.PDF

Licensee Closure

Resolution

Contract and Reaffirmation Valid

Action

No Further Action

CCR Completed By

cblackett

Reimbursement Amount

Additional Comments

Consumer Complaint Response

2010-0006262

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

CCR Complaint Status

Completed

Licensee Representative**Agent Name**

[REDACTED]

Agent ID NC1721

Date Received

04/19/2010

Sent to Licensee Date

04/19/2010

Licensee Date Due

05/10/2010

Licensee Response Date

05/10/2010

Complaint Details

Reference Number

2010-0006262

Consumer Name

[REDACTED]

Representative Name**Energy Type**

Gas

Consumer Address

[REDACTED]

Representative Address**Account Number**

371-7580 260-4866

Consumer Phone

[REDACTED]

Representative Phone**Consumer Email**

[REDACTED]

Representative E-mail**Classification**

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim utility representation

Synopsis

Preferred Communication Method: E-mail

Utility: Union Gas

Marketer/Retailer: Summitt Energy LP

Best time to reach: No Preference

I was approached by their salesman with in a week or two of moving into my new home. He (Mark Golybey) presented himself as a rep of Union Gas who was here to ensure they have all the correct information on file and needed me to sign something that the previous owners have purchased from UNION GAS but was transferable to me. He made no mention of Summit Energy or the rate increase. I signed without reading the fine print as at the time I had guests over and thought nothing of it since he said he was from our provider Union Gas. He did not go through any of the details of what I was signing. He plain out lied to me and misrepresented himself. I only found out that UNION GAS is not my supplier through a conversation with someone who experienced a similar scam. This entire time my bills were from UNION GAS with only a small print indication of who the supplier is at the back of the bill. I know that I signed a contract and that I am liable but at the same time I hope that a governing board such as OEB is there to protect consumers especially when they have been illegally (through misrepresentation) lured into a contract. I would like to with your help get out of this contract that otherwise expires in September 2014. I would be more excepting of this contract had the person at my door presented himself as a rep of SUMMITT ENERGY instead he lied and I believed him. Thank you for taking the time to read this and I hope that you can help me. In the very least please let me know what my rights are and how I can get out of this contract even if penalties are involved. Primary Account Number: 371-7580 260-4866

Consumer Resolution Requested

Cancel Contract Without Penalty

Privacy Consent

Approval to share info with OEB Yes

Approval to share info with stakeholder Yes

Approval to share info with 3rd party Yes

Questions**Answers**

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.

Contract Sign Date: 09/15/2009
Contract Reaffirmation Date: 09/28/2009
Gas Flow Date: 12/01/2009
Electricity Flow Date: 12/08/2009

Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.

Summitt emailed the customer on April 20, 2010 notifying them that their complaint had been received.

Provide explanation of why the issue was not resolved at the initial contact from the consumer.

Customer called Summitt on April 17, 2010 requesting cancellation. Summitt advised the customer that the account would be reviewed.

Summitt mailed the customer an exit fee letter on April 19, 2010.

Summitt emailed the customer an exit fee letter on April 20, 2010.

Summitt emailed the customer a copy of their reaffirmation call on May 6, 2010 as per the customer's request.

The licensee resolution including timing and method of communication with consumer.

Summitt Energy will cancel the customer's contract without penalty as a customer service gesture.

Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.

Summitt forwarded a copy of this complaint to the sale agent's manager for review and retraining purposes.

What is the timing for resolution to be implemented?

Summitt Energy cancelled the contract on May 10, 2010. A letter confirming cancellation was sent via email on May 10, 2010.

Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.

Summitt emailed the customer a copy of their contract, reaffirmation call and cancellation letter.

Attach same copies as above to OEB.

Please see attached for a copy of the contract, reaffirmation call, email correspondence and exit fee letters and cancellation letter.

Supporting Material

9057829525_wmalec_090928_164734.MP3

JA_F939636_20100510044145.PDF

ES_F939636_201004201301(ATTACH).pdf

ES_F939636_201004201301.pdf

ES_F939636_201005061355.pdf

F939636.jpg

Licensee Closure

Resolution

Contract and Reaffirmation Valid

Action

Consumer Drop as Customer Service Gesture

CCR Completed By

cblackett

Reimbursement Amount

Additional Comments

Consumer Complaint Response

2010-0007181

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

CCR Complaint Status

Completed

Licensee Representative**Agent Name**

[REDACTED]

Agent ID NC1721

Date Received

05/06/2010

Sent to Licensee Date

05/10/2010

Licensee Date Due

05/31/2010

Licensee Response Date

05/31/2010

Complaint Details

Reference Number

2010-0007181

Consumer Name

[REDACTED]

Representative Name**Energy Type**

Gas

Consumer Address

[REDACTED]

Representative Address**Account Number****Consumer Phone**

[REDACTED]

Representative Phone**Consumer Email****Representative E-mail****Classification**

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim utility representation

Synopsis

Consumer states that he was approached by an agent - Maru Bowbreu on April 23rd in the evening. The agent wore a fluorescent orange vest with a badge underneath. The agent advised consumer that he was there on behalf of a Union Gas subsidy. Consumer alleges that the agent did not introduce himself as being from Summit and what Summit represents.

The agent indicated that he was there to pick up a registration form that consumer should have completed. The agent advised that the form came with the last gas bill. The agent provided consumer with specific dates where he(agent) had been to the home to pick up the form. The agent asked consumer's fiancée to get the form and if the form could not be found, provide a copy of the recent gas bill. The agent questioned consumer on whether the home was rental or owned and whether consumer was supplied by either Union Gas or Horizon before. Consumer advised that they were new home owners.

Consumer's fiancée returned and advised the agent that the form could not be found. He provided the agent with a copy of the gas bill. The agent reviewed the bill and noted that a billing error was made and queried whether consumer had agreed to equal billing. The agent advised consumer that they were "wrongly charged" for equal billing. He further stated that consumer was not registered properly with Union Gas. The agent wrote information from the Union Gas bill on a form in order to register consumer properly and had consumer's fiancée sign the form(F1149279). Consumer's fiancée signed as he thought he was signing to correct a billing error by Union Gas.

Consumer later realized that her fiancée signed a contract and has since sent Summit a registered letter requesting cancellation.

Consumer is coming to the OEB to register a complaint against the agent for the total misrepresentation. Consumer states that although the OEB has regulations to protect consumers more must be done to regulate the conduct of the agents.

Consumer states that the agent did not meet the requirements of the Code of Conduct which requires agents to be "immediately and truthfully give the name of the energy retailer to the consumer". He did not comply with the Code of Conduct which states that "the agent shall not make any representation or statement that is false and likely to mislead a consumer". Furthermore the agent did not comply with the Code of Conduct which states that he "shall not make any offer to a consumer that is inconsistent with the contract being offered".

Consumer Resolution Requested

Review Agent's Actions

Privacy Consent

Approval to share info with OEB Yes

Approval to share info with stakeholder Yes

Approval to share info with 3rd party Yes

Questions**Answers**

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.

Contract Sign Date: 04/23/2010
The account was cancelled prior to reaffirmation and flow.

Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.

Summitt left a message for the customer on May 11, 2010 notifying them that their complaint had been received.

Provide explanation of why the issue was not resolved at the initial contact from the consumer.

Summitt emailed customer on April 24, 2010 requesting cancellation.

Summitt cancelled customer's account on April 26, 2010 and emailed the customer confirmation.

The licensee resolution including timing and method of communication with consumer.

Summitt cancelled the customer's account without penalty. The customer cancelled within the 10 day cooling-off period.

Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.

Summitt forwarded a copy of this complaint to the sale agent's manager for review and retraining purposes.

What is the timing for resolution to be implemented?

Summitt cancelled customer's account on April 26, 2010. It took immediate effect.

Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.

Summitt mailed the customer a cancellation letter on May 25, 2010. It may take the customer 5-7 business days to receive it.

Attach same copies as above to OEB.

Please see attached for a copy of the contract, cancellation email and cancellation letter. The account was cancelled prior to reaffirmation taking place.

Supporting Material

CA_F1149279_20100525030442.PDF

F1149279.jpg

FW Requesting cancellation.msg

Licensee Closure**Resolution**

Contract and Reaffirmation Valid

Action

Account Cancelled PreFlow

CCR Completed By

cblackett

Reimbursement Amount**Additional Comments**

Consumer Complaint Response

2010-0007486

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

CCR Complaint Status

Completed

Licensee Representative**Agent Name****Date Received**

05/14/2010

Agent ID NC1721

Sent to Licensee Date

05/17/2010

Licensee Date Due

06/07/2010

Licensee Response Date

06/07/2010

Complaint Details

Reference Number

2010-0007486

Consumer Name**Representative Name****Energy Type**

Electricity

Consumer Address**Representative Address****Account Number**

400-01008424

Consumer Phone**Representative Phone****Consumer Email****Representative E-mail****Classification**

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim utility representation

Synopsis

Preferred Communication Method: Telephone

Utility: Wellington Hydro

Marketer/Retailer: Summit Energy

Best time to reach: 8:30 am to Noon

Summit Energy came to her house and told her

that it was a formality, they are covering her neighborhood and she needed to sign, because otherwise they will paying more. Never told her he was from summit, he said he was from Wellington Hydro. Agent [REDACTED] representative #NC1721.
call phone

[REDACTED] can be reached between 11am and 11:30am Primary Account Number:
400-01008424

Consumer Resolution Requested

Review Agent's Actions

Privacy Consent

Approval to share info with OEB Yes

Approval to share info with stakeholder Yes

Approval to share info with 3rd party Yes

Questions**Answers**

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.

Contract Sign Date: 01/30/2009
Contract Reaffirmation Date: 02/09/2009
Gas Flow Date: 05/01/2009
Electricity Flow Date: 04/06/2009

Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.

Summitt left a message for the customer on May 19, 2010 notifying them that their complaint had been received.

Provide explanation of why the issue was not resolved at the initial contact from the consumer.

Customer called Summitt on April 8, 2009 stating that she did not reaffirm the contract.

Summitt mailed the customer an exit fee letter on April 10, 2009.

Customer called Summitt on April 16, 2010 requesting cancellation. Summitt advised the customer that exit fees would apply.

The licensee resolution including timing and method of communication with consumer.

Summitt is of the opinion that the contract is valid. The customer confirmed enrollment into the program on the reaffirmation call and confirmed that they were left with a copy of the contract and brochure which outlines the terms and conditions of the contract. If the customer wishes to cancel, exit fees would apply.

Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.

Summitt forwarded a copy of this complaint to the sale agent's manager for review and retraining purposes.

What is the timing for resolution to be implemented?

The customer's account is currently flowing with Summitt Energy.

Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.

Summitt mailed the customer a copy of their contract, reaffirmation call and exit fee letter on June 7, 2010. It may take the customer 5-7 business days to receive it.

Attach same copies as above to OEB.

Please see attached for a copy of the contract, reaffirmation call and exit fee letters.

Supporting Material

5197227910_ttemp_090209_165849.MP3

CD_F743339_20090413090146.PDF

CD_F743339_20100607083852.PDF

F743339.jpg

Licensee Closure

Resolution

Contract and Reaffirmation Valid

Action

No Further Action

CCR Completed By

cblackett

Reimbursement Amount

Additional Comments

Consumer Complaint Response

2010-0007557

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

Agent Name**Date Received**

05/18/2010

Sent to Licensee Date

05/18/2010

Licensee Date Due

06/08/2010

CCR Complaint Status

Completed

Licensee Representative

Agent ID NC1721

Complaint Details

Reference Number

2010-0007557

Energy Type

Gas

Consumer Name**Consumer Address****Consumer Phone**

+1 (519) 843-1965

Consumer Email**Representative Name****Representative Address****Representative Phone****Representative E-mail****Account Number**

38550002527897

Classification

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim utility representation

Synopsis

Preferred Communication Method: Telephone

Utility: Wellington Hydro & Union Gas

Marketer/Retailer: Summit Energy

Best time to reach: 8:30 am to Noon

Summit Energy came to her house and told her that it was a formality, they are covering her neighborhood and she needed to sign, because otherwise they will be paying more. Never told her he was from summit, he said he was from Wellington Hydro. Agent [REDACTED] representative #NC1721. call phone [REDACTED] can be reached between 11am and 11:30am

The rates consumer signed for is 8.98 cents kwh and 39.8 cents per cubic meter. Consumer said that the agent was very friendly as she was home alone.

Primary Account Number: 400-01008424/38550002527897

Consumer Resolution Requested

Review Agent's Actions

Privacy Consent

Approval to share info with OEB Yes

Approval to share info with stakeholder Yes

Approval to share info with 3rd party Yes

Questions**Answers**

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.

Contract Sign Date: 01/30/2009
Contract Reaffirmation Date: 02/09/2009
Gas Flow Date: 05/01/2009
Electricity Flow Date: 04/06/2009

Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.

Summitt left a message for the customer on May 19, 2010 notifying them that their complaint had been received.

Provide explanation of why the issue was not resolved at the initial contact from the consumer.

Customer called Summitt on April 8, 2009 stating that she did not reaffirm the contract.

Summitt mailed the customer an exit fee letter on April 10, 2009.

Customer called Summitt on April 16, 2010 requesting cancellation. Summitt advised the customer that exit fees would apply.

The licensee resolution including timing and method of communication with consumer.

Summitt is of the opinion that the contract is valid. The customer confirmed enrollment into the program on the reaffirmation call and confirmed that they were left with a copy of the contract and brochure which outlines the terms and conditions of the contract. If the customer wishes to cancel, exit fees would apply.

Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.

Summitt forwarded a copy of this complaint to the sale agent's manager for review and retraining purposes.

What is the timing for resolution to be implemented?

The customer's account is currently flowing with Summitt Energy.

Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.

Summitt mailed the customer a copy of their contract, reaffirmation call and exit fee letter on June 7, 2010. It may take the customer 5-7 business days to receive it.

Attach same copies as above to OEB.

Please see attached for a copy of the contract, reaffirmation call and exit fee letters.

Supporting Material

CD_F743339_20090413090146.PDF

CD_F743339_20100607083852.PDF

F743339.jpg

Licensee Closure

Resolution

Contract and Reaffirmation Valid

Action

No Further Action

CCR Completed By

cblackett

Reimbursement Amount

Additional Comments