

TAB F

Chris Marijan

From: Barbara Robertson
Sent: July 9, 2010 10:51 AM
To: Chris Marijan
Subject: FW: Agent Conduct Complaints - North Bay

From: Gaetana Girardi [mailto:Ggirardi@summittenergy.ca]
Sent: July 8, 2010 2:55 PM
To: Barbara Robertson
Cc: Gerry Haggarty
Subject: RE: Agent Conduct Complaints - North Bay

Dear Barb,

Summitt has completed its investigation into this matter and would like to report on our findings and the actions we have taken.

Industrial Account- Sandvick Mining and Construction (400 Kirkpatrick St. North Bay)

On July 7, 2010 at 12:39 pm, Summitt received a telephone voice message from [REDACTED] at Sandvick Mining and Construction regarding a visit at her company from our two sales agents, and requesting a call back.

On July 7, 2010 at 2:21 pm, Summitt called [REDACTED] back to discuss the visit from our sales agents, and advised that Summitt takes these matters very seriously and will investigate this matter with the sales agents.

On July 7, 2010, Summitt conducted an investigation into the complaint with the customer and the Sales Agency contracting with the sales agents and directed that both sales agents be terminated effective immediately (July 7, 2010).

[REDACTED]
Summitt Energy forwarded your complaint below to the Sales Agency who discussed the complaint with the sales agent. After Summitt's management team reviewed the complaint with the Sales Agency and noting that the July 6, 2010 complaint is an additional complaint of a similar nature to a previous complaint, Summitt directed that [REDACTED] be terminated effective immediately (July 7, 2010).

Please contact me if you require additional information.

Thank you.

Regards,

Gaetana Girardi
Director, Compliance & Regulatory Affairs
Phone: 905-366-7020
Fax: 905-366-7011
Email: ggirardi@summittenergy.ca
Business Address:
#608-100 Milverton Drive
Mississauga, ON L5R4H1

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08/09/2010

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From: Barbara Robertson [mailto:Barbara.Robertson@oeb.gov.on.ca]
Sent: Wednesday, July 07, 2010 4:25 PM
To: Gaetana Girardi
Subject: Agent Conduct Complaints - North Bay

Hi Gaetana –

Further to my voice message, we have received allegations of sales agents of Summitt Energy representing themselves as employees of North Bay Hydro.

In one case, the allegations are as follows. Two sales agents entered an industrial facility without authorization and identified themselves as North Bay Hydro staff. They refused to provide identification when asked, although one stated that his name was Peter Jenkins. Because the individuals were rude and aggressive, and refused to leave when asked, the police were called. The police dispatcher confirmed they had received several complaints, and dispatched the police who pulled over a van with four individuals. Upon questioning, the occupants stated that they were Summitt Energy employees.

In the second case, the allegations are as follows. A door-to-door sales agent identified as [REDACTED] of Summitt Energy approached a residential consumer on the evening of July 6 and stated that he was an employee of North Bay Hydro. Although I do not have further details, I note that we have had a previous complaint (2010-0006858) regarding a sales agent whose name is similar, [REDACTED] who reportedly identified himself as a representative of the Ontario Energy Board. Your CCR stated that you would be forwarding a copy of the complaint to the sales agent's manager for review and retraining purposes on May 19, 2010.

I believe that both of these allegations should be looked into promptly, and actions should be taken to ensure that the sales agents involved (should the allegations be proven) are dealt with in an appropriate manner. An appropriate manner, in my view, would consist of more than forwarding a copy of the complaint to the sales agent's manager for review and retraining, particularly if there has been a previous similar complaint about the sales agent.

Please advise confirmation that you have looked into these allegations, and detail any action undertaken to investigate and address any substantiated allegations.

Thanks

*Barb Robertson | Manager | Retail Markets & Compliance Mgt
 Regulatory Policy & Compliance
 Phone 416.440.7718 | Fax 416.440.7656
 ONTARIO ENERGY BOARD
 2300 Yonge Street, 27th Floor, Toronto, ON M4P 1E4*

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Consumer Complaint Response

2010-0009221

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****Date Received**

06/21/2010

Sent to Licensee Date

06/22/2010

Licensee Date Due

07/13/2010

Licensee Response Date

07/13/2010

Complaint Details

Reference Number

2010-0009221

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**

Contract

Topic

Contract Not Complete

Sub-Topic

Terms and Conditions Not Provided

Synopsis

Consumer contacted the OEB as she was upset by a visit from an agent of Summit Energy.

Consumer is upset as the agent had her sign a form thinking that Summit was affiliated with her local hydro utility and by signing consumer TOU rates would become effective.

After the agent left, consumer looked at the form and realized that it is an agreement to have Summit Energy supply natural gas and hydro at specific rates. Consumer states that her contact information was not completed. Also, the length of the agreement and the rate was not selected. The agent's name and identification number was not completed either. The terms and conditions of the contract were also not included.

Consumer contacted Summit to request cancellation to file a complaint against the agent. Summit advised consumer that there is no need to process a cancellation at this point as nothing would happen until consumer gets a call in ten days. The Summit representative did not take the cancellation request. The Summit representative advised consumer that without the agent's name, a complaint against the agent is not necessary.

Consumer contacted her hydro utility, who referred consumer to the OEB.

Consumer states that the agent did not wear identification and did not present her with any.

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.	Summitt could not locate a contract for this customer.
Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.	Summitt contacted the customer on June 24, 2010 and notified them that their complaint had been received.
Provide explanation of why the issue was not resolved at the initial contact from the consumer.	Summitt has no record of this customer previously contacting Summitt with their concerns.
The licensee resolution including timing and method of communication with consumer.	Summitt did not locate a contract for this customer in Summitt's database. Summitt has contacted the customer and the customer has advised that they did not fully complete the registration form. Summitt will keep checking to see if a contract is submitted for this customer and cancel it at that time. Summitt identified a number of agents working the customer's area at the time the complaint had been received. Summitt will forward a copy of this complaint to the sale 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.	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 forwarded a copy of the complaint to the sale agent's manager on July 8, 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 cancellation letter on July 7, 2010.
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
Consumer Drop as Customer Service Gesture

CCR Completed By
cbeeharrilall

Reimbursement Amount

Additional Comments

Consumer Complaint Response

2010-0009339

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 BL5258

Date Received

06/22/2010

Sent to Licensee Date

06/22/2010

Licensee Date Due

07/13/2010

Licensee Response Date

07/05/2010

Complaint Details

Reference Number

2010-0009339

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

Electricity

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

Agent Conduct

Topic

Mislead about the nature of
the document

Sub-Topic

Synopsis

Consumer, who is 93 years old, had the visit of a Summitt's agent yesterday who told her he was from the hydro to make sure she had a smart meter.

Since there were soem people from the hydro on the street installing sart meters, she believed the .gent and she signed a form to make sure she wouldhave her smart meter.

The caller, her son, is furious and disgusted and is asking for the application to be cancelled immediately.

The agent also took the hydro bill from Mrs. Henry and she would like it back.

Her son called Summitt and was told the bill had already been shredded and that the contract was cancelled (confirmation number 10102609).

Consumer still wants a written confirmation this application has been cancelled and she wants her hydro bill back.

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 Sign Date: 06/21/2010 Contract Reaffirmation Date: N/A Electricity never flowed.
Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.	Summitt contacted the customer on June 24th, 2010 and notified 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 June 22nd, 2010 to request cancellation. Summitt cancelled the customer's account on June 30, 2010.
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 the customer's contract on June 30th, 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 July 5th, 2010, 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 and cancellation letter. Account was cancelled prior to reaffirmation.

Supporting Material

CA_F1179992_20100630020219.PDF

Licensee Closure

Resolution
Agent Conduct

Action
Account Cancelled PreFlow

CCR Completed By
cbeeharrilall

Reimbursement Amount

Additional Comments

Consumer Complaint Response

2010-0009437

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****Date Received**

06/22/2010

Sent to Licensee Date

06/23/2010

Licensee Date Due

07/14/2010

Licensee Response Date

07/08/2010

Complaint Details

Reference Number

2010-0009437

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

Electricity

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 had a Summitt Energy agent named [REDACTED] come to his house on Jun/20 in the early afternoon.

The agent introduced himself as a Whitby Hydro employee. The consumer then asked why the agent was wearing a hat that said "Summitt Energy" if he worked for Whitby Hydro. The agent said that he was "an agent of Whitby Hydro," but when the consumer asked what Whitby Hydro would say if he phoned them, the agent changed his story again.

The consumer then asked the agent to leave or he would call the police.

The consumer described the agent as a middle eastern man in his late 40's who was 6'2", around 230 lbs, with black/salt and pepper hair. He asserted that this agent should be reprimanded for his conduct.

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
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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.	Customer did not sign a contract with Summitt.
Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.	Summitt emailed the customer on June 24th, 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 has no record of the customer previously contacting Summitt with their concerns.
The licensee resolution including timing and method of communication with consumer.	Summitt cannot identify the specific agent that was in the customer's area at the time of the complaint however Summitt has forwarded a copy of this complaint to the sale agent 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.	Summitt forwarded a copy of this complaint to the sale agent manager for review and retraining purposes.
What is the timing for resolution to be implemented?	Summitt forwarded a copy of the complaint to the sale agent manager on July 8th, 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.	N/A
Attach same copies as above to OEB.	N/A

Supporting Material

Licensee Closure

Resolution
Agent Conduct

Action
Other - see additional comments

CCR Completed By
cbeeharrilall

Reimbursement Amount

Additional Comments

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

Consumer Complaint Response

2010-0009735

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 BL5004

Date Received

06/30/2010

Sent to Licensee Date

06/30/2010

Licensee Date Due

07/21/2010

Licensee Response Date

07/21/2010

Complaint Details

Reference Number

2010-0009735

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

Electricity

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

14100-01036

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

Agent Conduct

Topic

Mislead about the nature of
the document

Sub-Topic

Request to get more information

Synopsis

The consumer states that an agent at her door on June 29, 2010 introduced himself as being from "your energy provider" but did not say he was from Summitt. He asked to see the her bill in order to show her if adjustments for energy savings were on the bill. The agent then spoke to her about smart meter pricing and showed her a form that he had filled out himself after looking at her bill and asked her to sign it. She told him that she didn't want to sign anything that would cause her to leave her current provider, Hydro One, but he told her it was a voluntary service offered by her utility to ensure that she didn't suffer the increases that would result from TOU pricing. He convinced her to sign the form, but made no mention of a contract. He then asked to use her phone to speak with his "superiors". After speaking with someone on the line, he then handed the consumer the phone to speak to his "superior" who asked her a number of questions. She was asked to confirm her personal information and whether the agent had explained everything to her but she found some other questions were a bit confusing. However, she tried to answer to best of her ability, without realizing what the purpose of the phone call was but as soon as it was over, the agent left very hastily afterwards.

It was only after she had a chance to read the copy of the form that the agent had left her that she realized that it was in fact a contract to lock in her service with Summitt for five years. She called Summitt within a couple of hours to cancel the contract and they gave her a confirmation number:1022732. She also wrote to Summitt by e-mail and registered mail, just to be sure.

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 Sign Date: 06/28/2010
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 July 5, 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 June 28, 2010 requesting cancellation.

Summitt cancelled the customer's contract on June 28, 2010.

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.

Agent Start Date:
05/26/2008
Agent Status:
Active
Material Left with Customer by Agent:
Contract
Brochure with terms and conditions
Number of contracts Submitted by Agent:
As of June 30, 2010, this agent has submitted a total of 5225 contracts to Summitt Energy.
Number of Contracts Positively Reaffirmed:
As of June 30, 2010, 1976 of this agent's total number of contracts submitted have been positively reaffirmed.
Number of Complaints Logged against Agent:
A total of 31 complaints have been logged against this agent as of June 30, 2010.
Summary of Complaints Logged:
Misrepresentation of Identity
Misrepresentation of Program
Corrective Steps Taken:
Summitt has informed the agent of this complaint. In regards to this complaint, Summitt is of the opinion that the sales quality call does not support the customer's allegations. Summitt will however continue to monitor the sale agent's progress.

What is the timing for resolution to be implemented?

Summitt cancelled the customer's account on June 28, 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 emailed the customer a cancellation letter on July 12, 2010.

Attach same copies as above to OEB.

Please see attached for a copy of the contract, terms and conditions, sales quality call and cancellation letter. Account was cancelled prior to reaffirmation.

Supporting Material

430312.wav

CA_F1182262_20100712090503.PDF

F1182262.jpg

Licensee Closure

Resolution

Contract and Reaffirmation Valid

Action

Account Cancelled PreFlow

CR Completed By

Jblackett

Reimbursement Amount

Additional Comments

Consumer Complaint Response

2010-0010064

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**Date Received**

07/09/2010

Sent to Licensee Date

07/09/2010

Licensee Date Due

07/30/2010

Licensee Response Date

07/30/2010

Complaint Details

Reference Number

2010-0010064

Consumer Name

[REDACTED]

Representative Name**Energy Type**

Electricity

Consumer Address

[REDACTED]

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

[REDACTED]

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

Agent Conduct

Topic

Persistent sales tactics

Sub-Topic

Insist on seeing copy of bill

Synopsis

Consumer said that an agent came to her door yesterday pounding on the door but she did not open it because she knew what he was their for. The agent then came back later when her husband was at home. The agent would not take no for an answer and he was speaking about deregulation. He ever once said what he was their for and was only insisting on seeing their bill. When they refuse to show the bill the agent ask what they were afraid of.

Consumer do not want the agents coming to their door. Consumer said that she was very uncomfortable with the agent's behaviour. Consumer only got the agent's last name.

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.

Customer did not sign a contract with Summitt Energy.

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

Summitt left a message for the customer on July 12th, 2010 notifying them that their complaint had been received. Customer called Summitt back July 13th, 2010. The customer stated that she could not remember the name of the agent. She also stated that she was left with a document but was not able to provide this to Summitt.

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

Summitt has no record of the customer contacting Summitt with their concerns.

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

Summitt has added this customer's address on its no solicitation list.

Summitt identified two agents that were in the customer's area at the time of the complaint. However, because the customer was unable to provide a description of the sales agent and details on the materials left, Summitt is unable to provide details on the agent that visited the customer.

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 added this customer's address on its no solicitation list.

Summitt forwarded the complaint to the sales agency for the two agents and requested that the conduct described by the customer be addressed with all the agents.

What is the timing for resolution to be implemented?

Summitt forwarded a copy of the complaint to the sales agent's manager on July 30th, 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.

N/A

Attach same copies as above to OEB.

N/A

Supporting Material

Licensee Closure**Resolution**

Agent Conduct

Action

No Further Action

CCR Completed By

cbeeharrilall

Reimbursement Amount**Additional Comments**

Consumer Complaint Response

2010-0010304

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

Date Received

07/13/2010

Sent to Licensee Date

07/14/2010

Licensee Date Due

08/04/2010

Licensee Response Date

08/04/2010

Complaint Details

Reference Number

2010-0010304

Energy Type

Electricity

Account Number

Consumer Name

[REDACTED]

Consumer Address

[REDACTED]
[REDACTED]
[REDACTED]

Consumer Phone

[REDACTED]

Consumer Email

Representative Name

Representative Address

Representative Phone

Representative E-mail

Classification

Agent Conduct

Topic

No information left behind

Sub-Topic

Promotional material not provided
when requested

Synopsis

Preferred Communication Method: Telephone

Utility: Hydro One

Marketer/Retailer:

Best time to reach: No Preference

Cust. called regarding a concern of Summit Energy

going door to door yesterday at 6:00 p.m., July 12th. The closest intersection is County Rd. 1 & Pleasant Valley Rd. He was not prepared or able to leave any information on Summit Energy. He wore a beige short sleeve shirt with Summit Energy on the front pocket. The lic. plate on the veh. was [REDACTED] dark green van (older model). The customer contacted Summit Energy and they were not prepared to give her any information on the independent agents. This is not the type of company she wants to do business. The Better Business Bureau she was told have 177 complaints against them. The secondary # is [REDACTED] for the next two days. Primary Account Number: CRC Overflow: FSA - Barb

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.

Customer did not sign a contract with Summitt.

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

Summitt contacted the customer on July 16th, 2010 and notified them that their complaint had been received.

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

Summitt has no record of customer contacting Summitt with their concerns.

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

Summitt identified the agent that was in the customer's area at the time of the complaint and has forwarded a copy of this complaint to the sale 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.

Agent Start Date: 7/23/2008
Agent Status: Active
Material Left with Customer by Agent: Summitt Energy Certificate
Number of contracts Submitted by Agent: 1530 as of June 30th, 2010
Number of Contracts Positively Reaffirmed: 581 as of June 30th, 2010
Number of Complaints Logged against Agent: 27 as of July 31st, 2010
Summary of Complaints Logged: Misrepresentation of Identity
Misrepresentation of Program
No Authorization

Corrective Steps Taken:
Summitt Energy's sales agents are trained to provide the all customer's with a business card in the form of a certificate. The complaint was reviewed with the sales agent and Summitt Energy reiterated this requirement. Summitt will continue to monitor the sales agent's progress.

What is the timing for resolution to be implemented?

Summitt forwarded a copy of the complaint to the sale agent's manager on August 4th, 2010.

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

N/A

Attach same copies as above to
OEB.

N/A

Supporting Material

Licensee Closure

Resolution
Agent Conduct

Action
No Further Action

CCR Completed By
cbeeharrilall

Reimbursement Amount

Additional Comments

Consumer Complaint Response

2010-0010698

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****Date Received**

07/22/2010

Sent to Licensee Date

07/22/2010

Licensee Date Due

08/12/2010

Licensee Response Date

08/12/2010

Complaint Details

Reference Number

2010-0010698

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

Persistent sales tactics

Sub-Topic

Synopsis

Consumer wants to lodge an official complaint about two agents from Summitt Energy who were at her house last night.

She said that the agents started by ringing the doorbell, when she did not answer, they started knocking on the door, when she still didn't answer they went around the house looking into windows and when they realized there was someone there they started knocking on the door again until she answered. They then told her they were representing a company that works for Tillsonburg Hydro and Union Gas, and this was about her smart meter and paying the correct rate for her hydro and natural gas. When she asked them to leave, declining to sign any document or show a bill, one would have said "You better talk to us or you're going to have to talk to someone else." Consumer says that at that point she felt threatened in her own home. She asked them again to leave and they finally left.

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.

This customer did not sign a contract with Summitt Energy.

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

Summitt left a message for the customer on July 26, 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 has no record of this customer previously contacting Summitt with their concerns.

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

Summitt has identified a number of agents that were working in the customer's area on the day specified; however without a full description of the sales agent we are unable to identify the agents regarding this complaint. Summitt has reviewed the contents of this complaint with all the sale agents marketing on this day and in this area and completed retraining in regards to the unacceptable behaviour described by the customer and the requirement to leave a business card with every sales visit.

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 reviewed the contents of this complaint with the sale agents and their manager for retraining purposes. Summitt will continue to monitor the progress of these agents.

What is the timing for resolution to be implemented?

Summitt reviewed this information with the sale agents and their manager on August 3, 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.

N/A

Attach same copies as above to OEB.

N/A

Supporting Material

Licensee Closure

Resolution
Agent Conduct

Action
No Further Action

CCR Completed By
tsinson

Reimbursement Amount

Additional Comments

Consumer Complaint Response

2010-0010701

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

Agent Name**Date Received**

07/22/2010

Sent to Licensee Date

07/22/2010

Licensee Date Due

08/12/2010

CCR Complaint Status

Completed

Licensee Representative

Agent ID GT2175

Complaint Details

Reference Number

2010-0010701

Energy Type

Gas

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

Contract

Topic

Reaffirmation

Sub-Topic

Synopsis

Consumer got the visit of a Summitt Energy agent yesterday who said he was from Union Gas and Hydro One. After signing and realizing what she had signed she told the agent she was not interested in changing anything but she is weary that the sales agent still has the top part of the applications and her account numbers for Hydro and natural gas. Consumer wants to stay with her utilities for her supply rates.

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.	Summitt does not have a signed contract for this customer in their system. A Quality Assurance Call was conducted with the customer on July 21, 2010.
Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.	Summitt left a message for the customer on July 26, 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.	The customer contacted Summitt on July 27, 2010 requesting cancellation.
The licensee resolution including timing and method of communication with consumer.	The agent did not submit a contract for this customer. A Quality Assurance call was completed for this customer at the time of the sale. The contract was declined/canceled at this time because the call did not pass all the requirements.
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.	Agent Start Date: May 31, 2010 Agent Status: Active Material Left with Customer by Agent: Contract, Brochure with Terms and Conditions Number of contracts Submitted by Agent: 151 as of July 31, 2010 Number of Contracts Positively Reaffirmed: 40 as of July 31, 2010 Number of Complaints Logged against Agent: Sales agent has 0 prior complaints Summary of Complaints Logged: N/A Corrective Steps Taken: Summitt Energy has issued a Compliance Notice to Mr. Mckenzie requesting that he undergoes retraining to address the issues outlined in the customer's complaint.
What is the timing for resolution to be implemented?	Summitt reviewed this complaint with the sales agency on August 3, 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.	N/A

Attach same copies as above to
OEB.

N/A

Supporting Material

Licensee Closure

Resolution
Agent Conduct

Action
No Further Action

CCR Completed By
tsinson

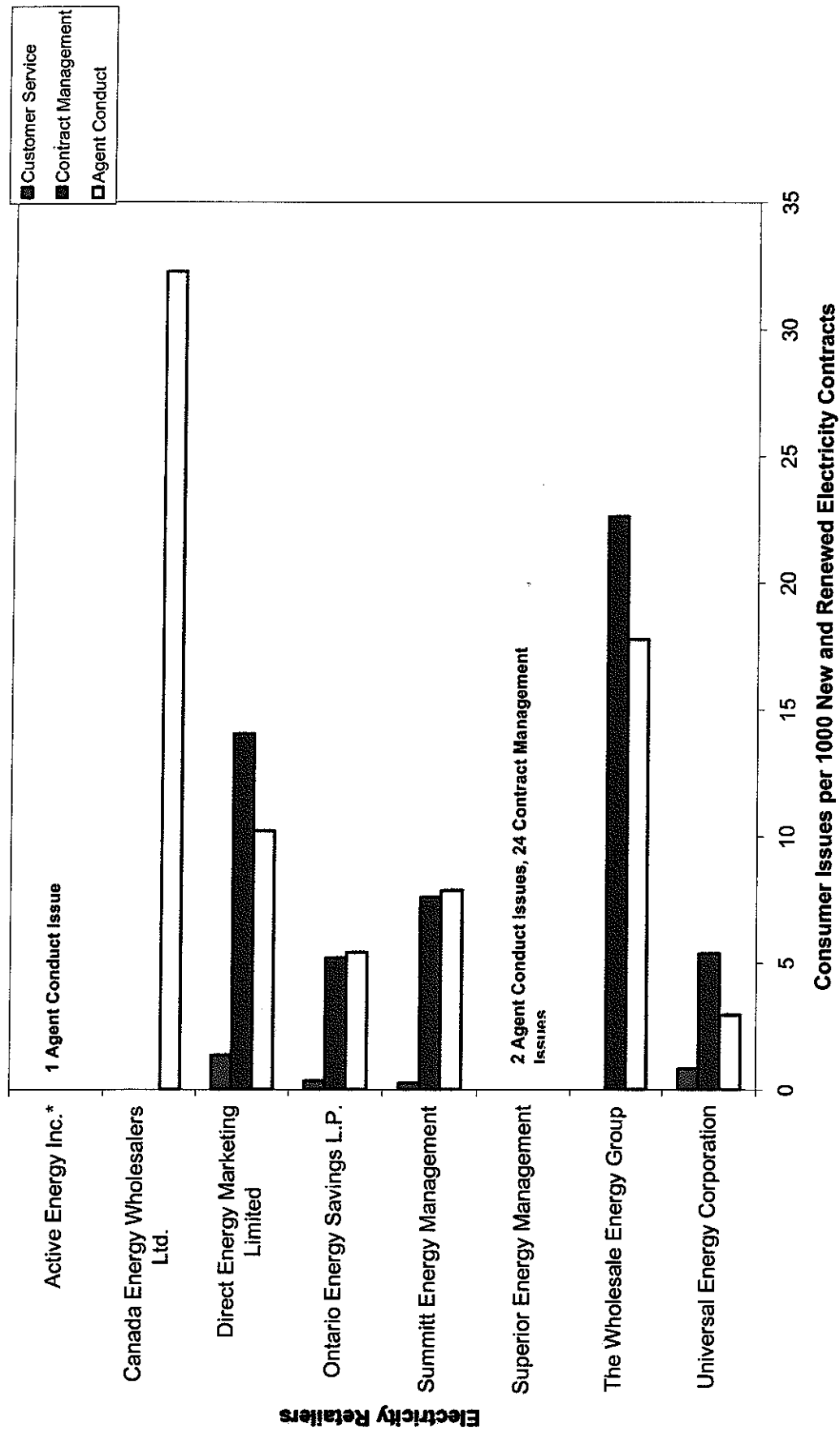
Reimbursement Amount

Additional Comments

TAB G

TAB G-1

Low Volume Consumer Issues Received by Electricity Retailers in Relation to the Business Activities of (January 1 - March 31, 2008)



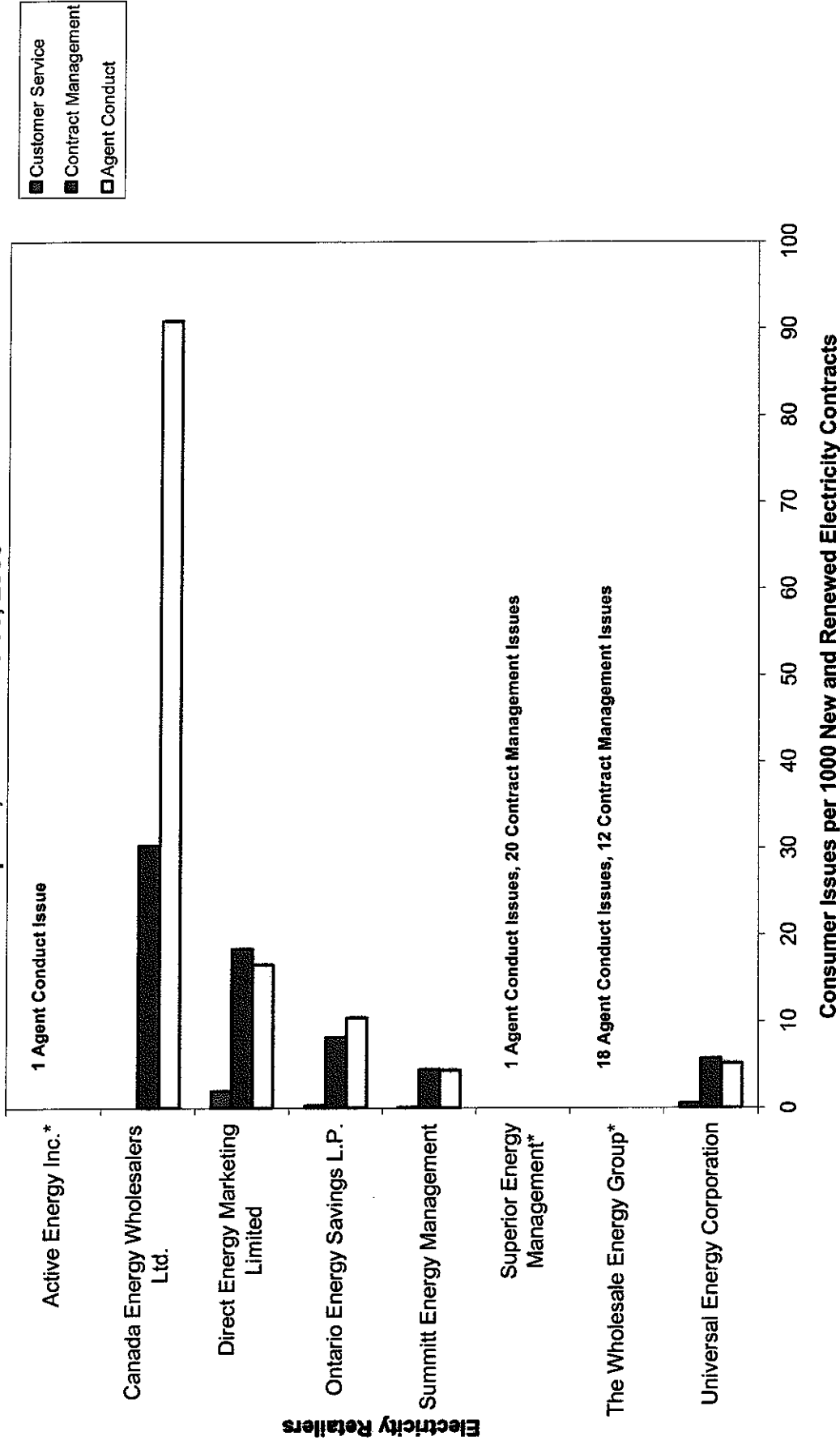
If Data is Not Submitted by the Retailer/Marketer

* Please note that the number of issues received by the OEB in relation to the business activities of this retailer or marketer and not the number of issues per 1000 new enrollments and renewals. Information relating to the number of new enrollments and renewals was not made available by this retailer or marketer.

If the Retailer/Marketer was not Active in Enrolling Customers in the Reporting Period

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Low Volume Consumer Issues Received by the OEB in Relation to the Business Activities of Electricity Retailers **April 1, 2008 - June 30, 2008**



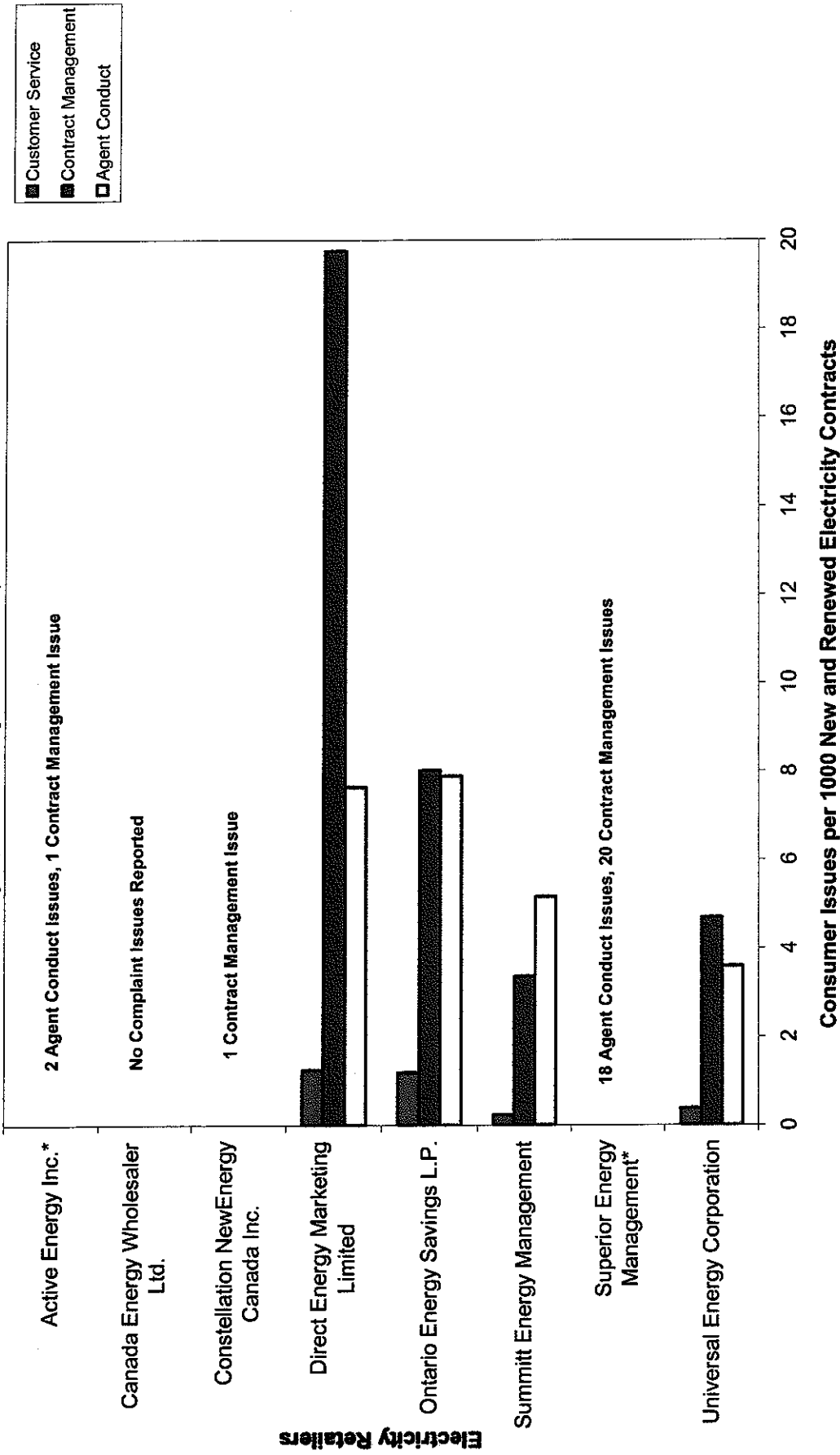
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Low Volume Consumer Issues Received by the OEB in Relation to the Business Activities of Electricity Retailers **July 1, 2008 - September 30, 2008**



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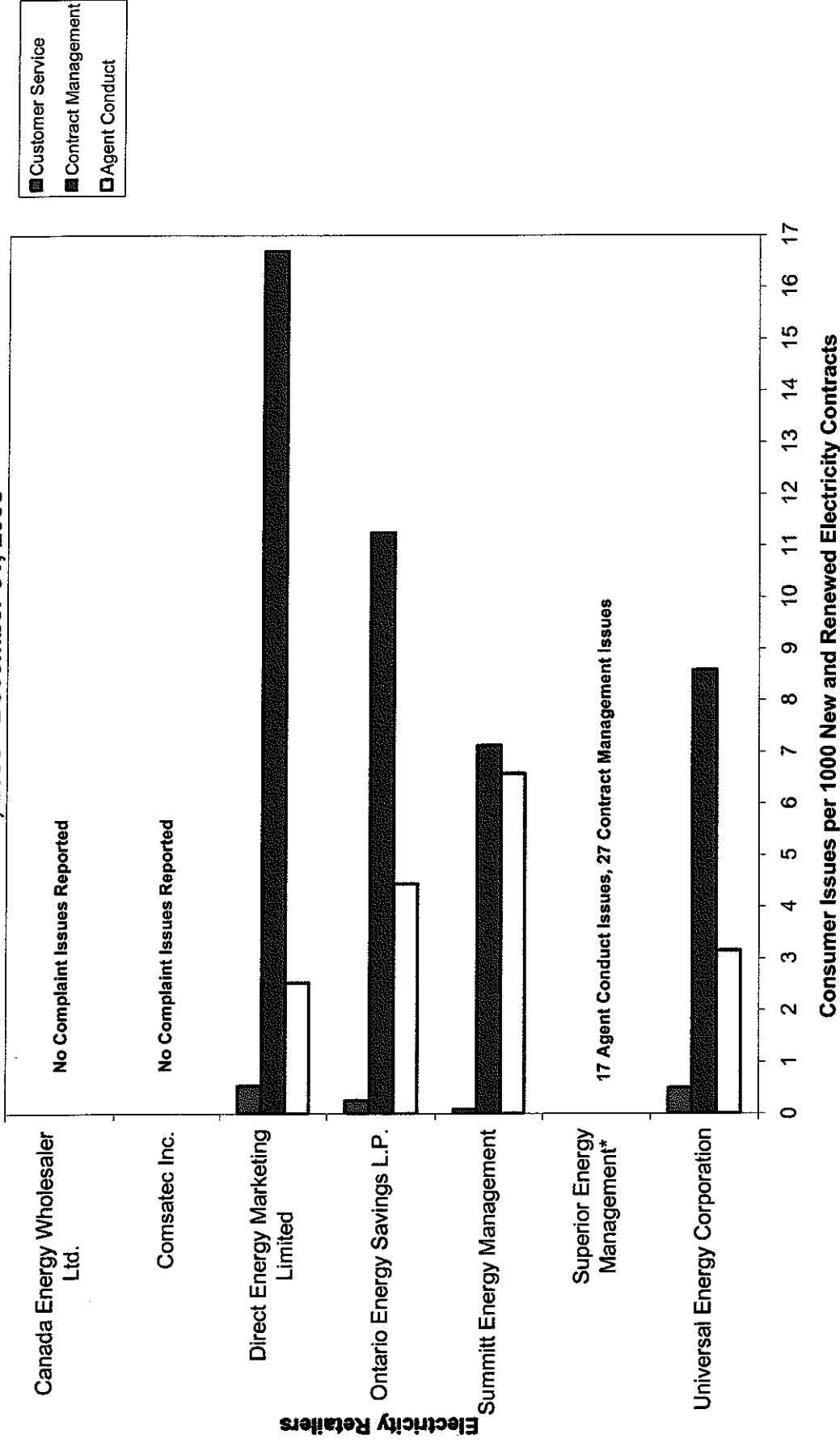
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Low Volume Consumer Issues Received by Electricity Retailers in Relation to the Business Activities of

Electricity Retailers

October 1, 2008 - December 31, 2008



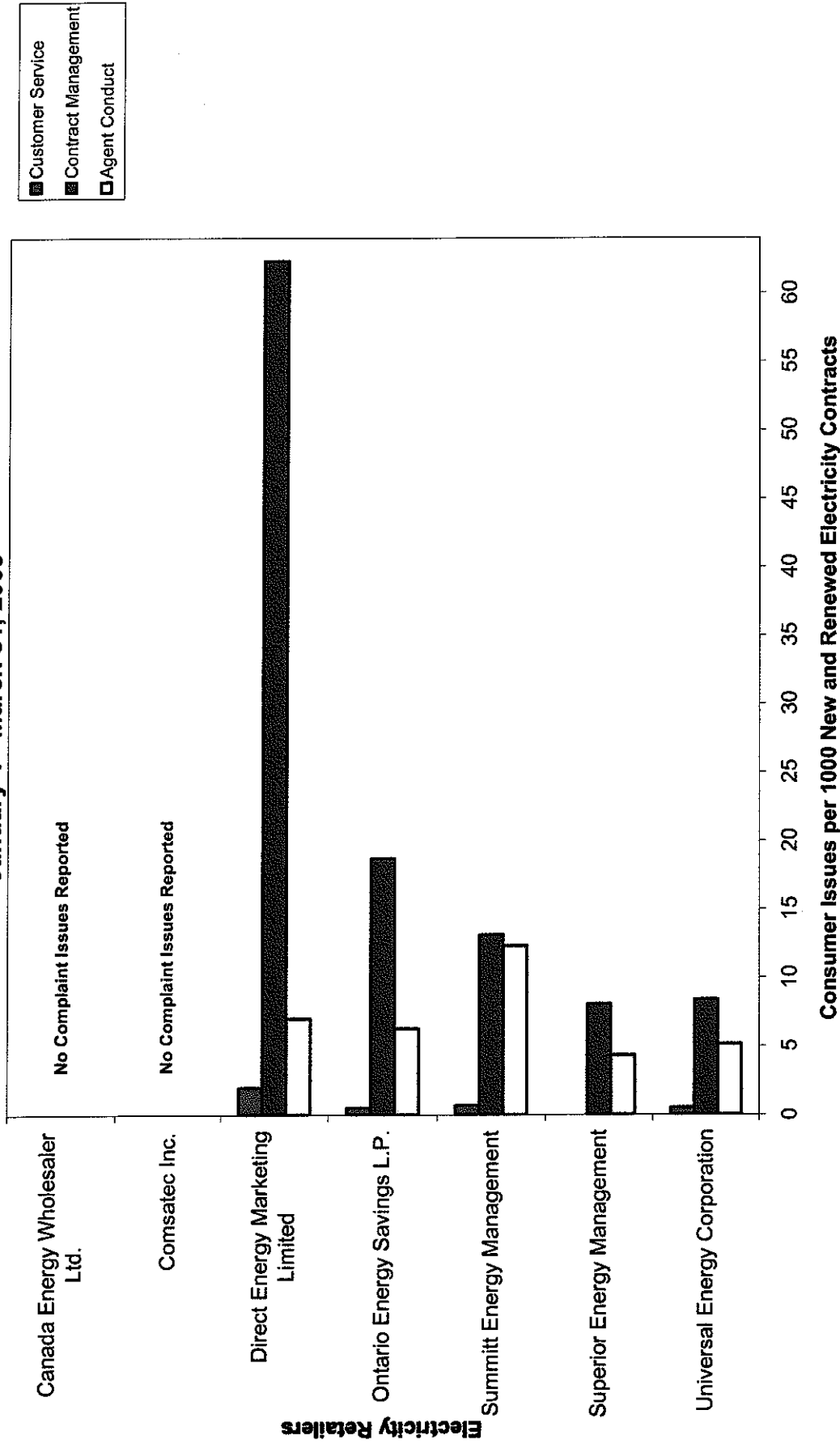
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Low Volume Consumer Issues Received by the OEB in Relation to the Business Activities of Electricity Retailers January 1 - March 31, 2009



If Data is Not Submitted by the Retailer/Marketer

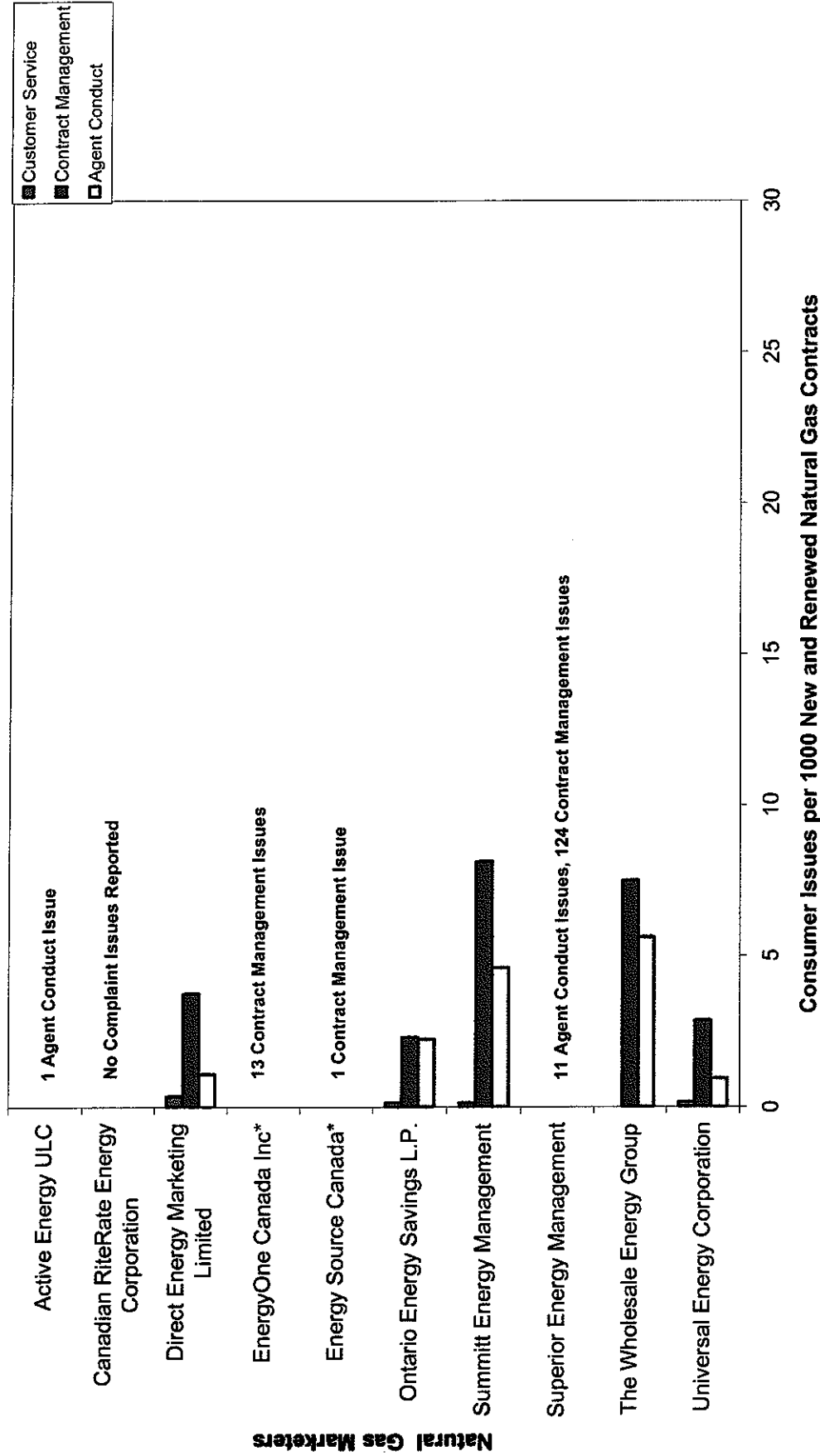
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TAB G-2

Low Volume Consumer Issues Received by the OEB in Relation to the Business Activities of Natural Gas Marketers (January 1 - March 31, 2008)



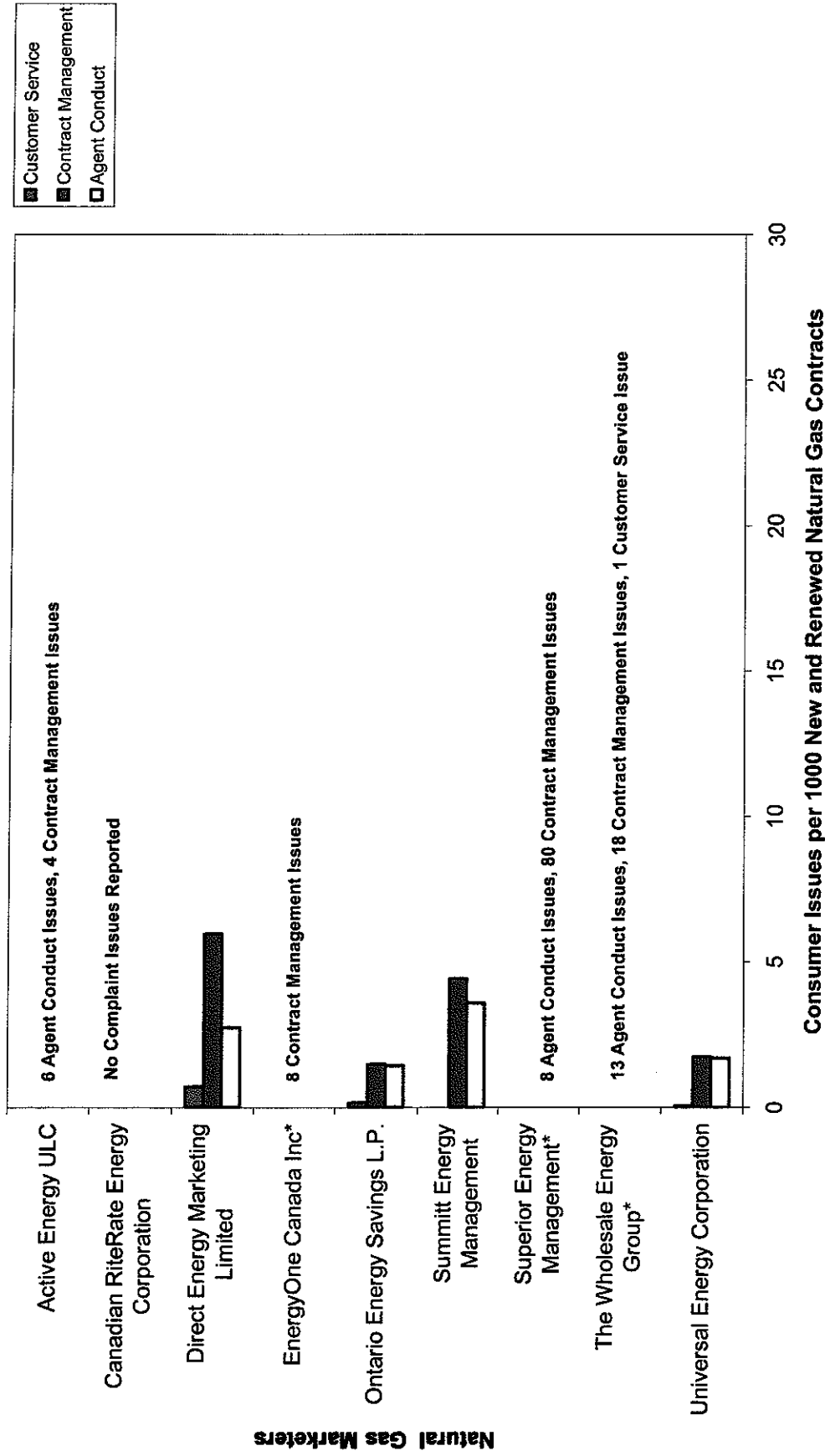
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Low Volume Consumer Issues Received by the OEB in Relation to the Business Activities of Natural Gas Marketers **April 1, 2008 - June 30, 2008**



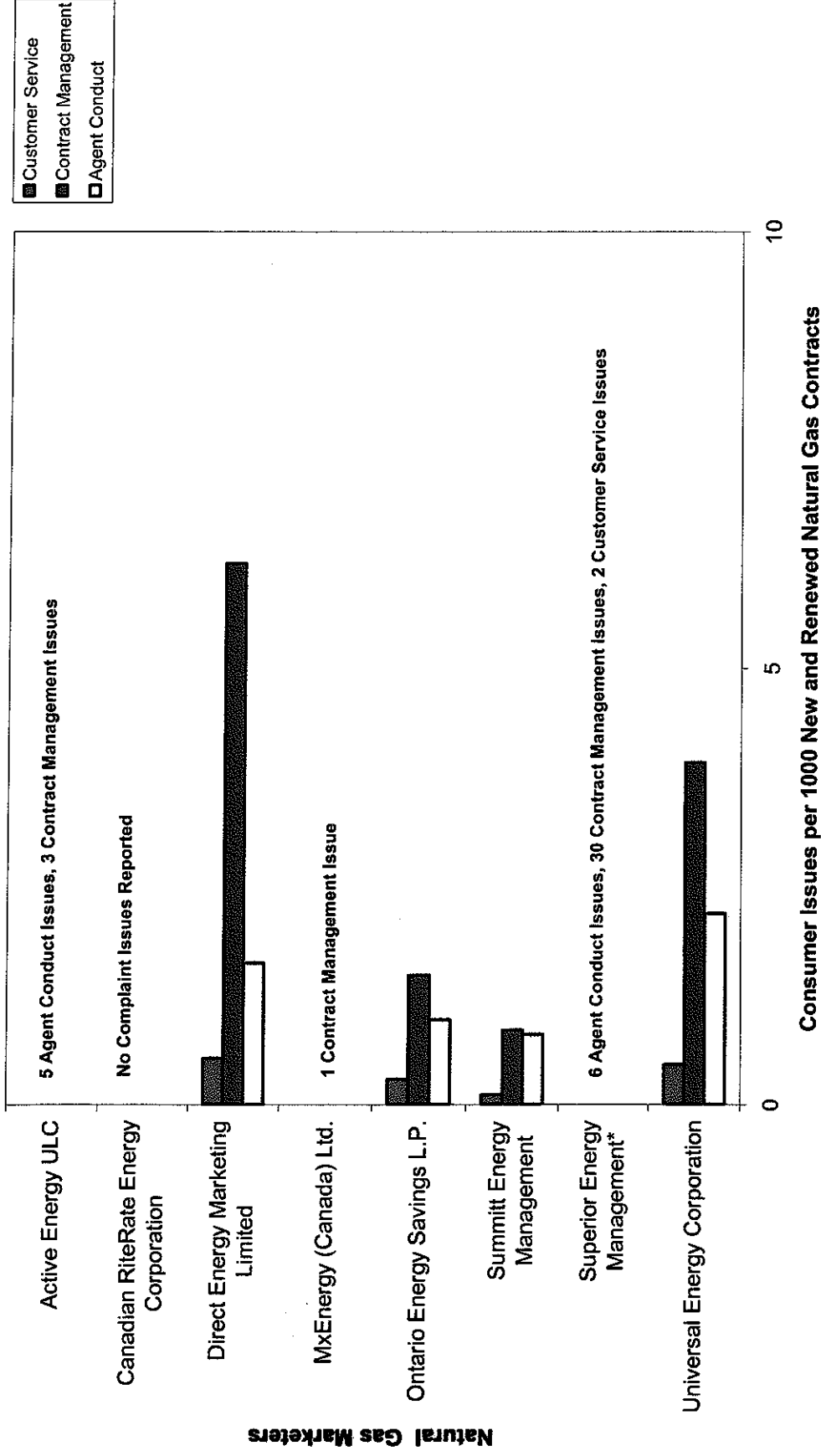
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Low Volume Consumer Issues Received by the OEB in Relation to the Business Activities of Natural Gas Marketers **July 1, 2008 - September 30, 2008**



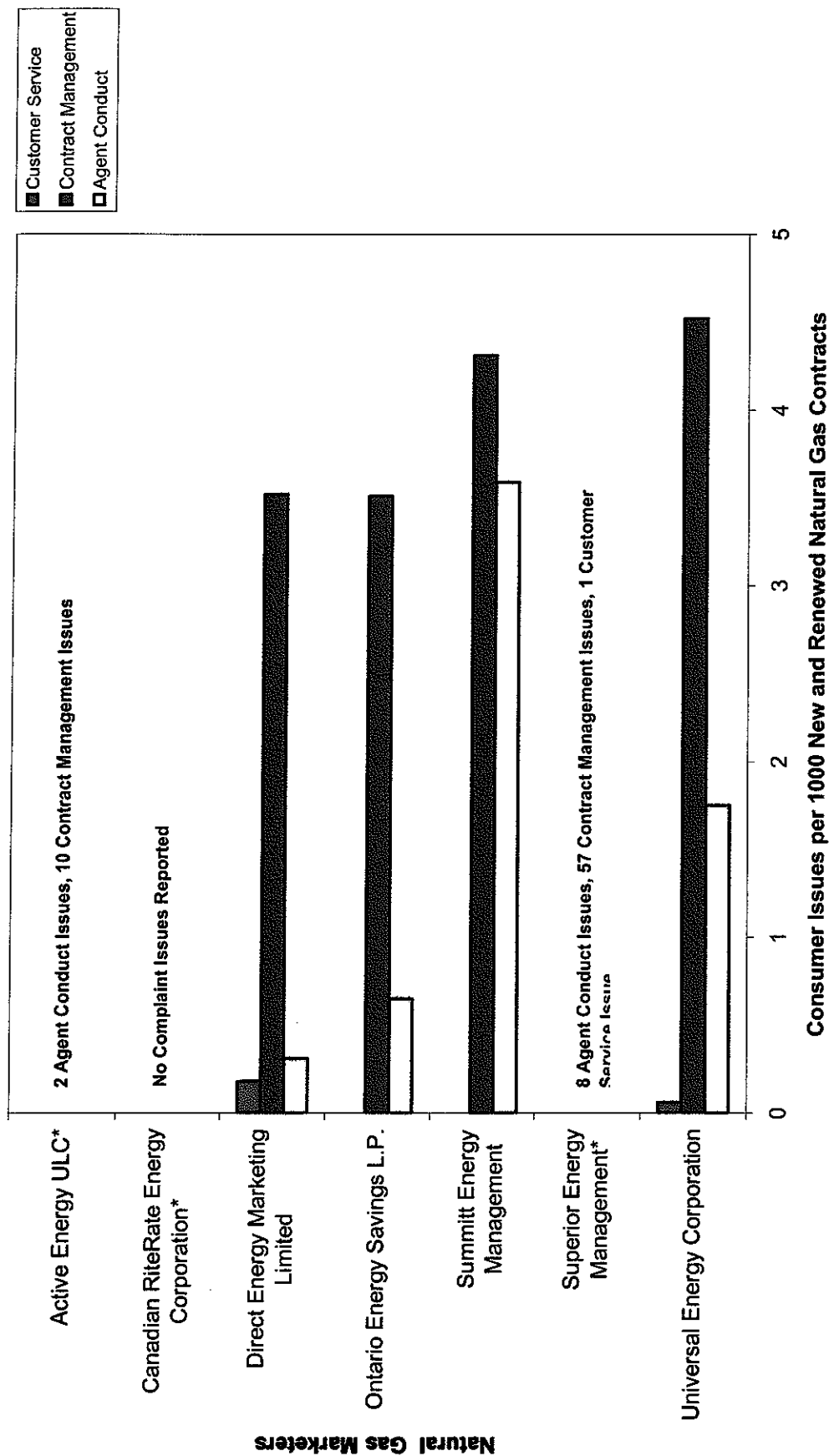
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Low Volume Consumer Issues Received by the OEB in Relation to the Business Activities of Natural Gas Marketers **October 1, 2008 - December 31, 2008**



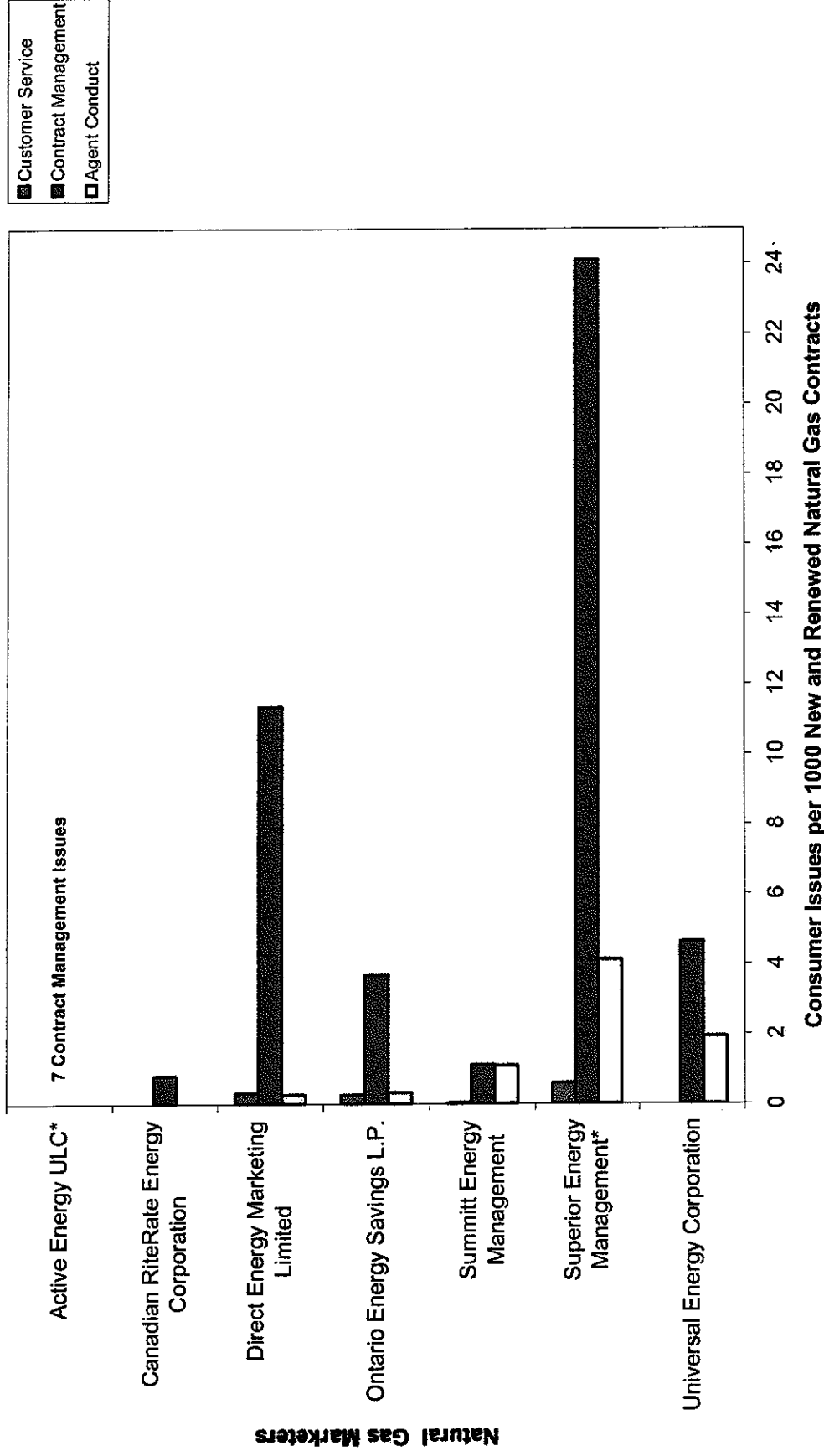
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Low Volume Consumer Issues Received by the OEB in Relation to the Business Activities of Natural Gas Marketers January 1 - March 31, 2009



If Data is Not Submitted by the Retailer/Marketer

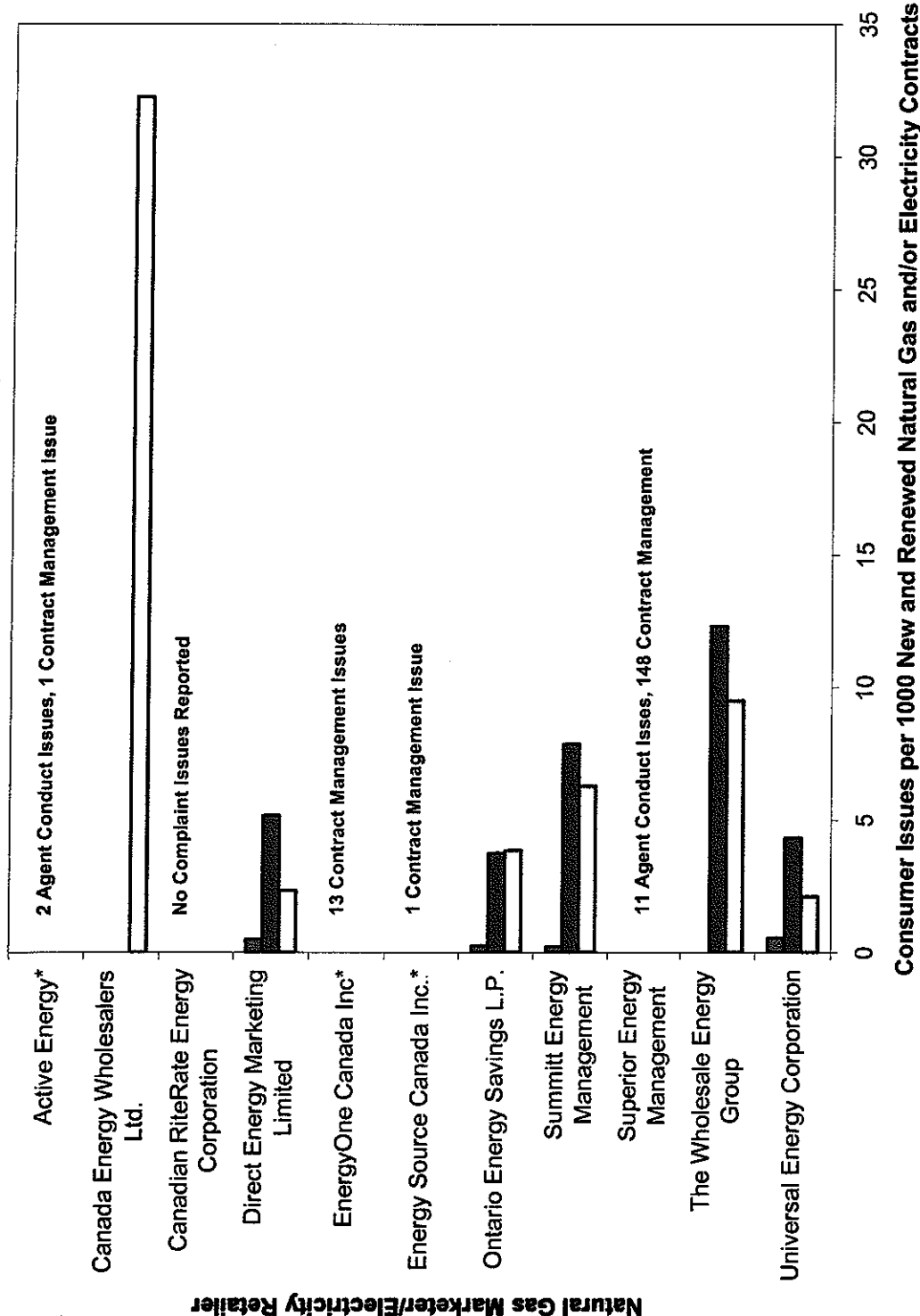
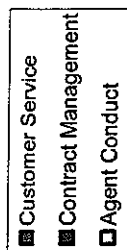
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TAB G-3

Low Volume Consumer Issues Received by the OEB in Relation to the Business Activities of Natural Gas Marketers and Electricity Retailers (January 1 - March 31, 2008)



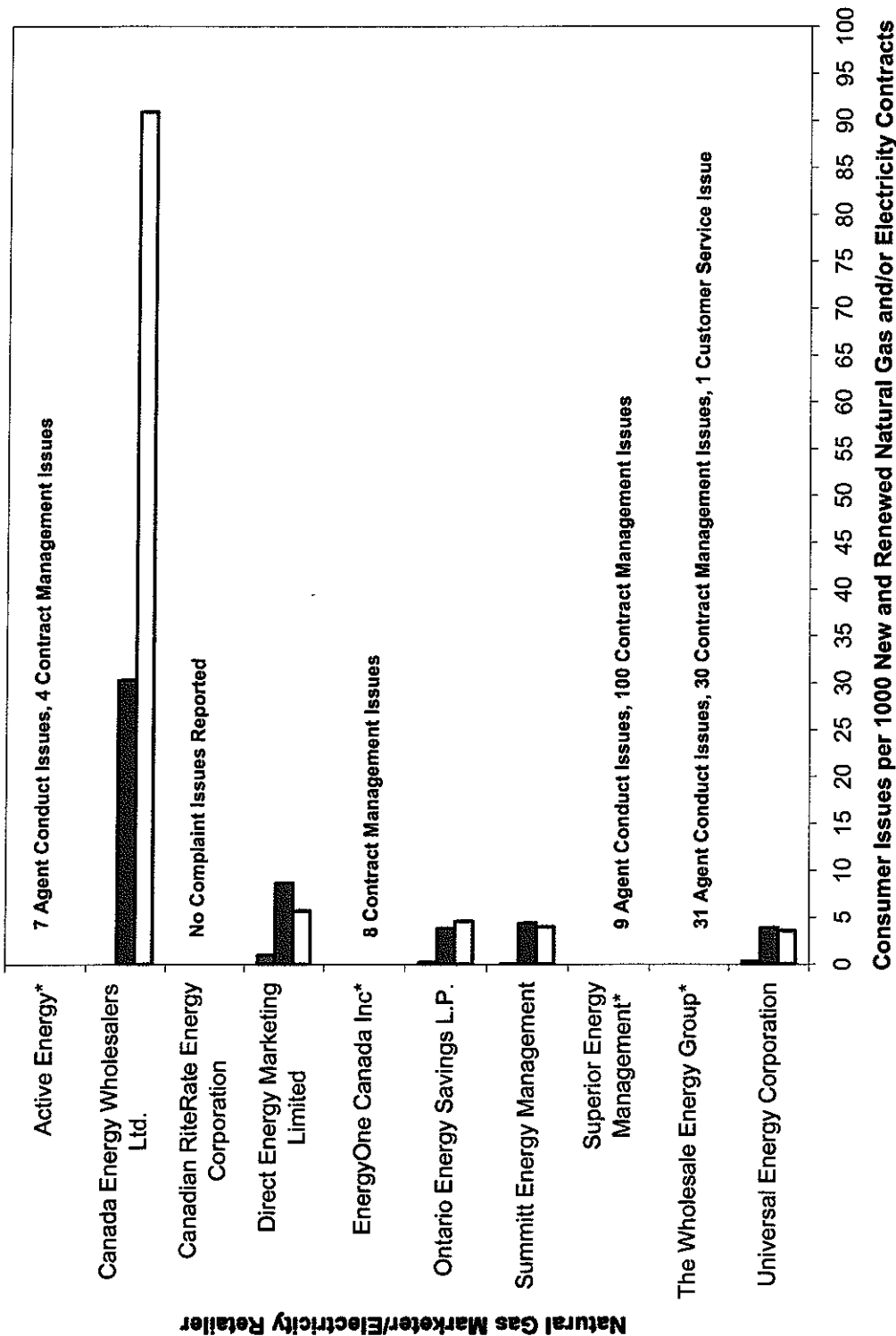
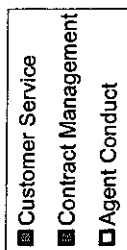
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If the Retailer/Marketer was not Active in Enrolling Customers in the Reporting Period

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Low Volume Consumer Issues Received by Natural Gas Marketers in Relation to the Business Activities of Natural Gas Marketers and Electricity Retailers April 1, 2008 - June 30, 2008



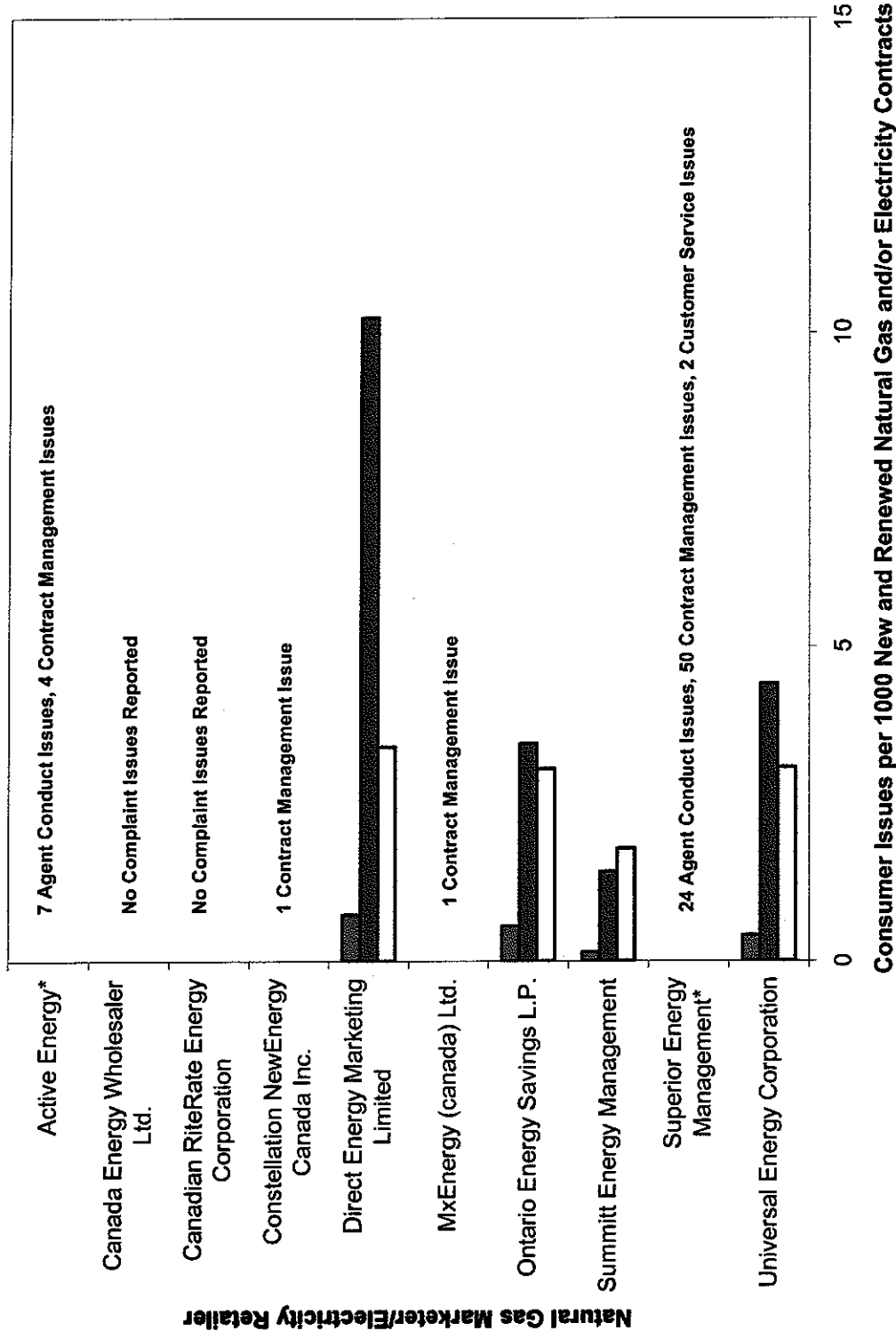
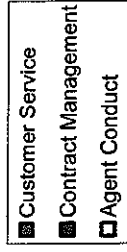
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Low Volume Consumer Issues Received by the OEB in Relation to the Business Activities of Natural Gas Marketers and Electricity Retailers July 1, 2008 - September 30, 2008



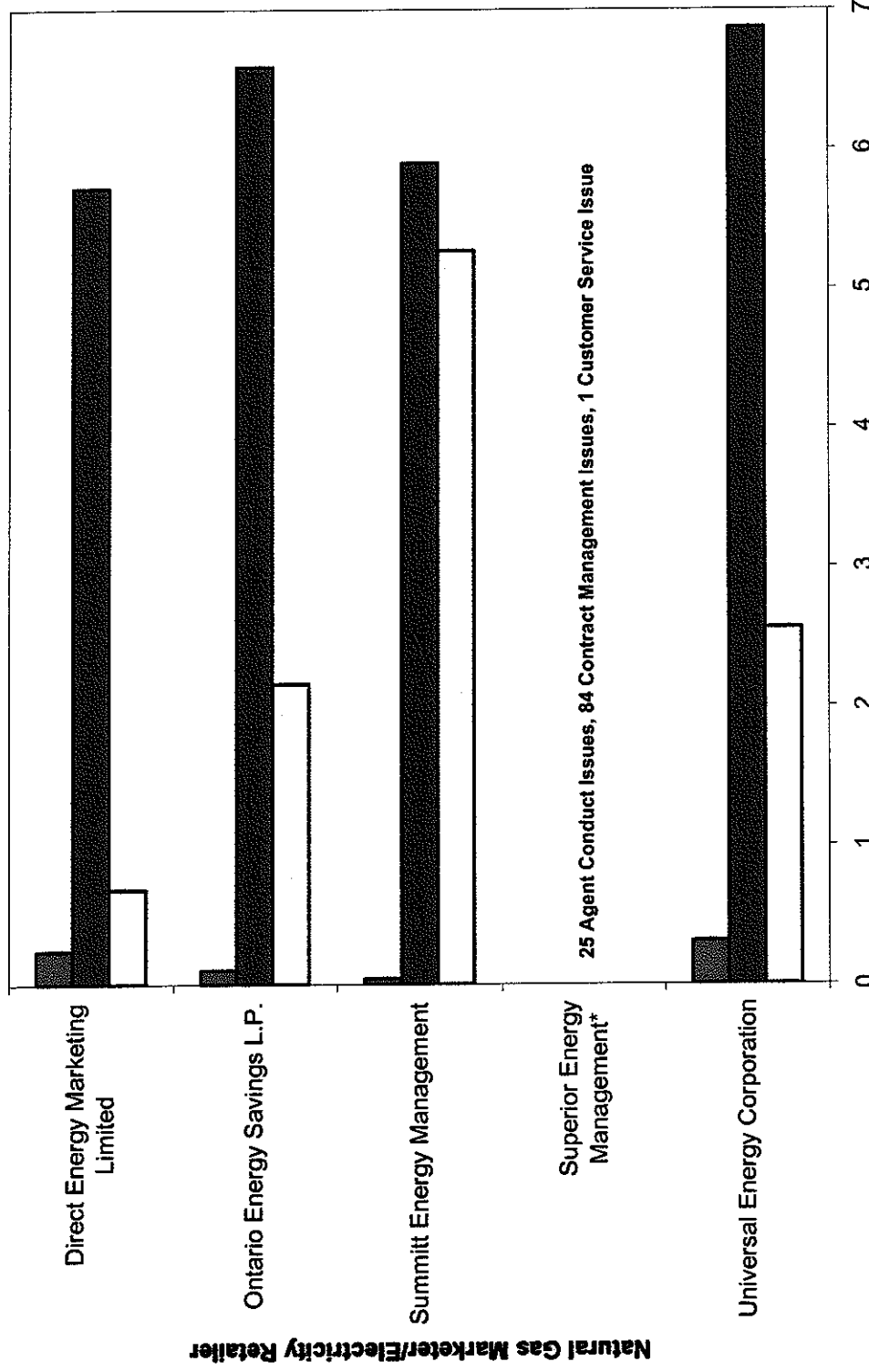
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Low Volume Consumer Issues Received by the OEB in Relation to the Business Activities of Natural Gas Marketers and Electricity Retailers October 1, 2008 - December 31, 2008



Consumer Issues per 1000 New and Renewed Natural Gas and/or Electricity Contracts

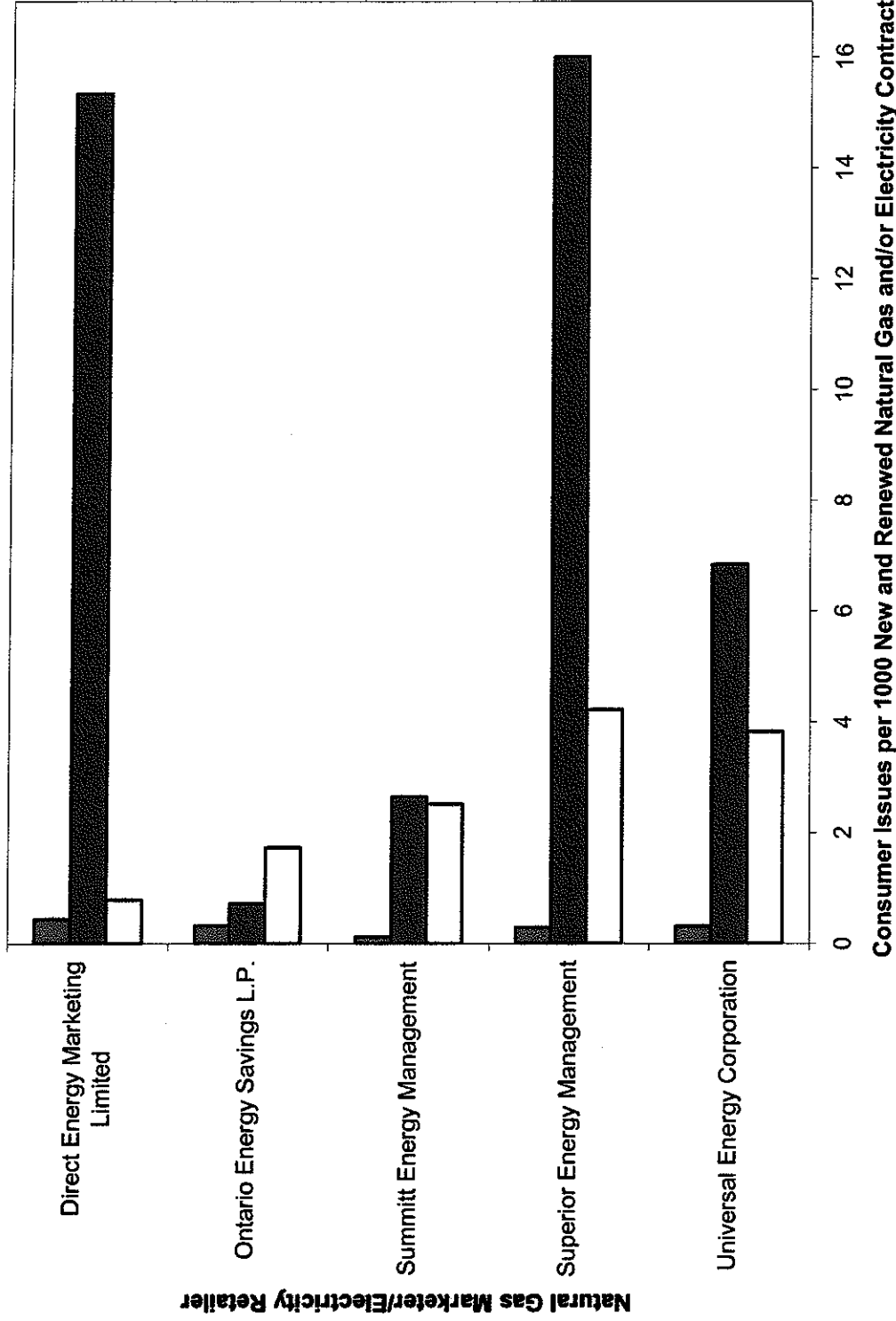
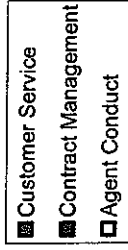
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Low Volume Consumer Issues Received by the OEB in Relation to the Business Activities of Natural Gas Marketers and Electricity Retailers **January 1 - March 31, 2009**



If Data is Not Submitted by the Retailer/Marketer

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