

Complainant Material: Remedy

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F.	Sales Agent Conduct Complaints received by the Ontario Energy Board against Summitt Energy Management Inc. since June 17, 2010
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TAB A

TAB A-1

Date Printed : June 22, 2010
Time Printed: 9:43:50AM

Consumer Complaint Response

2010-0004435

Assignment

Licensee Name
Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

Agent Name

Date Received
03/02/2010

Sent to Licensee Date
03/12/2010

Licensee Date Due
04/01/2010

CCR Complaint Status
Completed
Licensee Representative

Agent ID NC4096

Licensee Response Date
03/02/2010

Complaint Details

Reference Number
2010-0004435

Energy Type
Electricity

Account Number

Consumer Name

Consumer Address

Consumer Phone

Consumer Email

Representative Name

Representative Address

Representative Phone

Representative E-mail

Classification

Contract

Topic

Cancellation request not
processed

Sub-Topic

Request not processed (at
enrolment)

Synopsis

Preferred Communication Method: E-mail

Utility:

Marketer/Retailer: Summitt Energy

Best time to reach: No Preference

I complain about a sale representative from Summitt Energy, and Summitt Energy.

The name of sale representative is [REDACTED] his representative number is NC4096.

The registration form I was tricked to sign is: F1062523.

on the evening (between 6:00pm - 6:40pm) of March 1st, 2010, this representative came to my house at 3315 Golden Orchard drive, and tricked me to sign a registration form of switching my gas and electricity supplier.

He did not say anything about the switching supplier and the new plans, but he was focusing on the new electricity meter has been installed, and told me the form I signed was about the meter which has been installed.

After I did some search about Summitt Energy and realized what the real meaning of the form I signed, I called Summitt Energy at 905-366-5059 at about 7:30pm, and talked to a representative Sara at extension 7918, I told her that I need to cancel the new registration form which I was tricked to sign, but she refused to take my cancellation, and recommended me to send email to customerservice@summittenergy.ca instead.

I have sent an email to customerservice@summittenergy.ca to cancel the registration form at about 8:00pm on Mar. 1st/10.

Because I got a lot disturbing news about how badly Summitt Energy tricked new customers, I am afraid it will take unreasonable time to cancel my registration form. Here is the link about the bad news about Summitt Energy:

<http://www.redflagdeals.com/forums/summitt-energy-626631/>

I think that this kind of sale representative should be punished, so does the Summitt Energy since they are not follow the business practice.

Primary Account Number:

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: 03/01/2010
The account was cancelled prior to reaffirmation and flow.

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

Summitt emailed the customer on March 15, 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 received a fax from the customer on March 1, 2010 requesting cancellation.

Summitt cancelled the customer's account on March 2, 2010 and sent the customer a cancellation letter.

Customer emailed Summitt March 1, 2010 requesting cancellation.

Summitt emailed the customer back on March 4, 2010 confirming cancellation.

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 has 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 account on March 2, 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 March 2, 2010.

Attach same copies as above to OEB.

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

Supporting Material

CA_F1062523_20100309032914.PDF

Licensee Closure

Resolution
Contract and Reaffirmation Valid

Action
Account Cancelled PreFlow

CCR Completed By
cblackett

Reimbursement Amount

Additional Comments

TAB A-2

Consumer Complaint Response

2010-0002952

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 NC 4096

Date Received

02/16/2010

Sent to Licensee Date

02/16/2010

Licensee Date Due

03/09/2010

Licensee Response Date

03/09/2010

Complaint Details

Reference Number

2010-0002952

Energy Type

Electricity

Consumer Name

[REDACTED]

Consumer Address

[REDACTED]
[REDACTED]
[REDACTED]

Representative Name**Representative Address****Account Number**

9701164803

Consumer Phone

[REDACTED]

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

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim utility representation

Synopsis

Consumer called because her boyfriend signed a contract with SE in December 2009.

Consumer said that her boyfriend has been misled by the agent. Consumer said that the agent claimed he represented Veridian.

Consumer and her boyfriends are both account holders.

Consumer and her boyfriend have never reaffirmed the contract on the phone.

Consumer said that she has been receiving 3 or 5 calls per day from SE to reaffirm the contract.

Consumer thinks that she has been misled and is feeling harassed by SE. Consumer wants the cancellation of the contract and want the calls from SE to stop.

Agreement number is F1042240

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: 12/29/2009 Contract Reaffirmation date: 01/08/2010 The account did not flow.
Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.	Summitt called the customer on February 17, 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 the customer previously contacting Summitt with their concerns.
The licensee resolution including timing and method of communication with consumer.	The customer's account has never flowed with Summitt. The customer reaffirmed the contract January 8, 2010. The account was cancelled because the customer did not provide Summitt with the utility account number. Summitt has placed the customer on the do not call list.
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 placed the customer on the do not call list on March 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.	Please see attached for a copy of the contract and reaffirmation call.

Supporting Material

4167888843_KObese-jecty_100108_153555.mp3

F1042240.jpg

Licensee Closure**Resolution**

Contract and Reaffirmation Valid

Action

Account Cancelled PreFlow

CCR Completed By

cblackett

Reimbursement Amount**Additional Comments**

Consumer Complaint Response

2010-0005667

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 NC4096

Date Received

04/07/2010

Sent to Licensee Date

04/15/2010

Licensee Date Due

05/06/2010

Licensee Response Date

05/06/2010

Complaint Details

Reference Number

2010-0005667

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

Gas

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

910001469243

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

Contract

Topic

Contract Not Complete

Sub-Topic

Consumer copy different than copy from R/M

Synopsis

Caller says her brother, who speaks no English, signed an electricity contract when approached by a Russian/Ukrainian-speaking Summitt agent on December 27, 2009. The agent never spoke about gas and the consumer did not wish to sign for gas. She says she called Summitt to cancel the contract on about January 27 and was told that it was cancelled. However, he found out on their February 4, 2010 gas bill that Summitt was also supplying their gas. The complainant contacted Summitt at that time but was told she didn't cancel the gas contract and that it was too late because it was past ten days, so he would have to pay a penalty. Summitt also sent her a copy of the contract but it is different from the customer's copy, in that the box for five years for gas is checked off on the customer's copy but it is on Summitt's copy. The postal code is missing from the customer's copy, which shows that the contract was altered or amended after the customer had signed. She also says when Summitt called to reaffirm the contract, they did not speak to her brother because he doesn't usually speak on the phone, but to his friend who could speak English. However, the friend did not translate anything about electricity.

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: 12/27/2009
Contract Reaffirmation Date: 01/18/2010
Gas Flow Date: 03/01/2010
Electricity account has never flowed.

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

Summitt left a message for the customer on April 16, 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 January 28, 2010 inquiring on the account.

Customer called Summitt on February 18, 2010 inquiring on account and requesting cancellation. Summitt advised the customer of the exit fees.

Customer called Summitt on February 25, 2010 requesting cancellation.

Customer called Summitt on March 2, 2010 making inquiries on the account.

Customer requested a copy of the reaffirmation call be sent to them on March 2, 2010.

Summitt mailed the customer a copy of their reaffirmation call on March 4, 2010.

Customer called and requested a copy of the contract be emailed to them on March 23, 2010.

Summitt emailed the customer a copy of their contract alone with terms and consitions on March 23, 2010.

Customer called Summitt on March 24, 2010 requesting cancellation.

Customer faxed Summitt a copy of the contract left with them on March 24, 2010.

Customer called Summitt on April 6, 2010 requesting cancellation.

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

Summitt cancelled the customer's account 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.

No internal action taken at this time.

What is the timing for resolution to be implemented?

Summitt cancelled the customer's contract on May 6, 2010. It will take the utility 1-2 billing cycles to remove Summitt from the customer's 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 emailed the customer a cancellation letter on May 6, 2010.

Attach same copies as above to OEB.

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

Supporting Material

4164357397_lwinyi_100118_191632.MP3

CA_F1042224_20100506065910.PDF

S_F1042224_201003231402.pdf

F1042224.jpg

MS_F1042224_20100304.pdf

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

2010-0006074

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 NC4096

Date Received

04/13/2010

Sent to Licensee Date

04/14/2010

Licensee Date Due

05/05/2010

Licensee Response Date

05/05/2010

Complaint Details

Reference Number

2010-0006074

Consumer Name

[REDACTED]

Representative Name

Energy Type

Electricity

Consumer Address

[REDACTED]

Representative Address

Account Number

[REDACTED]

Consumer Phone

Representative Phone

Consumer Email

[REDACTED]

Representative E-mail

Classification

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim utility representation

Synopsis

Related:2010-0006075

From: [REDACTED]
Sent: April 7, 2010 7:15 PM
To: ConsumerRelations
Subject: Fw: Cancellation request for F1093776

Good evening. Earlier today, I was duped into signing an agreement with Summitt Energy, which granted them the right to contact Enbridge and Enersource Hydro Mississauga to obtain my account number. The representative certainly misrepresented himself as being aligned with both companies, and I found out later that he was not. The name of the Summitt representative is [REDACTED] and his Representative Number is NC4096. This man's licence should be revoked, as he is dishonest, and lies in order to procure energy supply contracts.

I am requesting your assistance in blocking the release of any information to Summitt Energy regarding [REDACTED] at the address [REDACTED]. You may reach me at home at [REDACTED] or mobile after 1:30 pm at [REDACTED]. Let me make myself clear: I intend to do business with Enbridge and Enersource, and no one else. The email body shown below is my cancellation request to Summitt Energy. If email is not the proper way to request cancellation, please advise me of the correct procedure. Thank you.

[REDACTED]

From: [REDACTED]
Sent: Wednesday, April 07, 2010 6:29 PM
To: customerservice@summittenergy.ca
Subject: Cancellation request for F1093776

Good evening. This email constitutes a cancellation request for contract number F1093776. I hereby revoke any authority given by me on Wednesday April 7th 2010, to contact my utility companies Enbridge and/or Enersource. I also revoke any permission to bill any energy charges of any kind to [REDACTED]. I will be contacting Enbridge and Enersource to instruct them to not release my account numbers to Summitt Energy.

I am registering a complaint against your mobile representative [REDACTED]. His representative number is NC4096. In response to my direct question as to who I would be dealing with, he lied and said it would be Enersource. He also wrote checked off the box next to Enbridge without mentioning gas supply. This man is unscrupulous, and because of his dishonesty, I will not do business with Summitt Energy.

Please remove my name from your records, and you do not have permission to contact the residents of [REDACTED] in the pursuit of energy supply contracts.

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: 04/07/2010
The account was cancelled prior to reaffirmation and flow.

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

Summitt emailed the customer April 15, 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 emailed Summitt April 7, 2010 requesting cancellation.

Summitt cancelled the customer's account on April 8, 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 the customer's account on April 8, 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 5, 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. Account was cancelled prior to reaffirmation.

Supporting Material

CA_F1093776_20100504082925.PDF

ES_F1093776_201004081219.pdf

F1093776.jpg

Licensee Closure**Resolution**

Contract and Reaffirmation Valid

Action

Account Cancelled PreFlow

CCR Completed By

cblackett

Reimbursement Amount**Additional Comments**

Consumer Complaint Response

2010-0006075

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 NC4096

Date Received

04/14/2010

Sent to Licensee Date

04/14/2010

Licensee Date Due

05/05/2010

Licensee Response Date

05/05/2010

Complaint Details

Reference Number

2010-0006075

Consumer Name

[REDACTED]

Representative Name**Energy Type**

Gas

Consumer Address

[REDACTED]
[REDACTED]
[REDACTED]

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

[REDACTED]

Representative E-mail**Classification**

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim utility representation

Synopsis

Related:2010-0006074

From: [REDACTED]
Sent: April 7, 2010 7:15 PM
To: ConsumerRelations
Subject: Fw: Cancellation request for F1093776

Good evening. Earlier today, I was duped into signing an agreement with Summitt Energy, which granted them the right to contact Enbridge and Enersource Hydro Mississauga to obtain my account number. The representative certainly misrepresented himself as being aligned with both companies, and I found out later that he was not. The name of the Summitt representative is [REDACTED] and his Representative Number is NC4096. This man's licence should be revoked, as he is dishonest, and lies in order to procure energy supply contracts.

I am requesting your assistance in blocking the release of any information to Summitt Energy regarding [REDACTED] at the address [REDACTED]. You may reach me at home at [REDACTED] or mobile after 1:30 pm at [REDACTED]. Let me make myself clear: I intend to do business with Enbridge and Enersource, and no one else. The email body shown below is my cancellation request to Summitt Energy. If email is not the proper way to request cancellation, please advise me of the correct procedure. Thank you.

[REDACTED]

From: Earle Warner
Sent: Wednesday, April 07, 2010 6:29 PM
To: customerservice@summittenergy.ca
Subject: Cancellation request for F1093776

Good evening. This email constitutes a cancellation request for contract number F1093776. I hereby revoke any authority given by me on Wednesday April 7th 2010, to contact my utility companies Enbridge and/or Enersource. I also revoke any permission to bill any energy charges of any kind to 513 Daralea Heights, Mississauga. I will be contacting Enbridge and Enersource to instruct them to not release my account numbers to Summitt Energy.

I am registering a complaint against your mobile representative Alex. His representative number is NC4096. In response to my direct question as to who I would be dealing with, he lied and said it would be Enersource. He also wrote checked off the box next to Enbridge without mentioning gas supply. This man is unscrupulous, and because of his dishonesty, I will not do business with Summitt Energy.

Please remove my name from your records, and you do not have permission to contact the residents of 513 Daralea Heights in the pursuit of energy supply contracts.

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: 04/07/2010 The account was cancelled prior to reaffirmation and flow.
Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.	Summitt emailed the customer April 15, 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 emailed Summitt April 7, 2010 requesting cancellation. Summitt cancelled the customer's account on April 8, 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 the customer's account on April 8, 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 5, 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. Account was cancelled prior to reaffirmation.

Supporting Material

CA_F1093776_20100504082925.PDF

ES_F1093776_201004081219.pdf

F1093776.jpg

Licensee Closure**Resolution**

Contract and Reaffirmation Valid

Action

Account Cancelled PreFlow

CCR Completed By

cblackett

Reimbursement Amount**Additional Comments**

Consumer Complaint Response

2010-0006088

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 NC4096

Date Received

04/14/2010

Sent to Licensee Date

04/14/2010

Licensee Date Due

05/05/2010

Licensee Response Date

05/05/2010

Complaint Details

Reference Number

2010-0006088

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

Misrepresentation of purpose

Sub-Topic

Required for smart meter
installation or pricing

Synopsis

Consumer called to file a complaint about an agent that came to his door from Summitt Energy.

Consumer said that the agent told him that he was there to update his information for the new smart meters. Consumer did not sign anything and then ask the agent to leave his door.

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.

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 April 15, 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 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.

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 May 5, 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
cblackett

Reimbursement Amount

Additional Comments

Consumer Complaint Response

2010-0007105

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 NC4096

Date Received

05/06/2010

Sent to Licensee Date

05/06/2010

Licensee Date Due

05/27/2010

Licensee Response Date

05/27/2010

Complaint Details

Reference Number

2010-0007105

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

Electricity

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

3181-51

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

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim utility representation

Synopsis

Caller says a Summitt agent at her door on April 29, 2010 said he was working with Verdian and she asked him why would Veridian not tell her that they were sending him. He told her that they must have notified her in the email but she probably didn't read it. He then proceeded to have her sign to get the rate of 7.29c/kWh on the sheet that he had. She signed the form and he left her a copy, but when she contacted Veridian, they told her that they hadn't sent the agent.

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: 04/29/2010
Account was never reaffirmed and has never flowed.

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

Summitt left a message for the customer on May 7, 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 cancelled the customer's account 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 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 May 21, 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 21, 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. The account was cancelled prior to reaffirmation.

Supporting Material

CA_F1141898_20100521092742.PDF

F1141898.jpg

Licensee Closure

Resolution
Agent Conduct

Action
Account Cancelled PreFlow

CCR Completed By
cbeeharrilall

Reimbursement Amount

Additional Comments