

TAB C

TAB C-1

Date Printed : June 22, 2010
Time Printed: 10:15:39AM

Consumer Complaint Response

2009-0012851

Assignment

Licensee Name
Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

Agent Name

Date Received

11/17/2009

Sent to Licensee Date

11/17/2009

Licensee Date Due

12/08/2009

CCR Complaint Status

Completed

Licensee Representative

Agent ID NA1002

Complaint Details

Reference Number

2009-0012851

Consumer Name

[REDACTED]

Representative Name

Energy Type

Electricity

Consumer Address

[REDACTED]

Representative Address

Account Number

215162001

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 the Summitt agent at his door on June 2, 2009 told his wife that he just wanted to see her bill to make sure that se was protected. She showed him the bill because he said that he was from the hydro company. He looked at the bill and said, "You're fine. Just sign here to show that I was here and I talked to you about it." She signed the paper and he left her a copy but she didn't read it. Some time later, the company called to confirm it and she she reaffirmed. He says he called Summitt but they don't care and just told him he would have to pay a penalty to get out.

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 June 2, 2009. The contract was reaffirmed on June 15, 2009.

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

Summitt left a message for the customer on November 18, 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 on September 28, 2009 requesting cancellation.

Summitt mailed the customer an exit fee letter on September 28, 2009.

On November 17, 2009 the customer contacted Summitt stating that their spouse signed. The customer wished to listen to the reaffirmation call. Summitt played the call for the customer. The customer requested an updated exit fee letter.

Summitt mailed the customer an exit fee letter on November 17, 2009.

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

Summitt is of the opinion the contract is valid. The customer signed and confirmed enrollment into the program. The customer confirmed the rate and term on the reaffirmation call. The customer also confirmed they were left with a copy of the contract and the brochure during the reaffirmation call. Customers can cancel within 10 days of the signing date without penalty. Summitt was not contacted by the customer within the cancellation timeline. Exit fees will 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 the complaint to the sales agent's manager for review and retraining purposes.

What is the timing for resolution to be implemented?

The contract 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 has mailed the customer on December 2, 2009 a copy of their contract, reaffirmation call and exit fee letter.

Attach same copies as above to
OEB.

See attached for a copy of the contract, reaffirmation call
and exit fee letter.

Supporting Material

F864474.jpg

Licensee Closure

Resolution
Contract and Reaffirmation Valid

Action
No Further Action

CCR Completed By
Nmatadin

Reimbursement Amount

Additional Comments

Date Printed : June 22, 2010
Time Printed: 10:16:29AM

Consumer Complaint Response

2009-0004058

Assignment

Licensee Name
Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

Agent Name

Date Received

03/31/2009

Sent to Licensee Date

03/31/2009

Licensee Date Due

04/21/2009

CCR Complaint Status

Completed

Licensee Representative

Agent ID MA1002

Complaint Details

Reference Number

2009-0004058

Consumer Name

Representative Name

Energy Type

Electricity

Consumer Address

Representative Address

Account Number

R6008287028

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 in February 2009 asked to see her hydro bill and told her that she was paying too much. She asked him if he was from Summitt and he said, "No, I'm with Kitchener-Wilmot Hydro". She says the agent "made" her sign a form and she told him again that she didn't want to be with anyone but K-W Hydro. However, when they called her to reaffirm, she told them that she didn't want the contract and she was going to call her hydro utility to verify what the agent had said. The representative then started to talk to her about the smart meter and told her that she would be paying more when the smart meter was hooked up.

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 March 5, 2009. The contract was declined during reaffirmation on April 2, 2009.

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

Summitt Energy left a message for the customer on April 1, 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.

Summitt Energy contacted the customer for reaffirmation on April 2, 2009 and the customer declined during reaffirmation.

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

Summitt Energy cancelled the contract during reaffirmation.

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 contract was cancelled immediately during reaffirmation on April 2, 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.

Summitt Energy mailed the customer a cancellation letter on April 21, 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
Agent Conduct

Action
No Further Action

CCR Completed By
Nmatadin

Reimbursement Amount

Additional Comments

Date Printed : June 22, 2010
Time Printed: 10:17:30AM

Consumer Complaint Response

2009-0009162

Assignment

Licensee Name
Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

Agent Name: [REDACTED]

Date Received
08/10/2009

Sent to Licensee Date
08/10/2009

Licensee Date Due
08/31/2009

CCR Complaint Status

Completed

Licensee Representative

Agent ID MA1002

Licensee Response Date
08/10/2009

Complaint Details

Reference Number
2009-0009162

Energy Type
Electricity

Account Number
R5525320896

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
Misrepresentation of price

Sub-Topic
Guarantee of savings

Synopsis

Caller says a Summitt agent at his door on April 3, 2009 looked at his bill and told him that his delivery charge would go down to \$12 per month, instead of being \$28, if he signed a contract. He says he believed the agent because it was the first time he was personally responsible for his own hydro account and assumed that the agent knew what he was talking about. However, he has found that his bill has doubled since he signed the contract he says he did not receive a reaffirmation.

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 April 3, 2009. The contract was reaffirmed on April 13, 2009.

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

Summitt left a message for the customer on August 11, 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 August 8, 2009 with a billing inquiry.

On August 10, 2009 the customer contacted Summitt requesting cancellation of the program.

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

Summitt is of the opinion the contract is valid. The customer signed the contract and confirmed enrollment during the reaffirmation call. The customer did not have any questions during the reaffirmation call. Summitt provided the customer with the term and rate of the program. Summitt can cancel the contract, but exit fees will 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 the complaint to the sales agent's manager for review and retraining purposes.

What is the timing for resolution to be implemented?

The contract 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 Energy mailed the customer a copy of their contract, reaffirmation call and an exit fee letter on August 31, 2009.

Attach same copies as above to OEB.

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

Supporting Material

Licensee Closure

Resolution
Contract and Reaffirmation Valid

Action
No Further Action

CCR Completed By
Nmatadin

Reimbursement Amount

Additional Comments

TAB C-2

Date Printed : September 07, 201
Time Printed: 12:01:27PM

Consumer Complaint Response

2010-0004762

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 MAY002

Date Received

03/18/2010

Sent to Licensee Date

03/18/2010

Licensee Date Due

04/08/2010

Licensee Response Date

04/08/2010

Complaint Details

Reference Number

2010-0004762

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

Misleading information
provided by agent

Sub-Topic

Need to see the consumer's bill

Synopsis

Consumer said that an agent from Summitt Energy came to her door. The agent asked to see consumer's bill.

Consumer does not remember having signed a contract.

Consumer does not remember having reaffirmed the contract on the phone.

Consumer received a copy of the contract and said it is not her signature.

Consumer wants a copy of the contract and the reaffirmation call.

Consumer wants the contract to be cancelled without penalty.

Consumer Resolution Requested

Cancel Contract Without Penalty

Privacy Consent

Approval to share info with OEB Yes

Approval to share info with stakeholder No

Approval to share info with 3rd party No



hence no
customer name
on CCR

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 provide any information to allow Summitt to locate an account for them.
Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.	The customer did not provide any contact information.
Provide explanation of why the issue was not resolved at the initial contact from the consumer.	N/A
The licensee resolution including timing and method of communication with consumer.	The customer did not provide any information to allow Summitt to locate an account for them. If more information is received, Summitt will try to locate the customer's account and resolve the customer's concerns.
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.	N/A
What is the timing for resolution to be implemented?	N/A
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**

Contract and Reaffirmation Valid

Action

No Further Action

CCR Completed By
CBLACKETT

Reimbursement Amount

Additional Comments

Date Printed : September 07, 201
Time Printed: 12:02:17PM

Consumer Complaint Response

2010-0005701

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**

03/29/2010

Sent to Licensee Date

04/07/2010

Licensee Date Due

04/28/2010

Licensee Response Date

04/28/2010

Complaint Details

Reference Number

2010-0005701

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

No Copy of Contract

Sub-Topic

Agent enrolment

Synopsis

From: [REDACTED]
Sent: March 23, 2010 2:22 PM
To: ConsumerRelations
Cc: nilu patel
Subject: Fw: Please help me against this fraud and deception

To: Ontario Energy Board
2300 Yonge Street
P.O. Box 2319
26th Floor
Toronto, Ontario M4P 1E4

Subject: File a complaint to cancel the account: H1020857 and reimburse my money from Summitt Energy

Dear Sir/Madam;

Please find an attach document that how my wife was force to sign document by deception, manipulation and fraud.

I have been talking and emailing Summitt Energy since i am being charged for the service which i never agree to. They do not even explained why I am wrong and not there representative? All i got response that I will be charged \$982 if i cancel the charges/contract mention in attached letter. As of my wife the representative came once to my house on either Dec. 02, 2009 or Dec 04, 2009 and as f Summit energy both contracts/contact sign on different dates which proves either committed fraud; deception or manipulation by there representative. The representative never gave copy of sign document to my wife or even take a look at document by saying he will mail the document as this the only copy he has. he made my wife sign document while he was holding document and board himself.

All I want is disregard and cancel this contract without any penalty and reimbursed my money back for 2 months.

Thank you in advance for your co-operation in this matter.
Sincerely;

[REDACTED]
[REDACTED]
[REDACTED]

Consumer states that after his wife signed the form, the agent called someone and got his wife to say yes on the phone. This was the same day the form was signed. Consumer is adamant that the agent did not leave a copy of the contract. The agent advised the wife that he only had one copy so Summit will mail the information to consumer.

Consumer alleges that Summit did not contact them between the 10th and 60th day. Consumer states that he received a copy of the call, however, his wife informed him that some of the information is missing. The wife advised the Summit representative that her husband made all the decisions and Summit needed to speak with him. This part of the conversation is not on the copy of the call consumer received.

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: 12/02/2009
Contract Reaffirmation Date: 12/02/2009
Contract Flow Date: 01/01/2010

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

Summitt contacted the customer on April 9, 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 February 12, 2010 requesting cancellation.

Summitt mailed the customer a copy of their contract on February 26, 2010.

Summitt emailed the customer a copy of their reaffirmation call on March 5, 2010 as per the customer's request.

Summitt emailed the customer an exit fee letter on March 18, 2010.

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 emailed the customer a copy of their contract, reaffirmation call and exit fee letter on April 28, 2010.

Attach same copies as above to OEB.

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

Supporting Material

276543.wav

CC_H1020792_20100226015927.PDF

ES_H1020792_20100305.pdf

ES_H1020792_201003101607.pdf

ES_H1020792_201003181009.pdf

H1020792.jpg

doc20100426150251.pdf

Licensee Closure

Resolution

Contract and Reaffirmation Valid

Action

No Further Action

CCR Completed By

cbalckett

Reimbursement Amount

Additional Comments

Date Printed : September 07, 201
Time Printed: 12:02:43PM

Consumer Complaint Response

2010-0005325

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 MA1002

Date Received

03/30/2010

Sent to Licensee Date

03/30/2010

Licensee Date Due

04/20/2010

Licensee Response Date

04/20/2010

Complaint Details

Reference Number

2010-0005325

Energy Type

Gas

Consumer Name

[REDACTED]

Consumer Address

[REDACTED]
[REDACTED]
[REDACTED]

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

020118654316

Consumer Phone

[REDACTED]

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

Contract

Topic

Disputed signature

Sub-Topic

Not account holder's signature on contract

Synopsis

Consumer`s representative called on behalf of this father who does not speak well English.

Consumer said that an agent from SE came at the door. Consumer said that the agent claimed to represent Enbridge. Consumer said that the agent asked to see his bill.

Consumer said that he refused to sign the contract.

Consumer said that the agent called a call center representative. Consumer talked to the call center representative and give positive answers to the questions, without understanding English.

Consumer`s representative found out that his father has been enrolled in a carbon offset program without his consent.

Consumer`s representative called SE and requested a copy of the contract.

Consumer`s representative said that the signature on the contract is not his father`s signature,

Consumer thinks that he has been misled by the agent.

Consumer wants the copy of the contract and the reaffirmation call.

Consumer wants the contract to be cancelled and to be reimbursed for the extra money he has to pay for.

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: 10/28/2009
Contract Reaffirmation Date: 10/28/2009
Contract Flow Date: 12/01/2009

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

Summitt contacted the customer on March 31, 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 February 13, 2010 requesting cancellation.

Summitt mailed the customer a copy of their contract on February 16, 2010 as per the customer's request.

Summitt mailed the customer an exit fee letter on February 25, 2010.

Customer called Summitt on March 15, 2010 requesting a copy of the contract and reaffirmation call via mail.

Summitt mailed the customer a copy of their contract and reaffirmation call on March 19, 2010.

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. Summitt has contacted the customer and requested they proof of signature so that Summitt may investigate that claim.

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 April 20, 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, copy of contract letter and exit fee
letter.

Supporting Material

250750.wav

CC_H1011048_20100319011356.PDF

H1011048.jpg

MS_H1011048_20100225.pdf

Licensee Closure

Resolution

Contract and Reaffirmation Valid

Action

No Further Action

CCR Completed By

cblackett

Reimbursement Amount

Additional Comments