

TAB D

TAB D-1

Date Printed : June 22, 2010
Time Printed: 9:36:45AM

Consumer Complaint Response

2009-0012758

Assignment

Licensee Name
Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

Agent Name

Date Received
10/28/2009

Sent to Licensee Date
11/27/2009

Licensee Date Due
12/18/2009

CCR Complaint Status

Completed

Licensee Representative

Agent ID NC1046

Complaint Details

Reference Number
2009-0012758

Energy Type
Gas

Account Number

Consumer Name

Consumer Address

Consumer Phone

Consumer Email

Representative Name

Representative Address

Representative Phone

Representative E-mail

Classification

Agent Conduct

Topic

Misrepresentation of purpose

Sub-Topic

Need to sign to continue supply

Synopsis

Hi,

I'm a new home owner and signed up for a 5-year fixed fee natural gas contract with Summitt Energy on September 13, 2008; I signed up as a result of a Summitt Energy Door-to-door representative visiting our home.

In January 2009, I attempted to cancel my contract with Summitt after learning more about natural gas marketers and felt that the Summitt representative who came to my door provided misleading information.

For example, it was indicated to me that

- 1) We had to fill out and sign the registration form to ensure continuity of the service as the new home owners
- 2) Summitt Energy provided natural gas to majority of our neighborhood
- 3) Summitt Energy was the natural gas provider for the previous owner of our home
- 4) Going door-to-door with customers was the standard practice for people moving into a home to ensure that they have the correct contact information for their files.
- 5) If we didn't sign the registration form, our natural gas rates would go up significantly

When I called Summitt in January 2009, they indicated to me that in order to cancel the contract, I would have to pay a fee of ~\$1000. I tried again this month (in October 2009) to cancel the contract but Summitt Energy is still not willing to do so and have indicated that early cancellation would result in my paying a fee of ~\$850.

I was wondering if there's a way to cancel the contract at this time without paying the large fee. I have attempted on several occasions to work this out with Summitt and even agreed to paying a penalty fee (as long as it is reasonable and significantly less than the liquidated damages fee) for their administrative time to deal with this cancellation. Summitt indicated to me that they are not willing to modify their decision on the fee.

If you require additional information, please don't hesitate to call me at [REDACTED]

Thanks
for your time.

[REDACTED]
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	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 September 13, 2008. The contract was reaffirmed on September 24, 2008. The flow start date was on November 1, 2008.

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

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

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

The customer contacted Summitt on January 11, 2009 requesting cancellation.

On January 12, 2009 the customer contacted Summitt regarding their cancellation request. Summitt advised the customer that exit fees will apply if they wish to cancel.

Summitt left a message for the customer on January 16, 2009 advising the electricity contract was cancelled because an account number was not provided, but the natural gas contract is valid.

Summitt mailed the customer a copy of the reaffirmation call on February 12, 2009.

The customer contacted Summitt on October 19, 2009 requesting cancellation. Summitt advised the customer exit fees will apply.

Summitt mailed the customer an exit fee letter on October 19, 2009.

Summitt mailed the customer a copy of the contract, terms and conditions and a cancellation letter for the electricity account on October 26, 2009.

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

Summitt is of the opinion that the contract, at the new price change offered and accepted by the customer on the reaffirmation call, is valid. The customer had a complete understanding of the program, the customer initiated the request for a price change, and the customer has been on our program since Nov 1 2008. 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 mailed the customer a copy of their contract, reaffirmation call and exit fee letter on December 18, 2009. It will take 5-7 business days for the customer to receive these documents.

Attach same copies as above to OEB.

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

Supporting Material

Licensee Closure

Resolution
Contract and Reaffirmation Valid

Action
No Further Action

CCR Completed By
Nmatadin

Reimbursement Amount

Additional Comments

TAB D-2

Consumer Complaint Response

2009-0002533

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 NC1046

Date Received

03/02/2009

Sent to Licensee Date

03/02/2009

Licensee Date Due

03/23/2009

Licensee Response Date

03/23/2009

Complaint Details

Reference Number

2009-0002533

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**

Contract

Topic

Signed by unauthorized person

Sub-Topic

Family Member other than spouse

Synopsis

Consumer states that Summitt came to her door and got her sister to sign a hydro contract. Her sister is not an authorized account holder on the hydro bill. Consumer states that she wants the contract cancelled without penalty and to be reimbursed

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 September 27, 2008. The contract was reaffirmed on October 8, 2008.

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

Summitt Energy left a message for the customer on March 3, 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 December 16, 2008 to cancel because they were stating they were with another marketer.

Summitt Energy canceled the contract on January 6, 2009 because the reaffirmation call did not meet Summitt's standard.

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

Summitt Energy cancelled the contract on January 6, 2009 because the reaffirmation call did not meet Summitt's standard. Summitt Energy will also reimburse the customer the difference of what they paid with Summitt and what they would have paid with the utility for the time they flowed with Summitt.

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

Summitt Energy forwarded the complaint to the customer service manager for review.

What is the timing for resolution to be implemented?

It will take approximately 4-6 weeks for this customer to receive reimbursement.

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 letter on March 23, 2009 advising the customer they will be reimbursed.

Attach same copies as above to OEB.

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

Supporting Material

Licensee Closure**Resolution**

Reaffirmation Not Valid

Action

Consumer Drop and Reimburse

CCR Completed By

Nmatadin

Reimbursement Amount

\$ 307.05

Additional Comments

Consumer Complaint Response

2009-0002815

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

Agent Name [REDACTED]

Date Received

03/06/2009

Sent to Licensee Date

03/06/2009

Licensee Date Due

03/27/2009

CCR Complaint Status

Completed

Licensee Representative

Agent ID NC1046

Licensee Response Date

03/26/2009

Complaint Details

Reference Number

2009-0002815

Consumer Name

[REDACTED]

Representative Name

Energy Type

Gas

Consumer Address

[REDACTED]
[REDACTED]
[REDACTED]

Representative Address

Account Number

N/A

Consumer Phone

[REDACTED]

Representative Phone

Consumer Email

Representative E-mail

Classification

Agent Conduct

Topic

Misrepresentation of purpose

Sub-Topic

Need to sign to continue supply

Synopsis

Caller says a Summitt agent at her door on March 4, 2009 was very aggressive and misrepresented his company, saying that they supplied all the gas in her area and Enbridge was just the distributor. He very quickly filled out a form and already had information of the previous owner and also said that she didn't sign the contract, she wouldn't get any gas. She felt compelled to sign the document that the agent said was to ensure continued supply of her gas. However, when she got a closer look at it, she noticed that it was a contract and he had checked off gas and electricity, even before she had had a chance to look at the form. She grabbed it back from his hand and asked him what it was but the more she asked him, the angrier and more aggressive he became but she did not give it back to him. He then said that he saw two hundred customers a day and if she wanted her energy shut off, that was her problem, or words to that effect. After the agent left, she decided to call the police because she was concerned that he would use the same aggressive and deceptive approach with her neighbours.

Consumer Resolution Requested

Review Agent's Actions

Privacy Consent

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

Questions**Answers**

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.	The customer did not sign a contract with Summitt Energy.
Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.	Summitt Energy left a message for the customer on March 9, 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 never contacted Summitt Energy to resolve
The licensee resolution including timing and method of communication with consumer.	Summitt Energy was not provided with the agent's information. Summitt will attempt to locate the agent with the information provided.
Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.	See resolution with consumer.
What is the timing for resolution to be implemented?	Summitt forwarded the complaint to the sales offices on March 26, 2009 in an attempt to identify the agent.
Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.	No material sent to the customer.
Attach same copies as above to OEB.	No material to upload.

Supporting Material**Licensee Closure**

Resolution
Agent Conduct

Action
No Further Action

CCR Completed By
Nmatadin

Reimbursement Amount

Additional Comments

Consumer Complaint Response

2009-0011596

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

Agent Name**Date Received**

10/20/2009

Sent to Licensee Date

10/20/2009

Licensee Date Due

11/10/2009

CCR Complaint Status

Completed

Licensee Representative

Agent ID NC1046

Complaint Details

Reference Number

2009-0011596

Energy Type

Gas

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

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim OEB / govt representation

Synopsis

Agent came to the door and told her that he was from the utility. The consumer believed him and signed the paper. They did call to reaffirm and they did say yes. The consumer feels the contract should be invalid due to the fact that he misrepresented himself. Also the form is incomplete as they don't have down his entire postal code

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 July 4, 2009. The contract was reaffirmed on July 14, 2009. The contract started flowing on September 1, 2009.
Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.	Summitt left a message for the customer on October 21, 2009 advising them that Summitt has received their complaint.
Provide explanation of why the issue was not resolved at the initial contact from the consumer.	The customer contacted Summitt on July 16, 2009 requesting cancellation. Summitt mailed the customer an exit fee letter on July 16, 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 they were left with a copy of the contract and the brochure during the reaffirmation call. The brochure provides customers with information about the program and cancellation rights. Customers can cancel within 10 days of the signing date without penalty. Summitt was not contacted by the customer within the cancellation timeline. Summitt can cancel the contract, however, 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 has forwarded the complaint to the sales agent's manager for review and retraining purposes.
What is the timing for resolution to be implemented?	The customer's contract 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 November 9, 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

Licensee Closure**Resolution**

Contract and Reaffirmation Valid

Action

No Further Action

CCR Completed By

Nmatadin

Reimbursement Amount**Additional Comments**

Consumer Complaint Response

2008-0013953

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**

11/04/2008

Sent to Licensee Date

11/13/2008

Licensee Date Due

12/04/2008

Licensee Response Date

12/04/2008

Complaint Details

Reference Number

2008-0013953

Consumer Name

[REDACTED]

Representative Name**Energy Type**

Gas

Consumer Address

[REDACTED]
[REDACTED]
[REDACTED]

Representative Address**Account Number**

01 01 59 745725

Consumer Phone

[REDACTED]

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

Classification

Contract

Topic

Reaffirmation

Sub-Topic

Synopsis

From the consumer:

Just to reiterate what has happened;

When we first moved into our home in June of this year, someone came to the door and said they had read our meter on behalf of Enbridge gas and that I needed to sign this document so that gas would be provided to our house. They explained that Enbridge was just the company name and they did not in fact provide the gas, we had to choose a supplier. It all sounded a bit weird to me but he pulled out an Enbridge bill and "showed me how it worked" and showed how Summitt Energy provided the cheapest gas around. He said I could think it over and call them but that I had to sign this document he was providing or we would receive NO GAS AT ALL. Being a new homeowner, I was tricked into believing this was standard and he was a representative from Enbridge, therefore I signed the document.

A few months passed and I didn't think anything of it, as we were trying to organize and unpack until someone kept called on behalf of "Hydro protection plan" calling to confirm we had received our Hydro bill. We had not in fact received a Hydro bill so my partner kept asking if they could help clear that up so we could receive our bills. This is when they became sketchy and he realized they were not actually from Hydro (where they claimed to be calling from) After he discovered they were from Summitt Energy, a red flag went off for me and we realized that the Enbridge bills we were receiving were providing us with Summitt Energy's services (which we did not agree to)

So that's the back story (I'm sure you've heard it many times as I have researched online, we are not the only ones to have been tricked into this)

Now here are the latest details.

Oct 1st - I called Summitt Energy, spoke with Raj. He claimed I had agreed over the phone to their services on July 3rd and that if I wanted to cancel I had to pay \$370 to get out of the contract. I know that I did NOT agree to Summitt Energy's services over the telephone. I requested the recorded conversation be sent to my home address.

It has yet to arrive. That is 18 business days.

Our Enbridge account number is [REDACTED]

I understand that some people may want a regulated gas bill but I absolutely do not agree with the unethical practices of Summitt Energy therefore, I do not want to have any sort of business relationship with them.

Thanks for all of your help with this matter Annie. Such a frustrating situation. I'll be sure to warn other new homeowners and after this is all said and done, I will be making a complaint to Enbridge Gas and Hydro that another company is claiming to be working on their behalf.

Consumer Resolution Requested

Cancel Contract Without Penalty

Privacy Consent

Approval to share info with OEB Yes

Approval to share info with stakeholder Yes

Approval to share info with 3rd party No

Questions**Answers**

Licensee to review consumer file and Complaint including contract, recorded telesales calls, reaffirmation calls, correspondence with consumer and account history. Details to be provided in response here.	The customer signed the contract on June 21, 2008.
Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.	Summitt Energy left a message for the customer on November 14, 2008 advising the customer that Summitt is looking into their complaint.
Provide explanation of why the issue was not resolved at the initial contact from the consumer.	On October 1, 2008 the customer contacted Summitt Energy to cancel their contract.
The licensee resolution including timing and method of communication with consumer.	Summitt Energy is of the opinion the contract is valid. The customer signed the contract and confirmed enrollment during the reaffirmation call. Summitt Energy provided the customer with the rate and term of the program. The customer also confirmed they wish to proceed with the enrollment. Summitt Energy can cancel the contract, however, 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 Energy has forwarded the complaint to the sales agent's manager for review and retraining purposes.
What is the timing for resolution to be implemented?	The customer's contract is still 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 the contract and reaffirmation call on December 4, 2008.
Attach same copies as above to OEB.	Please see attached for a copy of the reaffirmation call and contract.

Supporting Material**Licensee Closure**

Resolution
Contract and Reaffirmation Valid

Action
No Further Action

CCR Completed By
Nmatadin

Reimbursement Amount

Additional Comments

TAB E

TAB E-1

Date Printed : June 22, 2010
Time Printed: 10:24:01AM

Consumer Complaint Response

2009-0010774

Assignment

Licensee Name
Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

Agent Name

Date Received

10/01/2009

Sent to Licensee Date

10/01/2009

Licensee Date Due

10/22/2009

CCR Complaint Status

Completed

Licensee Representative

Agent ID BL1077

Complaint Details

Reference Number

2009-0010774

Consumer Name

Representative Name

Energy Type

Electricity

Consumer Address

Representative Address

Account Number

8918008258

Consumer Phone

Representative Phone

Consumer Email

Representative E-mail

Classification

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim utility representation

Synopsis

Related:2009-0010776

Caller says last night, September 30, an individual at her door said he had been hired by Hydro One to educate people as to the changes that would take place when the new smart meters came in and how it would affect their bills. He asked to see her hydro bills and he copied down her information from the two bills that she showed him for her two accounts. He then asked her to sign a form, which did mention smart meter rates etc., so she signed it. She then asked him for his name and he pointed to it on the form and said Hydro would be calling her to verify that she had been registered and then he left her a copy of the form. Her husband later read the form and noticed that Hydro One was not mentioned on it and her husband got suspicious. The complainant tried to call Summitt Energy but without being able to speak to anyone. She called them again today but has still not been able to get anyone on the phone.

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 September 30, 2009. The contract was declined during reaffirmation on October 13, 2009.

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

Summitt left a message for the customer on October 2, 2009 advising them Summitt is looking into their complaint.

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

Summitt contacted the customer on October 13, 2009 for reaffirmation. The customer declined enrollment and the contract was cancelled.

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

Summitt cancelled the contract during reaffirmation. No exit fees were charged to the customer because they cancelled within the cool 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 the complaint to the sales agent's manager for review and retraining purposes.

What is the timing for resolution to be implemented?

The contract was cancelled during reaffirmation on October 13, 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 mailed the customer a cancellation letter on October 15, 2009.

Attach same copies as above to OEB.

See attached for a copy of the contract, reaffirmation call where the customer declined and a copy of the cancellation letter.

Supporting Material**Licensee Closure**

Resolution
Agent Conduct

Action
Account Cancelled PreFlow

CCR Completed By
Nmatadin

Reimbursement Amount

Additional Comments

TAB E-2

Consumer Complaint Response

2009-0000061

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 BL1077

Date Received

01/05/2009

Sent to Licensee Date

01/16/2009

Licensee Date Due

02/06/2009

Licensee Response Date

02/05/2009

Complaint Details

Reference Number

2009-0000061

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

Electricity

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

000 012 001 3831 6

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

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Synopsis

From the consumer:

On Jan. 3/09 a salesperson from Summit Energy, [REDACTED] #BL 1077, misrepresented himself to my wife as a representative of Ontario Hydro and/or the Ontario Energy Board, and by means of that misrepresentation induced her to sign a "Registration Form" number F694344 contracting to purchase electricity from Summit for a period of 5 years at a rate of 8.98 cents/kWh. I regard this contract as fraudulently obtained and I want confirmation that there will be no attempt to enforce it.

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.	The customer signed the contract on January 3, 2009.
Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.	Summitt Energy left a message for the customer on January 16, 2009 advising the customer that Summitt is looking into their complaint.
Provide explanation of why the issue was not resolved at the initial contact from the consumer.	On January 9, 2009 Summitt Energy receive an email from the customer requesting cancellation.
The licensee resolution including timing and method of communication with consumer.	Summitt Energy cancelled the contract on January 9, 2009 because the customer requested cancellation via email.
Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.	Summitt Energy forwarded the complaint to the sales agent's manager for review.
What is the timing for resolution to be implemented?	Summitt Energy cancelled the customer's contract immediately on January 9, 2009 because the customer emailed Summitt Energy requesting cancellation.
Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.	On January 9, 2009 Summitt mailed the customer a cancellation letter confirming cancellation.
Attach same copies as above to OEB.	Please see attached a copy of contract and cancel letter.

Supporting Material**Licensee Closure**

Resolution
Agent Conduct

Action
Account Cancelled PreFlow

CCR Completed By
Nmatadin

Reimbursement Amount

Additional Comments

Consumer Complaint Response

2009-0005929

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 BL1077

Date Received

05/14/2009

Sent to Licensee Date

05/15/2009

Licensee Date Due

06/05/2009

Licensee Response Date

06/04/2009

Complaint Details

Reference Number

2009-0005929

Energy Type

Electricity

Consumer Name

[REDACTED]

Consumer Address

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Representative Name

Representative Address

Account Number

F863854

Consumer Phone

[REDACTED]

Consumer Email

[REDACTED]

Representative Phone

Representative E-mail

Classification

Agent Conduct

Topic

Misleading information
provided by agent

Sub-Topic

Synopsis

Preferred Communication Method: E-mail

Utility: Toronto hydro electric system

Marketer/Retailer: Summit Energy

Best time to reach: No Preference

A representative from Summit Energy [REDACTED] came to my home yesterday and told my boyfriend that he represented our energy provider and had a Toronto Hydro Bill on his clipboard. My boyfriend naturally assumed he was with Toronto Hydro because Toronto Hydro is our energy provider. The representative then told him that there was a by law coming into effect and it was going to raise our rates and if he wanted to keep them low, he had to sign a form that he had on his clipboard. My boyfriend signed the form and realized once the man had left that something seemed fishy. He phoned Toronto Hydro and found out that this person was not, in fact, affiliated with Toronto Hydro at all and was a competitor and he had just signed up to switch energy providers. He also found out, upon discussing with the Toronto Hydro representative on the phone that with our bill, we would actually be paying more with Summit than with Toronto hydro even after the time-of-use metering by-law goes into effect so this was another deception on the part of the Summit rep.

I'm glad that my boyfriend was able to figure out the deception that this representative had been engaging in. We were able to figure it out and I will be faxing them to cancel our contract today. The thing that both of us are most worried about is that we live in a mostly immigrant community where people's first languages are not English and we're worried that this representative will continue to take advantage of people in our neighbourhood by misrepresenting himself as a Toronto Hydro rep.

. really

hope that there is something that can be done about this kind of fraudulent behaviour on the part of this company's reps. Please feel free to contact me for additional information if required.

Thanks,

[REDACTED] Primary Account Number: F863854

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.	The customer signed the contract on May 12, 2009. The customer declined the program during reaffirmation on May 23, 2009.
Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.	Summitt Energy left a message for the customer on May 18, 2009 advising the customer that Summitt Energy is looking into their complaint.
Provide explanation of why the issue was not resolved at the initial contact from the consumer.	No prior action
The licensee resolution including timing and method of communication with consumer.	Summitt Energy has cancelled the contract due to the customers request during reaffirmation. The customer has not been enrolled.
Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.	Summitt Energy forwarded the complaint to the sales agent's manager for review and retraining purposes.
What is the timing for resolution to be implemented?	The customer's contract is cancelled with Summitt Energy. Reaffirmation declined.
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 June 4, 2009.
Attach same copies as above to OEB.	Please see attached a copy of the contract, reaffirmation call and cancellation letter.

Supporting Material**Licensee Closure**

Resolution
Agent Conduct

Action
Account Cancelled PreFlow

CCR Completed By
Nmatadin

Reimbursement Amount

Additional Comments

Date Printed : September 07, 201
Time Printed: 12:05:17PM

Consumer Complaint Response

2009-0008359

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 BL1077

Date Received

07/17/2009

Sent to Licensee Date

07/17/2009

Licensee Date Due

08/07/2009

Licensee Response Date

07/24/2009

Complaint Details

Reference Number

2009-0008359

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

Electricity

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

52275-42

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 June 20, 2009, told her fiance that he was with Veridian and was offering him a lower monthly rate and that Veridian would call him. Her fiance signed the paper that the agent asked him to sign and the agent left him a copy. The complainant says she was not aware of this until her hydro got disconnected yesterday, July 16, 2009 and she called Veridian. However, she says neither she nor her fiance reaffirmed the contract.

Consumer Resolution Requested

Cancel Contract Without Penalty

Privacy Consent

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

Questions

Answers

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

The customer signed the contract on June 20, 2009. The contract was reaffirmed on June 30, 2009.

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

Summitt Energy left a message for the customer on July 20, 2009 advising the customer that Summitt Energy is looking into their complaint.

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

On July 17, 2009 the customer contacted Summitt Energy requesting cancellation. Summitt Energy advised the customer exit fees may apply. The customer was very unhappy with the exit fees and requested to speak to a manager.

On July 20, 2009 Summitt Energy received a fax and an e-mail from the customer's lawyer requesting to cancel.

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

Summitt Energy is of the opinion that the contract is valid. The customer signed the contract and confirmed enrollment during reaffirmation. The price and term was provided to the customer. Summitt can cancel the contract; however, exit fees 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 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 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 the contract, reaffirmation call and exit fee letter on July 24, 2009

Attach same copies as above to OEB.

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

Supporting Material

Licensee Closure**Resolution**

Contract and Reaffirmation Valid

Action

No Further Action

CCR Completed By

LMcIntyre

Reimbursement Amount**Additional Comments**

Consumer Complaint Response

2009-0012069

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 BL 1077

Date Received

10/27/2009

Sent to Licensee Date

10/29/2009

Licensee Date Due

11/19/2009

Licensee Response Date

11/18/2009

Complaint Details

Reference Number

2009-0012069

Consumer Name

[REDACTED]

Representative Name**Energy Type**

Electricity

Consumer Address

[REDACTED]

Representative Address**Account Number**

51770-36426

Consumer Phone

[REDACTED]

Representative Phone**Consumer Email**

[REDACTED]

Representative E-mail**Classification**

Contract

Topic

Reaffirmation

Sub-Topic

Invalid reaffirmation

Synopsis

Preferred Communication Method: E-mail

Utility: Hydro One

Marketer/Retailer: Summitt Energy

Best time to reach: 8:30 am to Noon

At 6pm on Sat. 26/09. A Salesman from Summitt

Energy came to my home asking for my Hydro acct.# saying they need it in order to stop rising hydro costs. I specifically told him I am not interested and he insisted I give him my acct.#. Thinking he is affiliated with Hydro One, I reluctantly gave it to him. He never said it was a contract, but told me I had to sign. I thought I signed something saying he was there and looked at my metre. Once he finally got the acct.# and signature and after arguing with me that he had to have it, he left. Never once said I was under contract.

I work long days and never home. I did

not have the chance to read what I thought was a flyer he left behind. If I had read it the night he was there, it would have taken at least an ½ hour of my time in which he was at my house on a Saturday night around 6pm during dinner with company. I explained that to him, but all he wanted was my account number, name and address. So, under the pressure of shutting him up and to get rid of him so I could return to my guests, I gave it to him.

On October 6, someone from Summitt called around

8:30pm. That would be the first I was available since the night they came to my home, as I work very long hours. The person on the phone insisted I say the word

YES, over the phone that I agreed Summitt was a good deal or something to that affect. Again, I just got in the door and extremely tired, so I told him no, to call back another time so I could research this some more. He told me, "Oh no, they would not call back and that I needed to say yes right then or I would miss out on something regarding hydro!". To this day I have no idea what I was agreeing to as it was not really explained to me. So again, under the stress of that night and trying to take in all that he was rambling on about, I gave in just to get rid of him and said "yes". He never once told me I was under contract and that there would be a cancellation fee from that point on.

After going over the conversation

that was being quickly versed to me and the pressure he was putting on me, I decided to call Summitt in the morning from my place of work to cancel. After numerous phone calls and hours on the phone, they tell me it will cost me \$997.50 to get out this contract. I feel this is an illegal misrepresentation of a business and underhanded. After the many attempts to get rid of them the night at my door, and the night on my phone, telling them either not interested or not sure what they are talking about and pressured to saying the word "yes", I feel charging me almost \$1,000 a few days later is unethical and underhanded to me. Whether or not this is a good deal, all I have ever wanted was to cancel this before anything was started.

I did not

ask for these people to invade my home. I do not have \$1,000 to buy out of something I never knew I was hooked into.

I hope these people don't attack seniors or

low income people. I am not of that age bracket and I kick myself for falling into something like this as I am normally very skeptical. That is why I wanted to research this more to find out what they were all about. I am a single income home owner and any help would be appreciated to get out of this (I feel is a scam). I have tried everything to get out of this with them over the phone and I find them very arrogant, unhelpful as well as making me feel stupid for signing something I never read. They even had the arrogance to say I am a big boy, I should have known what I was doing. Again on a Sat. night during a dinner party! As well as many more sneering comments in that regard. I spent an hour on the phone and they were demeaning me by telling me different scenarios on protecting myself. They even told me I should read the small print, which says nothing about a \$1,000 cancellation fee.

The way I have been treated and feel tricked into something, I can't believe no one else has complained about this so called company.

I spoke with someone from the Ontario Energy Board and was told to get a copy of the conversation on the phone that night. When I called to get that copy, I spent a long time over the phone once again explaining why I wanted it and again why I wanted to cancel. They said they would review my case while the CD was being sent to me to see if I warranted getting out of the contract. So I trusted they would work in good faith and I would not need to seek help from the Ontario Energy Board. Apparently not, as they want \$1,000 I just don't have.

Please call me at my place of work during business hours or email me at [REDACTED] as this the only way to reach me during this time. You can reach me at my home phone number after 8pm as I don't get home until this time. [REDACTED] Any help would be very much appreciated.

Salesperson's Name: [REDACTED] Representative# BL 1077

Thank you.
[REDACTED]
[REDACTED]

Primary Account Number: 51770-36426

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.	The customer signed the contract on September 26, 2009. The contract was reaffirmed on October 6, 2009. The flow start date of the contract was set for December 7, 2009.
Call consumer to confirm receipt of Complaint from OEB and discuss complaint details.	Summitt left a message for the customer on October 30, 2009 advising the customer that Summitt is looking into their complaint.
Provide explanation of why the issue was not resolved at the initial contact from the consumer.	<p>The customer contacted Summitt on October 7, 2009 requesting to cancel the contract.</p> <p>Summitt mailed the customer a copy of the reaffirmation call on October 14, 2009.</p> <p>The customer contacted Summitt on October 27, 2009 requesting to cancel the contract.</p> <p>Summitt cancelled the contract on November 4, 2009.</p> <p>Summitt left a message for the customer on November 10, 2009 advising the contract is cancelled.</p>
The licensee resolution including timing and method of communication with consumer.	Summitt Energy cancelled the contract without penalty as per the customer's requested resolution.
Detail action to be undertaken within licensee to address systemic issue or clarify position. Include actions such as agent retraining, agent discipline, call centre script changes, etc.	Summitt forwarded the complaint to the sales agent's manager for review and retraining purposes.
What is the timing for resolution to be implemented?	The contract was cancelled on November 4, 2009. The contract was cancelled prior to the contract flowing.
Licensee to provide copies of material to consumer. Include copy of contract or telesales recording, terms and conditions, reaffirmation call and any correspondence with the consumer. Provide details on when/how sent to consumer.	Summitt mailed the customer a cancellation letter on November 4, 2009.
Attach same copies as above to OEB.	See attached for a copy of the contract, reaffirmation call and cancellation letter.

Supporting Material

Licensee Closure**Resolution**

Contract and Reaffirmation Valid

Action

Consumer Drop as Customer Service Gesture

CCR Completed By

Nmatadin

Reimbursement Amount**Additional Comments**

Consumer Complaint Response

2009-0012729

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 BL 1077

Date Received

11/16/2009

Sent to Licensee Date

11/16/2009

Licensee Date Due

12/07/2009

Licensee Response Date

12/02/2009

Complaint Details

Reference Number

2009-0012729

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

Consumer called in and said that an agent from Summitt Energy came to his door and told him that he was from Toronto Hydro.

He flashed his badge quickly so the consumer could not see anything on it. The agent said that told the consumer that he had to sign to get his savings and that Toronto Hydro did send them around to make sure of that.

This contract was signed on Sat. Nov. 14, 2009. Not tell after the agent left when the consumer was reading the paper work did he see that it said Summitt Energy. Consumer has sent a letter by registered mail and 4 e-mails for the contract not to be put through.

Consumer Resolution Requested

Review Agent's Actions

Privacy Consent

Approval to share info with OEB Yes

Approval to share info with stakeholder Yes

Approval to share info with 3rd party No

Questions**Answers**

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

The customer signed the contract on November 14, 2009. The contract was cancelled November 16, 2009.

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

Summitt left a message for the customer on November 17, 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 faxed Summitt on November 15, 2009 requesting cancellation.

Summitt cancelled the contract on November 16, 2009.

Summitt mailed the customer a cancellation letter on November 18, 2009.

Summitt also received emails dated November 15 and 18, 2009 requesting cancellation, sent response confirming cancellation.

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

Summitt has logged a complaint against the agent on November 16, 2009. The complaint was forwarded to the sales agent's manager for review and retraining purposes.

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

See resolution with consumer.

What is the timing for resolution to be implemented?

The complaint was forwarded to the sales agent's manager on November 16, 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 mailed the customer a cancellation letter on November 18, 2009.

Attach same copies as above to OEB.

Summitt mailed the customer a cancellation letter on November 18, 2009.

Supporting Material

Licensee Closure

Resolution
Agent Conduct

Action
No Further Action

CCR Completed By
Nmatadin

Reimbursement Amount

Additional Comments

Consumer Complaint Response

2010-0001091

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 BL1077

Date Received

01/11/2010

Sent to Licensee Date

01/20/2010

Licensee Date Due

02/10/2010

Licensee Response Date

02/04/2010

Complaint Details

Reference Number

2010-0001091

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

Electricity

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

Contract

Topic

Reaffirmation

Sub-Topic

Invalid reaffirmation

Synopsis

Preferred Communication Method: E-mail

Utility: Toronto Hydro

Marketer/Retailer: Summit Energy

Best time to reach: No Preference

Hello,

I am a Newcomer who just arrived in Toronto a few months ago.

On October 13, 2009, a Representative from Summit Energy knocked at my door ([REDACTED] ID# 13L1077).

He told me he needed to see my Toronto Hydro bill to check if I had the right option in place already. I first asked him if he spoke french and told him that I just arrived in Canada and don't speak and understand english perfectly. He told me that he didnt speak french, but at this point he knew that I was a newcomer and took advantage of it.

He told me that the whole building was signing the contracts today and that's its something we had to do to make sure we would have the right price for electricity. He told me that Summit Energy was working with Toronto Hydro, and as he had other Toronto Hydro documents with him (other bills), I trusted him and thought that Summit Energy was mandated by Toronto Hydro to make these changes, and that everyone had to do it in the building. He

ever gave me any choice but pressured me to sign both contracts (a Summet Energy contract and a evergreen program). Regarding the evergreen program, it is actually a program charging me 13 dollars a month, but he never mentioned anything about the 13 dollars. He never told me I would have to pay anything. I actually didn't even check the box saying that I agree to pay this amount. He probably did it himself after leaving my apartment. Which is illegal. He clearly lied to me and took advantage of the fact that I was new to the country.

Based on these facts, I m asking to cancel both contracts as soon as possible without paying any cancellation fees, as they shouldn't be legal contracts. The representative lied to me and pressured me to make me sign the contracts.

Before leaving my place, he told me that someone would call a few days later just to check if the Rep did his job and came to my place, he never told me that the purpose of this call was actually to confirm the contract. When Summit Energy called me a few days later, they only asked me if a Rep came to my place and told me about the contracts. I replied Yes as I thought that was what happened, at that time I didn't know yet that the Rep lied to me and gave me false informations.

I found out about this scam yesterday January

, 2010, when another representative from another company (Just Energy) knocked at my door for the same reason. I then realized that I ve been victim of a scam. I did some research on the internet today and found out that lots of Canadians have been

victim of the Summit Energy scam.

As of today, I havent received any bills from Summit Energy.

I called Summit Energy yesterday January 8, 2010 and said I wanted to cancel both contracts. The Call Center Rep told me to call back on monday to speak to someone in french. He told me I would have to pay \$1000 to cancel the contracts, which is obviously unacceptable.

Please let me know what you can do to help me cancel those two contracts based on the facts I mentioned in this letter.

Thank
you. [REDACTED]

Primary Account Number: 00170305000720663

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 Signed Date: 10/13/2009
Green contract reaffirmation date: 10/13/2009
Electricity Contract Reaffirmation date: 10/31/2009
Electricity Flow Date: 01/13/2010
Green Contract Flow Date: 01/13/2010

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

Summitt emailed the customer on January 22, 2010 and notified them that their complaint had been received by Summitt and was being worked on.

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

The customer called Summitt on January 8, 2010 and requested to cancellation of the contract.

The customer called Summitt on January 11, 2010 and asked to have both of his contracts cancelled because he claimed he was misinformed by the agent at the door.

Summitt sent the customer an exit fee letter on January 12, 2010.

Customer called Summitt on January 19, 2010 for follow up and was advised of the exit fees associated if he cancels his account.

A Summitt compliance specialist emailed the customer on January 29, 2010 a copy of their evergreen contract and evergreen reaffirmation call.

A Summitt compliance specialist emailed the customer on January 29, 2010 a copy of their electricity contract and electricity reaffirmation call.

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

Summitt is of the opinion that the electricity contract is valid. The customer confirmed in the reaffirmation call that they received a copy of the contract and brochure that outlines the terms and conditions of the contract. If the customer wishes to cancel their electricity contract, cancellation fees would be applicable.

Summitt is of the opinion that the customer's evergreen account is valid. The customer was told in the reaffirmation call what the price for being enrolled in this program would be. Summitt is of the opinion that the customer understood the information that the agent gave him. The customer confirmed in the reaffirmation call for the green contract that the sales agent gave him a copy of the signed agreement and the brochure which outlines the terms and conditions of that signed agreement including the term of the contract and the price. If the customer wishes to cancel this contract, exit fees would apply.

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

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

What is the timing for resolution to be implemented?

The customer's electricity account and evergreen gas account is currently flowing with Summitt.

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

Summitt sent the customer exit fee letters for F0994100 and H967688 for the electricity program and the evergreen program respectively, on February 3, 2010. It may take the customer 5-7 days to receive this material.

Attach same copies as above to OEB.

Please find attached copies of the contracts, reaffirmation calls, email correspondence and exit fee letters F0994100 and H967688 for the electricity program and the evergreen program.

Supporting Material

Licensee Closure

Resolution

Contract and Reaffirmation Valid

Action

No Further Action

CCR Completed By
cblackett

Reimbursement Amount

Additional Comments

Consumer Complaint Response

2010-0005716

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

Agent Name [REDACTED]

Date Received

04/07/2010

Sent to Licensee Date

04/07/2010

Licensee Date Due

04/28/2010

CCR Complaint Status

Completed

Licensee Representative

Agent ID BL1077

Complaint Details

Reference Number

2010-0005716

Consumer Name

[REDACTED]

Representative Name

Energy Type

Electricity

Consumer Address

[REDACTED]

Representative Address

Account Number

17760620862

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 a week ago a Summitt agent at his door on March 31, 2010, asked him some questions and said that his company provided the electricity to the building. The agent offered him a fixed rate program but did not mention that they were a reseller. When he realized that he had been misled, he called Summit today, April 7, to cancel and was told to send an e-mail but the e-mail address that they gave him: customerservice@summittenergy.ca turned out to be an address that did not exist, although it was also on the registration form and all the other literature that the agent gave him.

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: 03/31/2010
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 April 9, 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 Summit April 7, 2010 requesting cancellation.

Summitt cancelled the customer's account on April 7, 2010 and sent an email back with 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 Energy forwarded the complaint to the sales manager for review and retraining purposes.

What is the timing for resolution to be implemented?

Summitt cancelled the customer's contract on April 7, 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 April 26, 2010. It may take the customer 5-7 business days to receive it.

Attach same copies as above to OEB.

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

Supporting Material

CA_F1111767_20100426040722.PDF

ES_F1111767_201004071715.pdf

F1111767.jpg

Licensee Closure**Resolution**

Contract and Reaffirmation Valid

Action

Account Cancelled PreFlow

CCR Completed By

cblackett

Reimbursement Amount**Additional Comments**