

EB-2010-0221

Complainant Witness Binder – Index

Witness ZA (Agent AB – Contract number F1044533)

Tab	Document
A	Signed contract, if any
B	Any other documents the complaint claims were left with the Complainant
C	Any written complaint to Summitt
D	Any written response from Summitt
E	Any other record of correspondence between the Complainant and Summitt
F	Any written complaint to the Board
G	Complaint Response Form
H	Additional Documents Summitt claims were left with the Complainant
I	Additional communications between Complainant and Summitt

TAB A



**SUMMITT
ENERGY**

REGISTRATION FORM

Comprehensive Energy Price Protection Program

F1041433

Summitt Energy, 1000 Midland Dr., Suite 600, Mississauga, ON L4V 1R4
905 366-7059, 1-877-222-9520 Fax 905 366-7067 www.summittenergy.ca, info@summittenergy.ca

ACCOUNT HOLDER INFORMATION

COM110

☒ Mr.

☐ Mrs.

☐ Ms.

First Name of Account Holder (from Bill)

Last Name of Account Holder (from Bill)

☐ Business

Business Name

Street Address

City

Province

Postal Code

Phone #

Other Phone #

SUMMITT ENERGY NATURAL GAS PROGRAM (Includes Blend & Extend Option) License #GM2003-1042

I agree to the Customer Agreement and select the following term (the "Term of the Agreement") and price (the "Price")

☒ 5 Years: 34.9 cents/m³

☒ ENBRIDGE ACCOUNT #

☐ UNION ACCOUNT #

First 4 Alpha-Numeric (from Name on Bill)

Postal Code
(from Bill)

L1V7H4

SUMMITT ENERGY ELECTRICITY PROGRAM (Includes Blend & Extend Option) License #ER-2003-0541

UTILITY ACCOUNT #

Utility Name

VERIDIAN

First 4 Alpha-Numeric
(from Name on Bill)

Postal Code
(from Bill)

L1V7H4

I agree to the Customer Agreement and select the following term (the "Term of the Agreement") and price (the "Price")

☒ 5 Years: 7.49 cents/kWh

Effective November 1, 2009 consumers with a time-of-use meter will pay 9.3 cents/kWh for on-peak times, 8.0 cents/kWh for mid-peak times and 4.4 cents/kWh for off-peak times. Consumers on the Regulated Price Plan (RPP) will pay 5.8 cents/kWh up to a certain threshold per month and 6.7 cents/kWh above that threshold. Please see the Customer Agreement with Terms and Conditions for your Consumer's Rights and Buyer's Right to Cancel.

(I have read the above and understand and agree to the terms and conditions of this Registration Form and Customer Agreement)

☒

Signature (I have authority to sign on behalf of the Applicant)

Date Signed

01/23/10

☒

Print Name

Relationship to Account Holder (Print or type name)

This Comprehensive Energy Protection Program ("Agreement") is with Summitt Energy LP ("Summitt"), which is an Ontario Energy Board ("OEB") licensed electricity and natural gas retailer. For Customers who consume less than 50,000m³ of gas or 150,000kWh of electricity, this Agreement will not be in effect unless I reaffirm it, see Consumers Rights & Buyers Rights to Cancel. I understand that this agreement is with Summitt Energy and is not with my local electricity or natural gas distributor. Unless agreed to in writing by Summitt, no amendments, either written or verbal, to this Registration Form or Customer Agreement with Terms and Conditions will be accepted. I authorize my utility to provide Summitt Energy my account number, which we may include in the space above.

Representative

Representative Name

Representative Number

TAB B

TAB C

Customer Service

From: Customer Service
Sent: Wednesday, January 27, 2010 1:11 PM
To: Ashraf
Subject: RE: Cancellation of gas and electricity contract

To [REDACTED]

Thank you for your inquiry. As per your request, Summitt Energy is confirming that your contract number F1044533 has been cancelled without penalty.

If you require any further assistance, please call our toll free customer service number at 1-877-222-9520.

Regards,

Customer Service
Summitt Energy

From: [REDACTED]
Sent: January 25, 2010 5:32 PM
To: Customer Service
Cc: a [REDACTED]
Subject: Cancellation of gas and electricity contract

Hello Sir/Madam,

This is to inform you that I, A [REDACTED] would like to cancel the gas and electricity contract. The registration # is F1044533 and dated January 23, 2010. I would like to get a cancellation confirmation number e-mailed to me.

Thank you for your help in this matter.

Regards,

[REDACTED]

TAB D



February 18, 2010

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

Dear [REDACTED]

Re: Summitt Energy Contract Number F1044533

This letter is to inform you that contract number F1044533 for a 5 year natural gas and electricity price protection plan has been cancelled as per your request.

If you require any further assistance, please call our toll free customer service number at 1-877-222-9520

Regards,

Customer Service
Summitt Energy
Phone: 877-222-9520
Fax: 905-366-7063/877-222-4410
Email: customerservice@summittenergy.ca

TAB E

TAB F

Ontario Energy Board
COMPLAINT FILE SUMMARY

4/6/2010

File Number: 2010-0001992

Date Received: 02/02/2010

File Status: Closed

Consumer Information

Name: [REDACTED]
Address 1: [REDACTED]
Address 2: [REDACTED]
City: [REDACTED]
Province: [REDACTED]
Postal Code: [REDACTED]
Telephone: [REDACTED]
Fax:
Email:

Utility/LDC Information

Account Number:
Licence Type: Electricity Distributor
Utility Name: Veridian Connections Inc.

Marketer/Retailer Information

Licence Type: Electricity Retailer
Marketer/Retailer Name: Summitt Energy Management Inc.
Marketer/Retailer (or Licence) No.: ER-2005-0541
Agent Name: [REDACTED]
Wearing ID: Yes
Provided Business Card: Unknown
Wearing Uniform: Unknown
Privacy Consent Confirmed: Yes

COMPLAINT FILE SUMMARY

Complaint Information

Complaint Details: Consumer called in to complaint about an agent from Summitt Energy. Consumer said that the agent came to his door and told him that they are installing smart meters in his area and that he is their on behalf of Veridian.

The agent showed his badge with his name and his id number. It also had the Boards name on it.

Consumer did sign for both Hydro and gas.

Requested Action: Cancel Contract Without Penalty

OEB Action: CCR Form sent to Licensee

Classification

Agent Conduct

Agent Conduct

Topic

Misrepresentation of identity

Misrepresentation of purpose

Sub Topic

Claim utility representation

Required for smart meter
installation or pricing

Ontario Energy Board
COMPLAINT FILE SUMMARY

4/6/2010

File Number: 2010-0002006

Date Received: 02/02/2010

File Status: Closed

Consumer Information

Name: [REDACTED]
Address 1: [REDACTED]
Address 2:
City: [REDACTED]
Province: [REDACTED]
Postal Code: [REDACTED]
Telephone: [REDACTED]
Fax:
Email:

Utility/LDC Information

Account Number:
Licence Type: Gas Distributor
Utility Name: Enbridge Gas Distribution Inc.

Marketer/Retailer Information

Licence Type: Gas Marketer
Marketer/Retailer Name: Summitt Energy Management Inc.
Marketer/Retailer (or Licence) No.: ER-2005-0541
Agent Name: [REDACTED]
Wearing ID: Yes
Provided Business Card: Unknown
Wearing Uniform: Unknown
Privacy Consent Confirmed: Yes

COMPLAINT FILE SUMMARY**Complaint Information**

Complaint Details:

Consumer called in to complaint about an agent from Summitt Energy. Consumer said that the agent came to his door and told him that they are installing smart meters in his area and that he is their on behalf of Veridian.

The agent showed his badge with his name and his id number. It also had the Boards name on it.

Consumer did sign for both Hydro and gas.

Requested Action:

Cancel Contract Without Penalty

OEB Action:

CCR Form sent to Licensee

Classification**Topic****Sub Topic**

Agent Conduct

Misrepresentation of identity

Claim utility representation

Agent Conduct

Misrepresentation of purpose

Required for smart meter
installation or pricing

TAB G

Date Printed : June 22, 2010
Time Printed: 9:42:21AM

Consumer Complaint Response

2010-0001992

Assignment

Licensee Name

Summitt Energy Management Inc.

Licensee E-mail: compliance@summittenergy.ca

Licensee Phone: +1 (905) 366-7035

Agent Name Alex Badak

Date Received

02/02/2010

Sent to Licensee Date

02/02/2010

Licensee Date Due

02/23/2010

CCR Complaint Status

Completed

Licensee Representative

Agent ID NC4096

Complaint Details

Reference Number

2010-0001992

Consumer Name

Zerophie Ahmed

Representative Name**Energy Type**

Electricity

Consumer Address

1626 Avonmore Sq.
Pickering, ON
L1V 7H4

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

+1 (905) 492-0402

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

Agent Conduct

Topic

Misrepresentation of identity

Sub-Topic

Claim utility representation

Synopsis

Consumer called in to complaint about an agent from Summitt Energy. Consumer said that the agent came to his door and told him that they are installing smart meters in his area and that he is their on behalf of Veridian.

The agent showed his badge with his name and his id number. It also had the Boards name on it.

Consumer did sign for both Hydro and gas.

Consumer Resolution Requested

Cancel Contract Without Penalty

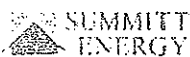
Privacy Consent

Approval to share info with OEB Yes

Approval to share info with stakeholder Yes

Approval to share info with 3rd party Yes

TAB H



REGISTRATION FORM

Summitt Energy, 100 McMillan Dr., Suite 608, Mississauga, ON L5R 4H1
905 366 7058, 1 877 222 9520 fax 905 366 7063 www.summittenergy.ca, customerservice@summittenergy.ca

F1041533

ACCOUNT HOLDER INFORMATION

COM110

☒ Mr.

☐ Ms.

☐ Ms.

First Name of Account Holder (from Bill)

Last Name of Account Holder (from Bill)

☐ Business

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City

Province

Postal Code

Phone #

Other Phone #

Fax

SUMMITT ENERGY NATURAL GAS PROGRAM (Includes Blend & Extend Option) License #GAS-2003-0542

I agree to the Customer Agreement and select the following term (the "Term of the Agreement") and price (the "Price")

☒ 5 Years: 34.9 cents/m³

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☐ UNION ACCOUNT #

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Postal Code
(from Bill)

SUMMITT ENERGY ELECTRICITY PROGRAM (Includes Blend & Extend Option) License #EEL-2003-0541

UTILITY ACCOUNT

Utility Name

VERIDIAN

First 4 Alpha-Numeric
(from Name on Bill)

Postal Code
(from Bill)

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01/23/10

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Print Name

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Representative

Signature

Representative Name

Representative Number

NC4096

^{ZA}
REGISTRATION FORMS

BINDER 1

(Summitt Energy Sales Kit)

TAB 1 (2)

ZA

TERMS & CONDITIONS

BINDER 1

(Summitt Energy Sales Kit)

TAB 2(f)

ZA

CERTIFICATES / BUSINESS
CARDS

BINDER 1

(Summitt Energy Sales Kit)

TAB 3 (b)

ZA

OEA BROCHURE

BINDER 1

(Summitt Energy Sales Kit)

TAB 4

TAB I

OEB Order EB-2010-0221

Complainant Name: A.A. [name redacted]
Contract Number: F1044533-1
Date and Time of Call: June 23, 2010, 9:57 a.m.
Transcribed by: Isla Warren

S = Summitt

C = Customer

S: Thank you for calling Summitt. How may I help you?
C: Yes, hi, how are you doing?
S: Good, how are you?
C: I'm good thanks. Who am I speaking to?
S: You're speaking to Anam.
C: Sorry.
S: It's spelled A N A M.
C: A N A M.
S: Yes, how can I help you?
C: So Alpha ...
S: Yes, Alpha Nancy Alpha Mary.
C: Oh perfect, okay. Wow. How are you doing?
S: Good.
C: Okay, that was an easy name. I thought it was more difficult. It's not.
S: Ya.
C: Well, I'm calling cuz somebody from Summitt Energy came by on Saturday.
S: Okay.
C: And made me sign the registration form.

S: Okay.

C: And told me that this – you're providing the natural gas, like the, what's it called, the hydro and gas on behalf of Veridian who I have my contract with.

S: Okay.

C: So, I don't want to be registered with Summitt Energy I want to cancel this and ...

S: Okay. Now, keep in mind that if it was done recently ...

C: It was done on Saturday.

S: Okay, Saturday. So what I have been hearing is that you are more than welcome to cancel.

C: Oh, absolutely, I want to cancel.

S: No problem. Just to let you know that it has to be in writing. It has to be sent to us by either email or fax.

C: Okay, so give me ... and there's no charge on it correct?

S: No, no, no. No.

C: Okay, so email or fax. I will email and I will also take the fax number but email will be faster right because its instantaneous.

S: Yes, exactly. Do you have the registration form left ... do you have it with you.

C: I do.

S: Okay, so if you look at the bottom, sorry not the bottom, at the top. It says our email address is customerservice@summittenergy.ca.

C: And will somebody respond to that.

S: Yes, within a minute, you'll receive an auto reply that will confirm that we have received it and if you include that you need a confirmation number, they'll email you back one.

C: So, I should say please include a confirmation number.

S: Yes, and I'll tell you what to include in the email.

C: Yes, please.

S: Your name, your decision that you want to cancel and your registration form number which is on the top right corner. It starts with the letter F.

C: And this is the registration number.

S: Okay.

C: So, I guess the name, it's under my husband's name, that's fine, I will put his name and please include...and then the last thing I should say is please include a cancellation confirmation number.

S: Yes.

C: ...cancellation confirmation number. And customerservice@summittenergy.ca.

S: Yes, and keep in mind you will receive an auto reply within a minute or two. If you don't receive one, you've probably used the incorrect email address. Please double-check. It's double m and double t for Summitt.

C: Yep, double m and double t for Summitt. Okay.

S: Okay?

C: So, I'll ... and I guess within a minute that and probably the cancellation will come in.

S: Give it a day or two.

C: Ya, I would imagine 24 to 48 hours. Right.

S: Yes, exactly.

C: Okay. I have up to ten days correct to cancel this.

S: Well basically, how it works is we call you back after ten days to speak to you so you could have cancelled over the phone as well but if you want to cancel right away then it has to be by email or fax.

C: Okay.

S: Okay.

C: So I will ... email will be fastest right?

S: Yes.

C: So, I might as well use that and I'll get a confirmation right away that I've sent it to you.

S: Right.

C: Okay, so I will do that and um, is this uh, a practice that your company has that people just come in and, you know...

S: Well, they are – we are licensed to go door-to-door but um, they are supposed to educate people about the program and if they're interested that's when you sign the registration form so that we can speak to you more in regards to it.

C: Pretty much the person walked in and said – oh, we're just putting in the Smart Metres and no explanation of what the program is, what .. nothing at all.

S: Oh really.

C: So I'm like, okay well this is very wrong. You know.

S: If you have the agent's ID number I can note it down. First of all, we don't even have to do anything at this point meters for the utility. You said you're with Veridian.

C: Yes I am and what he did was he had down...in fact where it says Summitt Energy Electricity Program, utility name, he wrote down Veridian in there and that I guess now that I'm reading the form its because you probably need to call Veridian to verify my account.

S: Yes, but we need to speak to you before anything.

C: I see. Okay. But it's just I feel very cheated, very cheated for this and you know what that's just not right. I'm very upset and I've just had a baby so you know, lack of sleep and then to be cheated like this. Not very right. Like I want to complain to the Ontario Energy Board because this is not right. You explain to me what it is and you can be a retailer – I understand and then if it's beneficial for me I'll sign up. But don't misguide me. Because this is not right.

S: Definitely I understand – I can lodge a complaint against this agent.

C: Can you please do that because I will also call the Ontario Energy Board and I will complain there as well.

S: Okay, no problem and my behalf I'll just take down his ID number and I'll do what I can from my end.

C: The representative number?

S: Yes, please.

C: Okay this is MC4096.

S: MC4096?

C: Correct. Now, can you give me his last name because all I have is his first name which is A.B. [name redacted].

S: Okay, let me check. Just one second.

C: Please. Thank you.

S: You're welcome.

C: I mean I have no problems with the fact that for example I mean if you're able to provide lower rates or better service or whatever the case may be right, but just don't misguide me. You give me the facts as they are and then let me make up my mind but by doing this, you know, I would never ever now sign up with you. You understand what I mean? Like, because I feel so cheated. Right? Imagine if you were in my shoes. How would you feel?

S: Yes, I understand. Um, just one second – 4096 you said?

C: Um hm.

S: Okay. A.B. [name redacted].

C: And so, with the Ontario Energy Board his representative number will be MC4096.

S: Yes.

C: Okay, so I'm sorry, I feel bad but...

S: No, no, no. It's okay.

C: It's not right what he did.

S: Completely. Yes, I understand and I'll follow up with a complaint for him from our side.

C: I appreciate that. Thank you very much.

S: No problem. Bye, bye.

C: Okay, bye, bye.