

EB-2010-0221

Complainant Witness Binder – Index

Witness KS/RS (Agent GS – Contract number A657968)

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

REGISTRATION FORM

COMPREHENSIVE ENERGY PRICE PROTECTION PROGRAM
Summitt Energy, 100 McArthur Park, Suite 600, Mississauga, ON L5R 4H1
905.366.7059, 1.877.222.9570, Toll-free 866.746.1, www.summittenergy.ca

A 657968

GRE002

ACCOUNT HOLDER INFORMATION

☐ 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

SUMMITT ENERGY NATURAL GAS PROGRAM (Includes Blend & Extend Option) License #GM-2005-0542

I select the following term (the "Term of the Agreement") and price (the "Price"):

☐ 5 Years at 42.8 cents/m³

☐ ENBRIDGE ACCOUNT #

☐ UNION ACCOUNT #

First 4 Alpha-Numeric (from Name on Bill) Postal Code (from Bill)

SUMMITT GREEN ENERGY PROGRAM

☐ 25% Green - \$5/month ☐ 50% Green - \$9/month ☐ 100% Green - \$15/month

"Green" refers to the purchase of carbon offset credits and percentage is calculated based on the average Ontario home's annual usage rate. Terms and conditions for details. Pricing is per month or 12 for the same term as noted above.

SUMMITT ENERGY ELECTRICITY PROGRAM (Includes Blend & Extend Option) License #ER-2005-0541

I select the following term (the "Term of the Agreement") and price (the "Price"):

☐ 5 Years at 8.90 cents/kWh

UTILITY ACCOUNT #

Utility Name

First 4 Alpha-Numeric (from Name on Bill) Postal Code

SUMMITT GREEN ENERGY PROGRAM

☐ 25% Green - \$5/month ☐ 50% Green - \$9/month ☐ 100% Green - \$15/month

"Green" refers to the purchase of carbon offset credits and percentage is calculated based on the average Ontario home's annual usage rate. Terms and conditions for details. Pricing is per month or 12 for the same term as noted above.

This Comprehensive Energy Protection Program (the "Program") is a voluntary program ("Opt-In Program") which is an Ontario Energy Board (OEB) approved electricity and natural gas tariff. For Customers who have opted in to the Program, this Agreement will be in effect unless terminated in accordance with Section 10.1 of the Ontario Energy Board Act, 1998 (the "Act") after the 108-day and failure the 51st day to have the pay on when I receive a written copy of the Agreement, I have agreed to and I am hereby Summitt and I agree to enter into a verbal to this Registration Form or Terms and Conditions and to accept.

Phone # Other Phone # Ext

Signature (I have the authority to sign on behalf of the Applicant) Date Signed 10/1/08

Print Name Relationship to Account Holder (Title if applicable)

Effective May 1, 2008 consumers with a time-of-use meter will pay 9.3 cents/kWh for on-peak times, 7.3 cents/kWh for mid-peak times and 2.7 cents/kWh for off-peak times. Consumers on the Regulated Price Plan (RPP) will pay 5.0 cents/kWh up to a certain threshold per month and 5.9 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.

Representative Signature Representative Name Representative Number

TAB B

TAB C

TAB D



April 27, 2009



Invoice #: 546564
Bill Date: 04/27/2009
Account Number: R1825 029 109
Contract ID: A657968

Dear [Redacted]

We are sorry to have received your request for the early cancellation of the price protection program that you signed up for on 10/30/2008. Customers who choose long term protection for their energy will typically gain the greatest benefits over the latter part of their term, and any early termination of your contract may result in missing out on that benefit. Over one million households in Ontario have experienced significant savings over the years with electricity and/or natural gas price protection programs.

Summitt's programs are designed to protect you from any price increases in your electricity and/or natural gas commodity for a period of 5 years, and with Summitt you have the added benefit of our Blend & Extend option. If you want to roll your energy rates into Summitt's current rates for an extended term, Blend & Extend is easy to activate by calling our Customer Service department prior to your yearly anniversary dates.

If you've decided to cancel your protection, you will need to close your account by paying liquidated damage fees, as stated in the Terms and Conditions of your contract with Summitt Energy. This charge is \$0.07 for each cubic meter of your estimated gas consumption and/or \$ 0.009 for each kWh of your estimated electricity consumption, for the balance of your contract.

Gas Account		Electricity Account	
Liquidated Damages:	\$0.00	Liquidated Damages:	\$682.22
GST:	\$0.00	GST:	\$34.11
Total Due:	\$0.00	Total Due:	\$716.33

If you wish to complete the cancellation of your contract, please send a certified cheque, bank draft or money order for the full amount of the liquidated damages payable to Summitt Energy. Upon receipt of your payment it may take up to 60 days to process the cancellation through your utility(s).

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

Regards,

Customer Service Department
Summitt Energy
Phone: 877-222-9520
Fax: 905-366-7063/1-877-222-9520
Email: customerservice@summittenergy.ca

Please detach this portion and return with your payment



Invoice #: 546564
Client ID: 283433

Contract ID	Bill Date	Total Due Gas	Total Due Electricity	Total Due.	Amount Paid
A657968	04/27/2009	\$0.00	\$716.33	\$716.33	

Certified cheque

Bank Draft

Money order

100 Milverton Drive, Suite 608 Mississauga, Ontario L5R 4H1



August 4, 2009

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

Re: Electricity Price Protection Plan for Contract ID A657968

Dear [REDACTED]

We have recently been notified by Kitchener Wilmot that there has been some activity on your account. As a result of this activity your account may no longer receive the benefits of Summitt Energy's Electricity price protection program.

Examples of recent changes to your account:

- Move notification to your utility
- Account number change
- Name change on your account

As a valued customer, Summitt Energy would like to continue to provide you with the peace of mind of long term fixed pricing for your Electricity. To ensure that you remain with Summitt Energy for your price protection, please contact us immediately at 1-877-917-8899.

To ensure you are not subject to a cancellation fee of \$644.65 + GST and to avoid this account moving to our external collection agency, please contact us by August 9, 2009.

Thank you for choosing Summitt Energy as your Electricity supplier. We look forward to hearing from you soon.

Sincerely,

Savitry Ramkissoon
Retention Department
Phone: 905-366-7057

TAB E

TAB F

Ontario Energy Board
COMPLAINT FILE SUMMARY

Date Printed:	Page 1 of 2
Time Printed:	June 22, 2010 3:10:58PM

File Number: 2009-0004313

Date Received: 06/04/2009

File Status: Closed

Consumer Information

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

Utility/LDC Information

Account Number: R1825029109
Licence Type: Electricity Distributor
Utility Name: Kitchener-Wilmot Hydro 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:
Provided Business Card:
Wearing Uniform:
Privacy Consent Confirmed: Yes

Ontario Energy Board
COMPLAINT FILE SUMMARY

Date Printed:
Time Printed:

Page 2 of 2
June 22, 2010
3:10:58PM

Complaint Information

Complaint Details:

Best time to reach: No Preference

Good Day, Back in the fall a gentleman came to our door and said he was with kitchener wilmont hydro. Both my husband and I asked to see id, he did not have any. He had a stack of bills and said he was collecting them for regualtion. We were hesitant but my husband gave him one. We noticed on our last bill that summitt would be on our next one. I had never even heard of these people, I called hydro and they said there was nothing they could do, but they did give me the phone number for summitt. The first time I called the man took my info and said someone would call me back. That never happened, I have tried numerous times since and have been hung up on. I now just recieved a new bill, they are on it and my bill is double almost five hundred dollars! We do not even have a contract with this company, if we did would we not have a copy? Please, please if you can help because we certainly cant afford this. I cant believe a company can get away with this. Again I beg of you to please help in any way you can. Thanks [REDACTED]

April 06/2009

Here is the same complaint as the one in file # 2009-0003295 with the consumer information. Consumer will like to have a response back as soon as possible.

Thank you

Requested Action: Cancel Contract Without Penalty

OEB Action: CCR Form sent to Licensee

Classification	Topic	Sub Topic
Contract	No Copy of Contract	Consumer doesn't recall signing contract
Contract	Reaffirmation	Flow without reaffirmation

TAB G

Date Printed : June 22, 2010
Time Printed: 10:18:28AM

Consumer Complaint Response

2009-0004313

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 [REDACTED]

Date Received

04/06/2009

Sent to Licensee Date

04/06/2009

Licensee Date Due

04/27/2009

Licensee Response Date

04/06/2009

Complaint Details

Reference Number

2009-0004313

Consumer Name

[REDACTED]

Representative Name

Energy Type

Electricity

Consumer Address

[REDACTED]

Representative Address

Account Number

R1825029109

Consumer Phone

[REDACTED]

Representative Phone

Consumer Email

[REDACTED]

Representative E-mail

Classification

Contract

Topic

No Copy of Contract

Sub-Topic

Consumer doesn't recall signing contract

Synopsis

Best time to reach: No Preference

Good Day, Back in the fall a gentleman came to our door and said he was with kitchener wilmont hydro. Both my husband and I asked to see id, he did not have any. He had a stack of bills and said he was collecting them for regualtion. We were hesitant but my husband gave him one. We noticed on our last bill that summitt would be on our next one. I had never even heard of these people, I called hydro and they said there was nothing they could do, but they did give me the phone number for summitt. The first time I called the man took my info and said someone would call me back. That never happened, I have tried numerous times since and have been hung up on. I now just recieved a new bill, they are on it and my bill is double almost five hundred dollars! We do not even have a contract with this company, if we did would we not have a copy? Please, please if you can help because we certainly cant afford this. I cant believe a company can get away with this. Again I beg of you to please help in any way you can. Thanks [REDACTED]

April 06/2009

Here is the same complaint as the one in file # 2009-0003295 with the consumer information. Consumer will like to have a response back as soon as possible.

Thank you

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 October 30, 2008.
The contract was reaffirmed on November 10, 2008.

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

Summitt Energy left a message for the customer on April 7, 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 15, 2009 the customer contacted Summitt Energy with a general inquiry.

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 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 letter on April 27, 2009 outlining the exit fees to cancel the contract

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 H

REGISTRATION FORM

COMPREHENSIVE ENERGY PRICE PROTECTION PROGRAM
Summit Energy, 100 McArthur Dr., Suite 100, Mississauga, ON L4N 4H1
905.368.7059, 1.877.222.9529 fax: 905.368.7100 www.summitenergy.ca

A 657968

ACCOUNT HOLDER INFORMATION		GRE002
<input type="checkbox"/> Mr. <input checked="" type="checkbox"/> Mrs. <input type="checkbox"/> Ms. First Name of Account Holder (from Bill) Last Name of Account Holder (from Bill)		
<input type="radio"/> Business Business Name		
Street Address		
City	Province	Postal Code
SUMMIT ENERGY NATURAL GAS PROGRAM (Includes Blend & Extend Option) License EGM-2005-0542 I select the following term (the "Term of the Agreement") and price (the "Price"): <input type="radio"/> 5 Years at 42.8 cents/m ³ <input type="checkbox"/> ENBRIDGE ACCOUNT # _____ <input type="checkbox"/> UNION ACCOUNT # _____ First 4 Alpha-Numeric (from Name on Bill) _____ Postal Code (from Bill) _____		
SUMMIT GREEN ENERGY PROGRAM <input type="radio"/> 25% Green - \$5/month <input type="radio"/> 50% Green - \$9/month <input type="radio"/> 100% Green - \$15/month <small>"Green" refers to the purchase of carbon offset credits and percentage is calculated based on the average Ontario home's annual usage - see terms and conditions for details. Pricing is per month and is for the same term as noted above.</small>		
SUMMIT ENERGY ELECTRICITY PROGRAM (Includes Blend & Extend Option) License EER-2005-0541 I select the following term (the "Term of the Agreement") and price (the "Price"): <input checked="" type="radio"/> 5 Years at 8.98 cents/kWh UTILITY ACCOUNT # <u>R-18351019-109</u> Utility Name <u>Hydro One</u> First 4 Alpha-Numeric (from Name on Bill) _____ Postal Code (from Bill) _____ <small>This program applies to all applicable government vehicles.</small>		
SUMMIT GREEN ENERGY PROGRAM <input type="radio"/> 25% Green - \$5/month <input type="radio"/> 50% Green - \$9/month <input type="radio"/> 100% Green - \$15/month <small>"Green" refers to the purchase of carbon offset credits and percentage is calculated based on the average Ontario home's annual usage - see terms and conditions for details. Pricing is per month and is for the same term as noted above.</small>		
<small>This Comprehensive Energy Protection Program ("Agreement") is with Summit Energy LP ("Summit") which is an Ontario Energy Board ("OEB") licensed electricity and natural gas retailer. For Customers who consume less than 40,000 kWh of gas or 100,000 kWh of electricity, this Agreement will not be in effect unless I confirm my acceptance with letter (3% of the Ontario Energy Board Act 1998 (the "Act") after the 10th day and before the 31st day following my day on which I receive a copy of this Agreement. I agree to send four working days by Summit, no refundments, order written or verbal, to this Registration Form or Terms and Conditions will be accepted.</small>		
Phone # _____	Other Phone # _____ Ext. _____	
Signature (I have the authority to sign on behalf of the Applicant)		Date Signed <u>10/1/08</u>
Print Name _____		Relationship to Account Holder / Title (if applicable) _____
Effective May 1, 2008 consumers with a time-of-use meter will pay 9.3 cents/kWh for on-peak times, 7.3 cents/kWh for mid-peak times and 2.7 cents/kWh for off-peak times. Consumers on the Regulated Price Plan (RPP) will pay 5.0 cents/kWh up to a certain threshold per month and 5.9 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.		
Representative Signature _____	Representative Name _____	Representative Number <u>41002</u>

KS/RS
REGISTRATION FORMS

BINDER 1

(Summitt Energy Sales Kit)

TAB 1 (c)

KS/RS

TERMS & CONDITIONS

BINDER 1

(Summitt Energy Sales Kit)

TAB 2 (b)

KS/RS

CERTIFICATES / BUSINESS
CARDS

BINDER 1

(Summit Energy Sales Kit)

TAB 3 (a)

TAB I

Reaffcalls in mp3

Complainant Name: R.S. [name redacted]
Contract Number: MA1002 GS **A657968**-5195009539_081110_111951.MP3
Date and Time of Call: 11/10/2008 11:21 am
Transcribed by: Janet White

Summitt Hello, hi may I speak to R.S. [name redacted]

R.S. [name redacted] Yeah that's me

Summitt Hi this is Summitt Energy calling. We came to your home on the 30th for the electricity pass Protection Program. Just to confirm so I have the address at your home is [address redacted] is that correct?

Summitt Is that correct?

R.S. [name redacted] Yeah

Summitt Okay and the agent left a brochure and a copy of the agreement you signed. Is that correct as well?

R.S. [name redacted] Yeah like what's that all about anyway like?

Summitt It's a little program that guarantees fixed rate for the electricity that way you are not being subjected to future price increases in your power supply rate. Okay so Summitt Energy is providing your electricity protected at 8.98 cents per kilowatt hour and that is guaranteed for the five years. So in order to complete the enrolment in the price protection agreement can you please confirm the agreement by responding with the word yes.

R.S. [name redacted] Yea

Summitt Was that yea?

R.S. [name redacted] Yea

Summitt Oh okay. All right if you have any questions you can reach us at the toll free number. Otherwise thank you for choosing Summitt. You have yourself a good day.

R.S. [name redacted] Okay all right

Summitt

All right

OEB Order EB-2010-0221

Complainant Name: R.S. [name redacted]

Contract Number: A657968-1

Date and Time of Call: 2009/01/15 12:35

Transcribed by: Maxine DaCosta

Summit: Thank you for calling Summit Energy, Mike speaking.

Customer: Hello?

Summit: Hello.

Customer: Hi. I just received my hydro bill and was just talking to Kitchener, Waterloo Hydro and it says on there that our next billing will include Summit Management Energy Inc.? And we have not signed or committed to anything with this company.

Summit: Okay, can I get your phone number, Ma'am?

Customer: It's [telephone number redacted]

Summit: Okay, one moment. What's the name, Ma'am?

Customer: The bill will be under R.S. [name redacted]

Summit: What's your name?

Customer: K.S. [name redacted]

Summit: What's your relationship with Rob?

Customer: I'm his wife.

Summit: R.S. [name redacted]? K? or C?

Customer: K.

Summit: Could you verify your address for me?

Customer: [address redacted]

Summit: R. [name redacted], R.S. [name redacted] signed up for our program on October 30, 2000 and

Customer: No, actually he didn't sign up for anything. There was a gentleman at our door that said he was from Kitchener Waterloo Hydro and he needed to see a copy of our bill because he was getting all the bills in the

neighbourhood because they were figuring a way to regulate everybody's hydro bill. I was here with him at the time.

Summit: Okay, he also confirmed it on the phone.

Customer: No, no, no, he didn't.

Summit: He didn't confirm it?

Customer: No, he didn't.

Summit: November 10, 2008.

Customer: No.

Summit: Okay, well I'll have to send the account out for review, okay?

Customer: Okay, because we haven't signed up for anything. We don't even have a piece of paper here, nothing. And if that is the case, if that was the guy that was at the door that day, he said he was from Kitchener Waterloo Hydro. He totally misrepresented himself.

Summit: I'll send it out for review. It will take about 5 to 7 business days. If you don't hear from us, just give us a call back. We'll let you know what will happen with the account. Okay, so yeah...

Customer: So I should hear something in 5 to 7 days?

Summit: Yeah, if you don't hear back just from us, just give us a call back next week. Alright Ma'am?

Customer: Okay, thank you.

Summit: Alright, take care, goodbye.

OEB Order EB-2010-0221

Complainant Name: K.S. [name redacted]
Contract Number: A657968
Date and Time of Call: April 6, 2009 @ 11:43 am
Transcribed by: Susan Markiewicz

OEB: Hi Barry.
Barry: Hi there, I have a call for you.
OEB: Okay.
Barry: Just hang on for a minute.
OEB: Ontario Energy Board. Ida speaking.
Customer: Good morning, Ida, it's K.S. [name redacted] calling, I have a file number.
OEB: Um, hmm.
Customer: Would you like that?
OEB: Yes please.
Customer: 2009-0003295.
OEB: Yes, I do see that here.
Customer: Okay. When I had spoke to you, you had mentioned that, that I don't know what you call it, but it went in on March 16th for the Summitt to have 20 days to provide something.
OEB: Okay. Yeah.
Customer: And I just got my mail today and I still haven't received anything.
OEB: Let me see if we have...
Customer: Which doesn't really surprise me actually.
OEB: Okay. Just give me a moment here.
Customer: Sure.
OEB: Okay. Today is the last day they have to reply to us.

Customer: Did they reply to you? Or...

OEB: That is what I am trying to check.

Customer: Oh, okay.

OEB: Just hold the line please. Okay.

Customer: Okay.

OEB Order EB-2010-0221

Complainant Name: K.S. [name redacted]
Contract Number: A657968
Date and Time of Call: April 6, 2009 @ 11:43 am
Transcribed by: Susan Markiewicz

OEB: Ma'am?

Customer: Hi.

OEB: Hi, thank you for holding the line. Okay now I found what the problem is as far as why you didn't receive any response back from Summitt Energy. It is because when you filled out the web form, right, with the Ontario Energy Board, you put in the privacy consent, yes, but right, then there was 3 boxes that you needed to check mark, right. One of them is the approval to share your information with Summitt Energy and that box wasn't checked off. Right, so when they reply back to us, they say they didn't have enough information to give you a response back.

Customer: Okay. Well, what did they give to you?

OEB: That is what I am telling you.

Customer: Oh.

OEB: Even the response we have received, it says no information about the customer was provided. So you did provide us on our web form, you were able to provide us with those information, but you didn't check mark the boxes where it gives us approval to share your information with Summitt Energy.

Customer: Okay. So what do I do?

OEB: Okay. In this case, what we are going to have to do is since I'm going to have to create another file.

Customer: So I've got to wait another 20 days?

OEB: Um, hmm.

Customer: Yes.

OEB: Um, hmm, yes, so now this time, we, do you give us your authorization to share this information with Summitt Energy?

Customer: Yes.

OEB: Okay. Let's see here. Just give me a moment here.

Customer: Yeah.

OEB: Okay. Okay. Alright. Okay, so now what I am going to do, is I'm going to put it on a note that you have given us, you have given them the privacy consent, so like that, what they going to do is if they can reply back to us as soon as possible. Okay?

Customer: Yeah.

OEB: So they have already receive the complaint the first time. So let me see here. Okay. Alright, so I've already put in a complaint. The request that they give us a response back as soon as possible.

Customer: Okay.

OEB: Okay, and then, let me see here. Okay, so now we are just going to, I'm just going to send it forward and this time it is going to show your information. So your first and last name. Your address and everything, and so forth. Okay.

Customer: Okay. Okay.

OEB: Right.

Customer: So, do I wait another 20 days then? Is...

OEB: Well hopefully they do reply back to us before the 21 days, right? So you will probably will be receiving a response back before that timeframe. Okay.

Customer: Okay.

OEB: Alright.

Customer: And if I don't, then I just call again?

OEB: Yes and in that situation you can just contact us back, okay.

Customer: Okay. Okay, thanks so much.

OEB: Your welcome.

Customer: Okay, have a good day.

OEB: You too.

Customer: Okay. Bye-bye.

OEB: Bye.

OEB Order EB-2010-0221

Complainant Name: K.S. [name redacted]

Contract Number: A657968

Date and Time of Call: June 3, 2009

Transcribed by: Alma Gardiner

Voicemail	Hi you've reached [telephone number redacted] no one is available to take your call right now so please leave a message <i>at the tone please record your message when you are finished recording you may hang up or press pound for more options.</i>
NM	Hi this message is for K.S. [name redacted]. My name is Nick I am calling from the Compliance Department at Summitt Energy this is just in regards to your complaint. We are currently working on it, if you could please provide me a call back at my direct line which is [telephone number redacted] and we can go through the complaint together, thank you

OEB Order EB-2010-0221

Complainant Name: K.S. [name redacted]

Contract Number: A657968

Date and Time of Call: June 3, 2009

Transcribed by: Alma Gardiner

NM	Hi Summitt Energy. Nick speaking.
KS	Oh hi Nick, this is K.S. [name redacted] returning your call.
NM	Oh great Karen, how are you doing today?
KS	I am okay, how are you?
NM	Pretty good. Currently we are just in the process of reviewing your complaint but one thing here it says that, I think you said, that your husband didn't sign for the contract?
KS	Yeah it was you know, it was like a sheet of paper with other peoples signatures on it.
NM	Okay, and it wasn't your husband at all that signed it?
KS	He signed that piece of paper with the other signatures on it.
NM	Hm um.
KS	And we were told it was to get the smart meters in effect and we weren't left with anything it wasn't a contract or anything like that.
NM	Okay so you are not claiming forgery or anything like that. He just signed, he just didn't understand what it was?
KS	No the paper that we ended up receiving from them is not the paper he signed.
NM	Oh Okay so it was a completely different piece of paper is what you are saying?
KS	Yep
NM	Okay, because the reason why I was calling is that, in these cases because we do take forgery and cases like that very seriously, we do require as part of our investigation to have a copy of the original signature or the customer's signature so like a government piece of

	id with the signature on it . Would you be able to fax a copy of that to us today for us to review?
KS	Yes,
NM	Okay I will give our fax number Do you have a pen?
KS	Yep what is it?
NM	It is 905 366 7063.
KS	And the printing on there also is not his.
NM	Not his okay, yeah sometimes our representative do fill it out and then have the customer sign it.
KS	And also the date that they have isn't even correct.
NM	Okay and you have a copy of the contract that you received?
KS	We finally got it, I finally received it and
NM	Sorry, The original copy that the agent gave you
KS	We never, No we never got a copy, the Ontario Energy Board requested one, well they actually requested it twice
NM	Uh hmm
KS	And then we finally In April finally seen the paper for the first time
NM	Okay, so what signature were you comparing it to, the signature that you are seeing, were you comparing it to the original copy or was it
KS	Just my husband's. Like I said we don't have an original copy.
NM	Okay, Because You are saying there are completely different pieces of paper that you were seeing right so you were left with nothing at the door ?
KS	No
NM	You weren't left with anything?
KS	No
NM	So What paper are you comparing it to?
KS	I am just comparing it to his id and stuff like we don't have any other paper to compare it to other than what the copy of the contract that we finally received in April
NM	Okay Not a problem okay so if you could just forward a copy of his

	drivers licence with his signature, with a clear copy of the signature, we can use it for the investigation. We should have a final decision or we will have the case closed within 5-7 business days if you would like I will provide you with my direct number as well
KS	Yeah I've got it there on the answering machine
NM	Okay great, so
KS	I know that there was another lady I have been talking to and she actually got a picture of the clipboard
NM	Oh, okay
KS	So and I think, I believe she said she had already sent it to yous and for her it was in the Toronto area
NM	Okay, not a problem, and so you can have it faxed over today you can actually send the fax to the attention of Nick Matadin
KS	How do you spell that?
NM	MATADIN (he spells his name by providing a word for each letter ie. A as in apple)
KS	Okay
NM	Great
KS	Okay perfect
NM	Okay and we will wait for that and then we can start an investigation with it
KS	Okay, thank you
NM	Okay, thanks for your time

Complainant Name: K.S. [name redacted]
Contract Number: A657968
Date and Time of Call: June 3, 2009
Transcribed by: Alma Gardiner

NM	Hi can I speak to K.S. [name redacted] please?
KS	This is.
NM	Hey K. [name redacted], this is Nick calling back.
KS	Hi.
NM	Excuse me, I got your message, so you weren't able to get through to our fax?
KS	No it just keeps coming back no answer.
NM	Okay so here is another fax number if you want to try this one.
KS	Okay, one second, need to find a pen. Okay.
NM	Okay 905 366 7045.
KS	4, 5 ...Okay.
NM	And then if is still not working give me a call back.
KS	Alright
NM	Okay thanks
KS	Alright bye

Complainant Name: K.S. [name redacted]
Contract Number: A657968
Date and Time of Call: June 3, 2009
Transcribed by: Alma Gardiner

VM	Hi you have reached [telephone number redacted] no one is available to take your call right now so leave a message and we will get back to you. <i>At the tone please record your message when you are finished recording you may hang up or press pound for more options.</i>
GG	Hi Karen it is Gaetana calling you, sorry I missed your call I've just been away from my desk for a bit. Maybe we can try talking on Thursday. I will leave you my cell no. [telephone number redacted]. Thanks or you can call me at [telephone number redacted].

OEB Order EB-2010-0221

Complainant Name: K.S. [name redacted]

Contract Number: A657968

Date and Time of Call: June 4, 2009

Transcribed by: Alma Gardiner

VM	Hi you have reached [telephone number redacted] no one is available to take your call right now so please leave a message. <i>At the tone please record your message when you are finished recording you may hang up or press pound for more options.</i>
NM	Hi this message is for K.S. [name redacted]. This is Nick calling back from Summitt Energy. This is just regarding the fax that we are waiting for from you. I had one of our IT guys just reset our fax machine so if you could resend it to [fax number redacted]. If you are still having trouble with that, we have our CFO's fax number that you can use which is [fax number redacted]. If you are still having any issues just give me a call me back [telephone number redacted]

OEB Order EB-2010-0221

Complainant Name: K.S. [name redacted]

Contract Number: A657968

Date and Time of Call: June 4, 2009

Transcribed by: Alma Gardiner

KS	Hello.
NM	Hi can I speak to K.S. [name redacted] please?
KS	This is.
NM	Hi K. [name redacted], this is Nick calling back from Summitt Energy, hey, how are you doing?
KS	Hi
KS	Alright, you?
NM	Pretty good.
NM	I got your message so you tried the second fax number and it is still saying no answer
KS	Yes
NM	Okay so I went and checked to make sure our fax, number one, was working and two, that those are our correct numbers and they haven't changed and so far the fax is working and those are the correct numbers. So I am not too sure why it is not going through but
KS	No, because I am using the UPS store to do it and they try a couple of times and I get a print out and it shows the number and everything and it just says no answer.
NM	Okay Yeah, I have been asking our receptionist if a fax came in and she said no. And I was thinking last resort, do you have access to a scanner by any chance?
KS	No I don't.
NM	I don't know if the UPS store would have something like that?

KS	But they were doing other faxes there and the fax machine was working fine
NM	We have been receiving faxes too and faxes have been coming through so I am not too sure why that hasn't come through I'm not sure if it is just busy
KS	No, it keeps ringing and redialling and ringing and redialling. And then we get the message confirmation report it says, like, well it says the number and everything and but then it will say result and it is no answer for each one.
NM	I will check in with IT like I just asked the office if they have been receiving faxes and they said yes, so I mean they have been receiving faxes, but I will check in with IT to make sure everything is in working order. Like I said I mean maybe the last resort was maybe to scan a copy and maybe email it to me but you don't have access to a scanner?
KS	No I don't.
NM	Alright, okay Let me see what else I can do and I go through IT and see what if, there is anything else that is not working with the fax machine and then I will give you a call back.
KS	Okay then.
NM	Sorry about that.
KS	Alright, okay.
NM	Okay.
KS	Bye.

OEB Order EB-2010-0221

Complainant Name: K.S. [name redacted]

Contract Number: A657968

Date and Time of Call: June 5, 2009

Transcribed by: Alma Gardiner

NM	Hi Summitt Energy, Nick speaking.
KS	Hi Nick, it is K.S. [name redacted] calling.
NM	Hey K. [name redacted] how are you doing?
KS	I am okay, how are you?
NM	Pretty good. Go ahead.
KS	We finally got it through on that your third fax no you gave me because even though those other ones where reset or whatever they were still no showing no answer like they were not accepting a fax so But it did just go through about, I don't know, about 15 minutes ago to that 7011
NM	Perfect, Okay I will get it from there then. Thanks K. [name redacted] for your help.
KS	Okay.
NM	Thank you take care.
KS	Okay bye.

OEB Order EB-2010-0221

Complainant Name: K.S. [name redacted]

Contract Number: A657968

Date and Time of Call: June 8, 2009

Transcribed by: Alma Gardiner

VM	<p>Hi you have reached [telephone number redacted] no one is available to take your call right now so please leave a message and we will get back to you. <i>At the tone please record your message when you are finished recording you may hang up or press pound for more options.</i></p>
NM	<p>Hi this message is for K.S. [name redacted]. This is Nick calling back from Summitt Energy. This is just in regards to that fax we are waiting for I know you said you sent it to the last number I provided you with and it did go through.</p> <p>However, I was looking for the fax and there is no fax that showed up. I had asked the receptionist and the CFO if they have received it but it didn't come through. If it is possible if you if could just resend it to that same fax number that was working [fax number redacted]</p> <p>And if you could do that hopefully as soon as possible. and then I will give you a call back when I do receive it.</p> <p>Okay thanks Karen, bye.</p>

OEB Order EB-2010-0221

Complainant Name: K.S. [name redacted]

Contract Number: A657968

Date and Time of Call: June 17, 2009

Transcribed by: Alma Gardiner

KS	Hello
NM	Hi, good afternoon, Can I speak to K.S. [name redacted] please?
KS	This is.
NM	Hey K., this is Nick calling back. Sorry about missing your call there. Yes let me see supposedly we received the fax. You are still stating that the fax machines weren't working right? With the numbers you are using .
KS	Yes
NM	Ok, like I have received faxes from customers and MVP offices over the past like week so I am not too sure why it is not going through for you.
KS	Like, I am using the UPS store.
NM	Oh okay is, like I am not to familiar with faxes, I don't really send them out, is it possible, because it is a long distance number
KS	Yes they charged me for long distance
NM	Ok, and nothing is going through So every time you've tried it it says no answer
KS	Except for that one day that Friday it confirmed that it did go through.
NM	Okay
KS	And then you said that it didn't or something

NM	Yes I didn't receive any faxes because I've asked the CFO because it was through his fax machine that it went through. Because currently this one is working [fax number redacted]. I did receive a fax today from a customer so I know that one is working for sure.
KS	The [fax number redacted]?
NM	The [fax number redacted] yes
KS	And
NM	Could you try again. I know it is frustrating to keep going back and doing this over and over again and it is not going through, so I do apologize for ...
KS	Yeah I am surprised the one that went through though you wouldn't have gotten it.
NM	I don't know why I didn't receive that. If you would like to try this number one more time today, just give me a call after you have faxed it and then I will let you know whether I received it or not, because I do want to resolve this as well with you, so ...
KS	Yeah, because the one that was that supposedly went through was at June 5, at 11:36 a.m.
NM	And that was the [fax number redacted] number, right?
KS	Yes. No, wait a minute, that was the [fax number redacted] number I believe, ya the [fax number redacted] number. That that went through the on the June 5th.
NM	I would try the [fax number redacted] number If that doesn't work again then try the second number that worked the [fax number redacted]. But at this point I will just wait for that and then just when you have finished faxing it you can give me a call and let me know you have faxed it
KS	Okay like in most likelihood I wont get there today but tomorrow morning just so you are not expecting it today but I will attempt it again tomorrow morning.
NM	Not a problem, I will wait until tomorrow morning then.
KS	Okay, thank you.
NM	Take care.
KS	You too.

NM	Bye
KS	Bye, bye

OEB Order EB-2010-0221

Complainant Name: K.S. [name redacted]

Contract Number: A657968

Date and Time of Call: June 30, 2009

Transcribed by: Alma Gardiner

VM	Hi you have reached [telephone number redacted] no one is available to take your call right now so leave a message and we will get back to you. <i>At the tone please record your message when you are finished recording you may hang up or press pound for more options.</i>
NM	<p>Hi this message is for K.S. [name redacted]. This is Nick from Summitt Energy calling back. Just getting back in touch with you to see if you got a chance to send out another fax to us again I will provide you with the fax numbers which is [fax number redacted] and also [fax number redacted]. If you want to talk to me directly you can contact me at my direct line which is [telephone number redacted].</p> <p>Thank you.</p>

OEB Order EB-2010-0221

Complainant Name: K.S. [name redacted]

Contract Number: A657968

Date and Time of Call: June 30, 2009

Transcribed by: Alma Gardiner

Man	Hello.
Woman	Hi, could I speak to K. [name redacted] please?
Man	Um, K. [name redacted] my wife?
Woman	Yes.
Man	This isn't her cell, it is a different cell.
Woman	Oh okay, I am calling from Summitt Energy, she was trying to get a hold of me.
Man	Oh, The number is [telephone number redacted].
Woman	[telephone number redacted] Thank you
Man	[telephone number redacted] And it is a 519 area code
Woman	Yes, thanks
Man	Alright
Woman	Bye Bye

OEB Order EB-2010-0221

Complainant Name: K.S. [name redacted]

Contract Number: A657968

Date and Time of Call: July 2, 2009

Transcribed by: Alma Gardiner

GG	Summitt Energy. Gaetana speaking
KS	Hi this is K.S. [name redacted] calling
GG	Oh Hi K. [name redacted], how are you?
KS	I'm okay, how are you?
GG	Good. I am just looking at your complaint and it doesn't seem, and I know you faxed it to us before, but in order for me to look into the disputed signature I need a copy of your, and I think it was your husband's signature, now the fax number that is close to my desk here is [fax number redacted]
KS	And that's the one that did go through but somehow got lost.
GG	Okay
KS	Which is, that was on,
GG	Yes
KS	the, let me just see the date here, that was June 5 at 11:36 am it went through okay
GG	June 5 th at 11:36, okay, I'll check the transmittal records but in the meantime is there any way you could scan it and email it to us?
KS	I have no way of scanning it
GG	Okay
KS	That is why I keep using UPS
GG	Okay
KS	And like I can't get to UPS until my son is home with my car
GG:	Okay

KS:	Because it is like I have to keep driving over there to do it but I can do it later on this afternoon once I have my vehicle again
GG:	At what time approximately
KS:	Probably looking at in between 3 and 4
GG	Okay well I will be here today at during that time so you have the right fax number [fax number redacted]?
KS	Yeah that's the one that works the other two that I were given didn't work
GG	Probably they were busy
KS	Actually it was no answer on all of them.
GG	Did you dial 1 in front of it
KS	Yes, Well yeah it was UPS doing it
GG	Make sure they are doing that
KS	Yeah, No, it has 1 in front of it.
GG	Ok,
KS:	Yeah like I know that's what I have been trying and at one point there they said it must be the fax machine I am using but I am using UPS
GG:	Okay So what we need is normally a drivers licence
KS	Yeah that's what I have been trying to
GG	Okay, and is there any other document you can give us just in case that one is not clear? Do you have a Passport?
KS:	I don't have a passport no, I have his driver's licence one, it is pretty clear
GG	Okay that's fine, try that one then, and what is the best number for me to reach you on try that one then. [telephone number redacted]
KS	Yep
GG	Okay
GG	Okay, Is that you home or your cell?
KS	My home
GG	Okay K. [name redacted]

KS	just this week I am stuck babysitting so I am in and out the door
GG	Okay Well hopefully today it goes through. and I will call you or you can call me before the end of the day how's that?
KS	Okay that sounds good
GG	Okay thanks K. [name redacted]
KS	Okay thank you, Bye bye
GG	Bye bye