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PROJECT NO.

PETITION FOR INVESTIGATION OF DIRECT ENERGY'S POWER- TO-GO PREPAID ELECTRICITY SERVICE PLAN

§§ 87(2)(b), 87(4-b), 87(4-g)

**PUBLIC UTILITY COMMISSION
OF TEXAS**

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SERVICE PLAN**

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**PUBLIC UTILITY COMMISSION
OF TEXAS**

Filed by:
TEXAS RATEPAYERS' ORGANIZATION TO SAVE ENERGY

Supported by:
Texas Legal Services Center
The Honorable Sylvester Turner
Public Citizen Texas Office
National Consumer Law Center

I. Introduction

Texas Ratepayers' Organization to Save Energy (Texas ROSE) files this Petition requesting the Public Utility Commission of Texas (PUC or commission) to conduct an investigation into the policies and practices of Direct Energy in offering residential consumers a prepaid electric service plan known as Power-to-Go. Joining Texas ROSE in support of this Petition are Texas Legal Service Center, The Honorable Sylvester Turner, Public Citizen Texas Office and National Consumer Law Center.

There is sufficient public information to raise concerns that Direct Energy's Power-to-Go product violates certain PUC customer service protection rules, uses deceptive marketing, and discriminates against customers on the basis of income.¹ We would request that the PUC begin an investigation of the product immediately to mitigate and stop any harm consumers may be subjected to if the concerns addressed below are validated by the PUC.

¹ PURA §17.004 (4) protection from discrimination on the basis of race, color, sex, nationality, religion, marital status, income level, or source of income and from unreasonable discrimination on the basis of geographic location; PURA §39.101 (5) to protection from discrimination on the basis of race, color, sex, nationality, religion, or marital status;

This petition provides background on why an investigation is needed and identifies certain factors that a PUC investigation might consider. It describes the possible rule violations and problems with the program. Documentation supporting this petition is attached. The petition also provides recommendations for the investigation itself and describes further information the commission could review to corroborate the observations of a former employee of APAC customer services.²

The Petition is based on information from: a person formerly employed by Direct Energy's customer service contractor, APAC; Power-to-Go customer complaints filed at the PUC;³ and, comments filed in PUC Project No. 38675.⁴ The attached affidavit of David Korn provides an accounting of his experience as an APAC employee and his observations which support this Petition.

II. Statement of Jurisdiction

The commission has jurisdiction over this Petition under the Texas Public Utility Regulatory Act §§15.023, 17.001, 17.004, 17.051, 39.101 and 39.352.⁵

III. Areas Requiring Investigation

The affidavit, PUC rules, customer complaints and other facts reviewed concerning Direct Energy's Power-to-Go product suggest three areas where commission investigation is needed. These are: violations of PUC customer protection rules, deceptive marketing practices, and, discrimination.

² Mr. David Korn was employed full time by with APAC customer services, the contractor that ran the call center for Direct Energy. He voluntarily resigned his position to relocate.

³ This Petition refers only to those complaints filed against Direct Energy. We note that the content of many of the complaints filed against other providers are similar in content.

⁴ Project No. 38675 Amendments to Customer Protection Rules Relating to Prepaid Service.

⁵ Texas Public Utility Regulatory Act, TEXAS UTILITY CODE §§1-66.014 (West 2007 & West Supp. 2013)

A. Potential Substantive Rule Violations

This list of potential rule violations is based on the testimony of a former employee of APAC Services, Direct Energy's customer service contractor, and informal complaints filed by Power-to-Go customers at the PUC last year. Based on this information we recommend that, at a minimum, the PUC investigate Direct Energy's practices as they are related to compliance with certain Commission Substantive Rules governing the following.

Application of Switch-holds

Under limited circumstances the PUC rules permit but do not require a REP to place a switch-hold on a customer's account. A switch-hold is a designation on a residential account that prevents the customer from switching to another REP until the customer cures debt owed to the REP that placed the switch-hold. PUC Subst. Rule §25.480(h)(6) allows a REP to place a switch-hold on an account when a customer has an arrearage and is provided a level or average monthly payment plan by the REP. PUC Subst. Rule §25.480(j)(1)(c) allows a REP to place a switch-hold on an account with a deferred payment arrangement made under this section that requires REPs to extend credit to customers during extreme weather events, during a state of disaster, and when a customer has been underbilled. Paragraph 7 of the Affidavit of David Korn states that switch-holds are automatically placed on any account that has a deferred payment arrangement. The system does not differentiate between categories of deferred payment plans. Therefore, the switch-hold practice does not appear to be restricted to only those accounts with switch-hold eligible payment arrangements under the PUC's rules. If this is the case, switch-holds are inappropriately being placed on some accounts unless PUC

investigation reveals that all the switch-hold accounts requested by Direct Energy meet one of the two provisions of the rule that allow switch-holds.

Switch-holds are also notable in the description of a sample of prepaid complaints filed last year over a 13 month period. See Attachment 2. In response to an information request, the PUC provided 28 complaints against Direct Energy's Power-to-Go product.⁶ Six of those complaints (21%) explicitly involved a switch-hold. Because a switch-hold prevents a customer seeking a lower price or better customer service from switching to another REP the switch-hold is anti-competitive. Texas ROSE has consistently opposed the authorization of a switch-hold for any reason. These complaints along with the affidavit of Mr. Korn raise public interest concerns serious enough to give rise to investigation. We urge the commission to investigate Direct Energy's switch-hold practices implemented in its Power-to-Go subsidiary.

Disconnection for Nonpayment and Extreme Weather

The loss of service by a residential consumer is always a serious matter but even more so during extreme weather when the probability of serious harm and death can result from disconnection of electricity. It is therefore, in the interests of consumers and the public interest to assure the health and safety of families and individuals during extreme weather.

A Power-to-Go customer's disconnection order is automatically triggered by an electronic system when the balance drops below \$0.0. As discussed in the following section, electronic notice required by PUC rules is not always reliable. In other cases a REP that orders disconnections for non-payment just before an extreme weather

⁶ Prepaid complaints received from 11/1/13 to 2/10/14 emailed from John Paul Urban, director of Governmental Relations, Public Utility Commission of Texas to Alison Brock, Chief of Staff, Representative Sylvester Turner.

emergency may technically be in compliance with the literal words of the Public Utility Regulatory Act (PURA) but not the statute's intent.⁷ However, such practices work to create circumstances the law clearly intends to avoid to protect the safety and wellbeing of consumers. Such practices require investigation to determine if additional directives need to be added to Subst. Rule §25.483(j) to protect customers from being left without service during an extreme weather event. Clearly current practice favors the REP over the health and wellbeing of the consumer. The PUC is the only authority that can gain access to the records needed to verify whether or not Power-to Go customers have been disconnected shortly before an extreme weather event begins and left without power during the extreme weather event. Such information will indicate whether or not change in the rule is needed to provide additional protection for customers disconnected before the onset of extreme weather.

Delivery of Timely Disconnection Notices

The Affidavit of David Korn Paragraph 6 describes chronic communication problems in major cell phone systems that prevent customers from receiving Power-to-Go account updates and disconnection notices. When the systems are not working properly a REP has not provided adequate notice under the commission's rules to go forward with its collection process, yet according to the attached Affidavit of Mr. Korn, Direct Energy goes forward with its collection process even though it has knowledge that its customer did not receive the advanced notice required by law.

⁷PURA §39.101 (h) A retail electric provider, power generation company, aggregator, or other entity that provides retail electric service may not disconnect service to a residential customer during an extreme weather emergency or on a weekend day. The entity providing service shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over and shall work with customers to establish a pay schedule for deferred bills.

Consequently, a REP is at fault for failing to provide notice if a customer on post-pay service is disconnected without written notification as required by §25.483(l). Similarly, a REP offering prepaid service is at fault for disconnecting a customer on prepaid service without successfully providing the electronic notice required by §25.498(c)(7)(D). Any disconnection occurring without prior notice clearly violates one of the most important rules for protecting consumers. The facts alleged in this petition raise substantial public policy concerns justifying regulatory investigation into the business practices of Direct Energy.

Enrollment of Critical Care Customers

During the process of writing rules for prepaid service, controversy arose between the residential and low-income consumers and REPS on the question of whether REPs should be allowed to sign critical care customers up for prepaid service. The conclusion of the Commissioners and the rule adopted by the PUC explicitly prohibits a REP from signing a critical care customer up for prepaid service. However, Mr. Korn has observed practices at Direct Energy that result in critical care customers being enrolled in Power-to-Go and not being transferred to post-pay service as required by §25.498(k). The Commission should investigate immediately to determine whether or not critical care customers are enrolled in Power-to-Go and other prepaid service plans. If records verify that there are indeed critical care customers on the Power-to-Go and other prepaid plans petitioners are urging the commission to order the REPs to move the critical care customers to a postpaid plan immediately as required by PUC rules and also request that the commission assess the maximum administrative penalty for all violations.

B. Deceptive Marketing

The purpose of Chapter 17 of PURA is to establish retail customer protection standards and confer on the commission authority to adopt and enforce rules to protect retail customers from fraudulent, unfair, misleading, deceptive, or anticompetitive practices.⁸ A competitive market is dependent on consumers having a clear and accurate understanding of billing and pricing so that consumers can make informed choices that are in their best interests. As described herein, there are aspects of Power-to-Go marketing that are inconsistent with these principles.

The analogy that prepaid service is like putting gas in a car is inaccurate.

During the enrollment process many customers are told that buying prepaid electricity is like putting gas in the car. Please see the Power-to-Go marketing information provided in Attachment 3. Unfortunately, the description provided in the marketing materials is inaccurate. Power-to-Go marketing materials lead the customer to believe that they can run out their electric meter and fill it up in real time as it happens. Practically speaking there is no real time consumer transaction involving Power-to-Go. Billing is based on estimated, not actual, usage over the next 24 hour period. There is also a one- or two-day time lag in posting usage to the account. Thus, negative balances can sneak up on customers because of the time lag in tracking usage and the use of estimated future usage. Customers are often surprised and frustrated because they believed buying prepaid service was “like putting gas in a car,” and they would know how long they had between “fill-ups” – that is, how long the customer’s prepayment would last.

⁸ PURA §17.001(b).

The risk of disconnection is not fully explained.

Earlier in this Petition we explain that many disconnection notices and account balance updates never reach the customer because of communication system failures. These failures are not reported and customers are not compensated for being taken by surprise when the power is disconnected with no prior notice. During enrollment the risk of disconnection is represented as low.

Contrary to the claims that “all you have to do is keep a positive account balance to keep your electricity flowing”⁹ there is no limit to the number of disconnections a customer can experience particularly considering that Power-to-Go customers thought they would get “a certain number of miles before they ran out of gas.” Anytime the account drops below \$0.0 a disconnection will occur. Because most prepaid customers are low-income it is not unusual for the account to have a minimal balance. There are many complicating factors for the customer including occasional under billing, estimated billing, fluctuating prices, and time lags in gathering and delivering usage data and account data all of which make it difficult for a customer to accurately assess an account balance. The notices provided by the rule are supposed to serve as a safety net for the customer. It is inaccurate for a REP to represent to prospective customers that all the systems are in perfect working order when they are not. Because of all the potential complications of the process many families are caught off guard when the power is disconnected. The prepaid process is full of potential complications. Despite their best efforts to plan many families are caught off guard when the power is disconnected or they learn that they have a zero balance. Power-to-Go customers often receive income bi-monthly and have no surplus cash on hand when the account runs out despite their best

⁹ See Attachment 3 Frequently Asked Questions.

estimate of how much electricity they would have. Many customers were disconnected even after careful budgeting attempts were rendered unsuccessful due to previously mentioned challenges of knowing one's own account balance. In many instances they learn they have a zero balance and at the time of notice are simply out of money until payday.

The Affidavit of David Korn states that as a matter of strict policy Direct Energy does not grant payment extensions of any kind for Power-to-Go customers. Frequent examples of people affected by sudden irremediable outages include families with infants or young children, single parents with multiple jobs, and households in which one or more members require the aid of electric-powered life sustaining medical devices.

Earlier in this Petition we asked the PUC to investigate the potential technical difficulties and resulting rule violations that occurred because of the faulty communication systems. Here we further request that the marketing materials for the program be reviewed to determine whether the Power-to-Go product is accurately described or if the marketing materials and practices are deceptive and take steps to enforce all laws that would prevent such misrepresentations by a REP. A related issue is whether the commission should adopt minimum technical standards for communication systems to better enable prepaid customers to keep up with their account.

C. Discrimination

According to Paragraph 5 of the Affidavit of David Korn, the target population for this product falls into several major categories: low income (those with poor credit, those who cannot afford to pay a deposit, those for whom it seems more manageable to pay monthly utility costs in periodic installments rather than all at once); minorities

(mostly Black and Hispanic residents of Texas metropolitan areas); undocumented people (individuals and families who lack social security numbers or the ability to submit to a credit check); low resource/education (those with difficulty accessing computers or performing the basic arithmetic required to maintain a positive account balance). Overall, the program is designed to entice those who struggle to pay their monthly bills and are attracted by the misleading verbiage “pay as often and as much as you’d like.”

The veracity of this statement is supported by comments filed by a REP at the PUC. “Our studies show the demographic group that purchase (sic) prepaid products comprises 3.1% of households nationally, but up to 16.4% of some local communities in Texas. These households are parents in their mid-30’s with children of all ages; and a mix of white, African-American and Hispanic families, many of which are headed by single parents. These families struggle with the effects of low educational attainment and household income. They have few, if any, bank accounts and investments, sometime carry payday loans, and are twice as likely to have no life or health insurance.”¹⁰

PURA §17.004(4) states that all buyers of telecommunications and retail electric services are entitled to protection from discrimination on the basis of race, color, sex, nationality, religion, marital status, income level, or source of income. Having an electricity product such as Power-to-Go targeted toward low-income consumers and vulnerable persons with payment problems is potentially a discriminatory marketing practice not permitted under PURA.

Mr. Korn’s affidavit explains “postpay conversion” -- a special label for Direct Energy customers who are moved from post-paid service to Power-to-Go. In the batch of

¹⁰ Control Number 38765, Item Number 12, Amendments to Customer Protection Rules Relating to Prepaid Service, Initial Comments of Young Energy LLC, p.2.

prepaid customer complaints provided by the PUC six of the complaints mention that they were switched from postpaid to prepaid service because of an arrearage and were not pleased with the prepaid service. The practice of postpay conversion should be fully investigated by the Commission to determine if such a practice is being done by Direct Energy or its agents and whether or not the practice of postpay conversion constitutes unfair or deceptive business practices, or whether this practice reflects patterns and practice of discrimination.

IV. Relevant Investigative Factors Identified

Many of the alleged rule violations can be corroborated or dismissed by reviewing customer data available from the transmission and distribution utilities (TDUs) and Direct Energy's customer service records. Following are suggested searches that may provide data to prove or disprove the presence of rule violations, deceptive marketing and discrimination in the Power-To-Go product.

Application of Switch-holds

- Identify all Power-to-Go accounts with switch-holds in place. Select a statistically valid sample for review of the switch-hold process and authority for placing the switch-hold.

Disconnection for Nonpayment and Extreme Weather

- To identify customers left without power during extreme weather events, identify period of weather moratorium and identify accounts with no power during that time period. Of those accounts, identify time of disconnection; some will be same day or even same hour as the moratorium. These will be the accounts left unprotected during the weather moratorium.

- Review the calls logged by customer service representatives during weather moratoriums, or review the notes on accounts with logged calls

Delivery of Timely Disconnection Notices

- Pull accounts with “messaging problem” tickets and identify the ultimate resolution.
- Some accounts will have logged calls notated with message problems reported by customers. (Some accounts will have repeated “SMS delivery failure” automatically notated by the system. Some of these delivery failure notations will be followed by disconnections (especially after unannounced rate spikes, periods of cold weather, or other circumstances that make it difficult to estimate account balance). This would be clear evidence of disconnection without warning, especially because the SMS delivery failure notes automatically recognized by the system do not trigger “outbound care” tickets—generally outbound care tickets are used when DE needs to contact the customer about something important.

Postpay Conversions and Deceptive Marketing

- Access PowerUp and search accounts by “sales channel: Postpay conversion.” To generate a list of all customers who were switched over from postpaid accounts.
- Of those accounts, highlight customers whose service was disconnected two or more times during first month of service, or three or more times in general. These will be new customers to whom the prepaid service may not have been properly explained.
- Review accounts with calls logged—account notations will show who called to complain about disconnections or to request help.
- Review original enrollment call of the customers that called to complain about disconnections or to request help and any subsequent calls from the same customers.

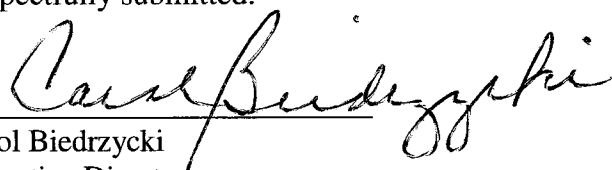
Discrimination

- Determine the percentage of Power-to-Go customers eligible for the LITE-UP Texas rate discount.
- Determine the percentage of Power-to-Go customers that are postpay conversions.
- Perform a survey of a statistically valid sample of Power-to-Go customers to: measure the level of customer satisfaction; determine what postpaid options were available to the customer when the customer applied for Power-to-Go; and to measure demographic data such as income, race, and education level.

V. Summary and Prayer

Petitioner prays that the commission initiate an immediate investigation of the business practice of Direct Energy's prepaid service program known as Power-to-Go. We further request that the scope of the commission's investigation include all the issues addressed in this petition.

Respectfully submitted:

By: 

Carol Biedrzycki
Executive Director

Texas Ratepayers' Organization to Save Energy
815 Brazos St., Suite 1100
Austin, Texas 78701-2509
(512) 472-5233
(512) 477-6576 fax

Supported by:

Lanetta Cooper, Bar No. 04780600
Randall Chapman, Bar No. 04129800
Texas Legal Services Center
815 Brazos St., Suite 1100
Austin, Texas 78701-2509
(512) 477-6000

The Honorable Sylvester Turner
Texas House of Representatives
District 139
(512) 463-0554

Public Citizen Texas Office
Tom Smith, Director
815 Brazos St.
Austin, TX 78701
(512) 477-1155

National Consumer Law Center
John Howat
Senior Policy Analyst
7 Winthrop Square, 4th Floor
Boston, MA 02110
617/542-8010

PROJECT NO. _____

PETITION FOR INVESTIGATION	§	PUBLIC UTILITY COMMISSION
OF DIRECT ENERGY'S POWER-	§	
TO-GO PREPAID ELECTRICITY	§	OF TEXAS
SERVICE PLAN	§	

Affidavit of David Korn

1. My name is David Korn. I was an employee of APAC Customer Services (APAC), the contractor that handles customer service outsourcing for Direct Energy, a Texas Retail Electric Provider (REP), between the dates of 12/18/13 and 1/17/14. APAC is located at 1650 S Research Loop, Tucson, AZ 85710. My separation from this company was voluntary. This declaration is based on my personal knowledge, information and belief.
2. I temporarily resided in Arizona at the time of my employment, and I am currently a resident of Virginia. My address is 848 Alvermar Ridge Dr. McLean, VA 22102. I am over the age of eighteen years and suffer from no legal incapacity. I submit this declaration in support of the Petition for Investigation of Direct Energy's Power-To-Go Prepaid Electricity Service Plan.
3. During the course of my employment, I worked in a call center department that dealt exclusively with customer service issues and complaints regarding the Direct Energy Power-To-Go product, a brand

of prepaid electricity service available to residents of Texas. As a result of my position as a customer service representative, I came into personal contact with innumerable individuals whose articulated grievances identified policies and practices regarding REP actions that I understand to be inconsistent with Public Utility Commission (PUC) rules.

4. The primary motivation for my submission of this document is my concern for the safety and wellbeing of families with infants and young children, single parent households, and households in which one or more members require the aid of electric-powered life sustaining medical devices who are all routinely endangered by Power-to-Go.
5. Power-To-Go marketing materials highlight several key features of the service: "no deposit required;" "no credit check;" "no contract;" "no monthly billing;" "pay as often and as much as you'd like." These features attract a particular target population which falls into several major categories:
 - a. Low income. Many of the calls I handled came from individuals requesting payment assistance or extensions (which as a matter of policy had to be denied). Notated accounts of such individuals often revealed a history of their struggling to maintain a positive account balance. As I suggested to customers with distressed

accounts that they switch to monthly service in order to protect against sudden power loss in the event of non-payment, I came to understand that many customers had enrolled in Power-to-Go for one or more of the following reasons: poor credit scores rendered them ineligible for monthly service; they could not afford the deposit required for monthly service; a collections agent had recently convinced them to switch from monthly service to Power-to-Go so that they would only have to "pay as often and as much as [they'd] like;" it seemed more manageable to pay monthly utility costs in smaller installments than all at once. Additionally, a significant number of callers reported to me that they received SNAP benefits or some other form of government assistance.

- b. Ethnic minorities. Direct Energy operates in urban Texas areas close to the Mexican border that are known to contain large populations of undocumented immigrants, and offers a utility service which does not require a social security number or the ability to submit to a credit check. The number of Spanish language customers is sufficient to support the existence of a separate Spanish speaking service department. Additionally, many of the English language calls I handled were from customers who spoke English as a second language or displayed heavily accented or ethnic vernacular. My experience is that many Power-to-Go

customers are members of ethnic minorities.

c. Low resource/education. Calls often came from customers who reportedly lacked access to a computer or didn't know how to use one, and were thus unable to monitor their own accounts. I was frequently called upon to explain to customers matters of basic arithmetic such as how an accumulation of daily charges had gradually depleted an account balance.

6. During agent training and in employee handbooks, it is explained that Power-To-Go is frequently suggested as an alternative to service interruption by collections agents trying to collect past-due balances from Postpay [monthly billed] customers. Most people have Postpay service, where the REP bills the customer based on the customer's previous month's usage. Customer service agents use the term "Postpay Conversion" to identify customers who switch from Postpay to prepaid service. At the time of conversion, any outstanding balance is transferred to the new account in the form of a deferred payment plan (DPP). 25% of all subsequent payments made to the prepaid account are automatically applied to the DPP balance. By lumping together the past-due balance with the payments necessary to keep power flowing to the premise, the REP gains a powerful tool for leveraging payment. In this way, the conversion to prepaid service becomes an extension of the collections process. The prepaid

arrangement enables Direct Energy to more readily disconnect the customer for non payment. The PUC regulation for postpaid accounts requiring that "Prior to disconnecting your service, your REP must provide you with a written Disconnection Notice...the disconnection date must be 10 days from the date the notice is issued"¹ does not apply to prepaid accounts. Instead, Direct Energy may now follow a rule that allows a prepaid REP to immediately disconnect power to a premise the moment an account balance drops below zero. When I once questioned a supervisor about this process I was told that turning out the lights gets the money a lot faster than a letter in the mail. During Power-To-Go enrollment, agents answer customer questions by reading from a series of scripts that are available in employee handbooks and training materials. Customers commonly express fear of power loss; per script guidelines, the risk of disconnection is represented to the customers as being low, due to regular balance updates and impending service disruption notifications that will be sent out via text message or email. However, many customers experience messaging inconsistencies or failures, which are reported to customer service agents and clearly documented in notated user accounts. Persistent recurring message failure is known to exist for certain major cellular carriers, but the

¹ Your Rights as a Customer document provided as required by PUC Rule §25.475(h).

PUC has approved the use of cell phones to warn customers of pending disconnection for nonpayment despite the failures. Direct Energy as a matter of policy does nothing to ensure that failed messages are delivered by some other method. During the course of my employment I handled numerous calls from frustrated or enraged customers who had lost power without receiving any warning messages, despite assurances given during enrollment that this would not happen. On several different occasions when I asked a supervisor how to compensate customers for this error, I was told that the customer was probably lying about not receiving the messages. When I pointed out that the system had automatically notated a series of message delivery failures on the account, I was told that it was the customer's own fault for failing to report the problem until it was too late. When I pointed out that the notated account showed records of multiple inbound customer calls attempting to resolve the problem, I was told that it was the customer's fault for failing to provide an alternative avenue for successful message delivery.

7. Disconnections, reconnections, and application of switch holds are all processed by an automated system that is programmed to read information and handle customer transactions appropriately. Generally no human interaction is involved unless the customer calls the service center. Switch holds are applied to accounts for a variety

of reasons, including meter tampering accusations, outstanding TDU-assessed fees, and deferred payment plans (DPPs). DPPs are created when a past-due balance from a postpaid account is transferred over during a Postpay Conversion, or when a customer calls in to request assistance paying a large negative balance that has accrued unexpectedly. As soon as a DPP is created for any reason, a switch hold is automatically placed on the account. When the DPP is closed (paid off), the switch hold is automatically removed. Disconnections of service are automatically triggered when an account balance drops below zero. The Direct Energy system sends out a "disconnect for non-pay" request, which gets routed through ERCOT and then delivered to the TDU. The TDU then disconnects the power via remote signal. Disconnections of service are performed automatically and remotely, and this is the reason having a Smart Meter at the premise is a key eligibility requirement for the prepaid service. Reconnections follow the same process; when a balance comes above zero, the automated system sends a "reconnect after disconnect for non-pay" request to the TDU, which is processed via remote signal. This happens without any human intervention. In the event that a remote reconnect signal fails, a technician must be dispatched by the TDU to reconnect the premise manually. If this takes place outside of normal business hours, the customer experiences a period of extended power

loss, despite having a positive account balance. In the event that a customer makes a payment after the disconnect order has been sent out but before it has been processed by the TDU, the automated system does not recognize the reconnect order, and the customer generally experiences an extended period of power loss, despite having a positive account balance.

8. Unexpected service disruptions frequently result from the confusing billing process that is not accurately described to prospective customers. Customers are led to believe that billing takes place in real time (as the meter runs) and that when their account balance hits zero, power will be disconnected. Billing is actually based on 24-hour chunks of usage, and there is always a 24 to 48 hour lag period before corresponding charges are posted to accounts. In effect, many customers suddenly begin to accrue negative account balances, which often surprises and frustrates customers who were sold on the analogy that Power-To-Go is "like putting gas in a car". The billing system, combined with occasional under-billing or billing on estimated rather than actual meter reads, makes it difficult for a customer to accurately track an account balance. Another issue is that Power-to-Go customers commonly lack computer access through which to monitor their accounts online. These factors, combined with frequent failures of the automated phone system and the previously

mentioned failures of the messaging notification system, together produce the outcome that the safety net in place to protect customers from unexpected "disconnect for non-pay" power disruptions fails for individual consumers on a regular basis. The company as a matter of policy does not grant payment extensions of any kind for Power-To-Go customers.

9. "Weather holds" are implemented to protect customers from losing electricity during extreme weather conditions; however, if a customer is disconnected for non-pay even minutes before a weather hold goes into effect, the customer is afforded no protection if unable to make a payment and restore a positive account balance. On days when below-freezing overnight temperatures were forecasted, I regularly handled calls from panicked mothers who had lost power, sometimes without warning due to messaging failures as described above, and who were concerned about the health and safety of their infant children. When I asked supervisors why these accounts were not protected under the weather hold, since temperatures were scheduled to drop dangerously low, I was told that the hold had not gone into effect yet, and that any account that had already dropped below zero and lost power was simply out of luck. I was instructed to inform the customers that I could not help them maintain power during the dangerously cold weather unless they made a payment to restore a

positive account balance. I was shocked by the fact that I was being told essentially to do nothing, despite the fact that something could have been done. In this case, the laws about extreme weather did nothing to protect this mother and her children.

10. "A Critical Care Residential Customer is a residential customer who has a person permanently residing in his or her home who has been diagnosed by a physician as being dependent upon an electric-powered medical device to sustain life." Critical care designees are ineligible for the Power-To-Go product due to the fact that an unexpected service disruption could create a life-threatening emergency. However, critical care patients are nevertheless regularly enrolled in the Power-To-Go product, and life-threatening situations occur as a result. Direct Energy offers no protection to Power-To-Go customers who contact the company to declare that they are or have become critical care, nor does Direct Energy take any action beyond notating accounts with the following message: "Please contact customer and inform them that if they are critical care they are not eligible to stay on Power-To-Go product as was described in the terms of service during their enrollment. Please transfer customer to enrollments to process a move-in with Postpay as they cannot stay on Power-To-Go." If the customer has poor credit, cannot afford the deposit required for Postpay, or has an active DPP switch hold on the

account, the critical care customer is unable to switch to Postpay and remains on Power-To-Go; no further resolution actions are taken and no protections are extended. Direct Energy agents are instructed during training and by floor supervisors never to issue payment extensions, "override disconnect" protection, or forced reconnection orders for critical care customers whose power has been disconnected for non-pay with or without warning. Many of the Power-To-Go critical care patients with whom I spoke during the course of my employment asserted that their ineligibility for the prepaid service was not communicated to them during the enrollment process. During training, my team was advised that critical care reports should not be taken seriously due to the possibility that a customer might call in and falsely claim to have an asthmatic child just to get their power reinstated.

11. There is documented evidence in notated accounts of individuals being denied access to social service agency assistance as a result of being enrolled in the Power-to-Go product. The agencies generally cannot serve individuals who use prepaid electricity plans. However, customers generally cannot qualify for monthly-billed service (and thus, financial assistance) until they pay off any past-due balance and maintain a positive account balance for 7-10 days (a requirement whose fulfillment is naturally most difficult for those most in need of

assistance). Additionally, a switch hold is placed on any account with a DPP, which prevents the customer from leaving the company and switching to another provider. On one occasion I took a call from a struggling single mother who had extreme difficulty paying her bills and had been convinced by a collections agent to switch over to a prepaid plan; she quickly realized that her assistance agency could no longer help pay her utilities, but the outstanding past-due balance carried over from her previous account prevented her from switching back to a monthly-billed service or from leaving the company. After receiving misinformation from a different customer service agent about the amount she needed to pay to restore a positive account balance, this particular woman and her 4-year-old critical care daughter were left unprotected during a weather hold and experienced an extended period of power loss. This call took place on 1/3/14.

12. The interface used by Direct Energy agents to access customer accounts is called "PowerUp." Each account contains basic information about the customer and service premise. Accounts contain records of meter reads, rate changes, payments and fees, disconnection and reconnection requests, tickets [work orders] submitted, etc. All inbound calls are manually logged, and agents post summarizing notes to accounts; an examination of these notes, especially in distressed accounts (those showing frequent

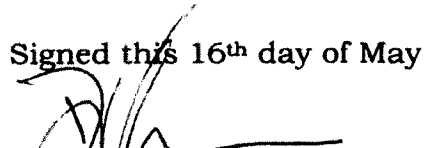
disconnections for non-pay, those of critical care customers, those of Postpay Conversion customers, those with multiple calls logged in a single 24-hour period etc.), can be used to confirm much of the information presented above.

13. It was my observation, and I came to understand through conversation that various fellow employees shared the same belief, that the vast majority of Power-to-Go complaints and grievances we handled as customer service agents was born of the fact that a significant number of Direct Energy Power-to-Go customers do not understand and are not being made sufficiently aware of the basic nature and additional risks of the prepaid service, especially when those risks come about as a result of the various ways in which prepaid service differs significantly from the traditional Postpay service with which people are generally familiar. These risks include but are not limited to the fact that rates can change without warning, prepaid accounts are never eligible for payment extensions of any kind, that having Power-to-Go service can make a low-income consumer ineligible for many bill payment assistance programs, that there is no limit to the number of times a prepaid customer can be disconnected, and that a customer's inability to make payments on an account whose balance has dropped below zero could result in an extended period of power loss.

14. After my separation from the company I compiled the notes I'd taken throughout the course of my employment and sent them to Carol Biedrzycki of TXROSE, an organization dedicated to consumer protection whose existence I discovered while examining old PUCT filings. I initiated this dialogue out of a sense of obligation to the customers with whom I came into contact during the course of my employment with Direct Energy, especially those whom had been harmed or endangered as a result of their dealings with the company.

I declare under the penalty of perjury that the foregoing is true and correct.

Signed this 16th day of May 2014

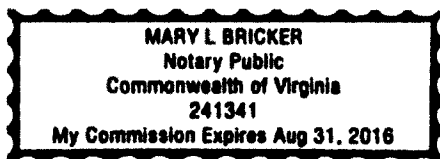


David Korn

Sworn to before me this 16th day of May 2014



Notary Public



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CP2013030139 ACACIA ENERGY LLC Discontinuance	06-Mar-13	27-Mar-13	[Have you contacted this company to resolve the problem: Yes] I had prepaid acct at this address in Cameron, TX opened 2/4/13. I was keeping a sufficient amt funds on my account. My service was disconnected at [REDACTED] because I was associated with someone [REDACTED] in Waco, Tx that did not pay there bill, so (Angela Sanders) bill was added to my bill, thus causing me to have a negative balance and to be disconnected (3/5/2013). She moved to Waco and opened another Acacia acct. I was still paying on the acct [REDACTED] (associated with [REDACTED]) only to find out this acct had been closed since Nov, yet this account was still accepting funds. (a total of \$79.00) I called Acacia after I realized the service had been disconnected (I do not live at that address, but I own it) The money I was paying for [REDACTED] was transferred to the acct of [REDACTED] Waco acct. I explain this information to two customer service employees (one stated she a supervisor) My services was disconnected after these conversations. I explained to them I did have food that would spoil in the fridge I was told this would have to be sent to Corporate office. Please help
CP2013060415 ACACIA ENERGY LLC Rates/Charges	13-Jun-13	08-Jul-13	The Customer has prepaid service with Acacia. She receives text messages regarding her remaining credit balance and on 6/13/13 \$23 was deducted from her credit balance leaving a remaining credit balance of \$6. The \$6 balance put her in jeopardy of being disconnected. She contacted Acacia to dispute the \$23 deduction and was informed that she needs to contact TNMP because TNMP was the reason the amount was deducted. The customer contacted TNMP and was informed to contact Acacia and to request that their REP relations pursue the billing dispute with TNMP. She called Acacia back and was informed that they would investigate her dispute and that they would give her a credit of \$23 but she would have a switch-hold on her account until she paid the credit back. They informed her that 25% of her future payments would go toward the \$23 credit until it was paid off. She agreed to the credit to avoid disconnection but continues to dispute the amount. She does not believe that \$23 should have been deducted and is concerned that Acacia would not investigate her dispute but took steps to lock her in as a customer through the switch-hold instead.
CP2013070572 ACACIA ENERGY LLC Deferred Bill	15-Jul-13	07-Aug-13	Cp states she called Company 6/21/13 to try and find a lower rate. Cp was told that nothing would change except lowering her bill. Cp did not receive a packet and was not informed that her critical care status would not exist with this service. Cp is now being told that there is a switch hold and she cannot change providers. Cp has been informed that there is a \$100 balance but Cp is on a prepaid and has never agreed to a payment plan. Cp cannot be without service and would like to be able to switch or
CP2013080907 ACACIA ENERGY LLC Rates/Charges	21-Aug-13	16-Sep-13	[Have you contacted this company to resolve the problem: Yes] I recently opened an account with Acacia Energy a pre-paid electricity provider. The promotion was a \$ 30.00 credit when enrolling. That is the first scam. They will take 6.75 out of the 30 dollars after enrolling. When you look at your account it will only reflect \$16.00 dollars instead of the \$30.00 credit. Typically a pre paid electric company requires you to recharge your account in order to have electricity provided to you, if there is no money in your account, there will be no service, until you recharge your account. I was with Acacia from 08/12/08/20. But had vacated the unit on 08/17/08/20. I assumed that since I did not recharge my account I would only be billed from 08/13/08/16. Well was I wrong! Not only was I billed for all 7 days, but billed for days when I had vacated the unit and was not using any electricity what so ever. As if that wasn't enough, I was told if I did not pay the 26.35, they would not discontinue the service until the balance was paid off, and it would just keep increasing. They also charged a \$10.00 disconnection fee, but did not disconnect the service, so where did that charge come from?
CP2013081165 ACACIA ENERGY LLC Discontinuance	26-Aug-13	09-Sep-13	Customer has no electricity at this time. Power was disconnected at 7:45 am on 8-26-13. She has prepaid service with Acacia Energy and made a \$20 prepayment online the morning of 8-25-13. Customer was disconnected on 8-26-13. She called and was told that they did not have the money. The customer's bank shows that Acacia took payment from them. Acacia told her that she may be at fault and she must have entered something wrong when making the payment. She was told that the money would probably be replaced by the bank within 5 days and then she can make the payment again. Around this time, she received a notice that her power would be disconnected although it was already off. Customer believes that they have goofed up her payment and are trying to force her into a payment arrangement and switch hold. She has no more money and is waiting on assistance from her grandparents
CP2013090094 ACACIA ENERGY LLC Rates/Charges	04-Sep-13	26-Sep-13	The customer states that he agreed to prepaid fix rate plan of 10.9. He explained that from 8/15/13 through 9/3/13 he was billed at a daily rate of up to 20 cents per kWh. He explained that his daily balance was between \$2.50 and \$8.00 per day. He states that his usage has not fluctuated and believes that Acacia's rate was higher than he agreed to. Acacia has informed him that his usage has fluctuated but the customer does not believe this is the case. He believes that he has overpaid and would like a refund

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CP2013090622 ACACIA ENERGY LLC Discontinuance	16-Sep-13	10-Oct-13	Ms Hill is on variable plan with Acacia Energy, yet previously she was on a prepaid plan, and canceled the plan switched to variable. Ms Hill upset that Acacia Energy claims that she has an outstanding balance of \$1308.00 for a prepaid service, which cannot be true. Ms Hill sz that how is she owing 2 companies, after switching services providers to TXU Ms Hill sz no way did she leave an outstanding balance, and could not be possible that Acacia Energy could have been providing her services, when she was paying TXU for her energy Ms Hill sz that she switched back to Acacia on a variable plan, and no way possible does she owe this money. Ms Hill sz that Acacia is demanding pay of \$260.00 in addition to current monthly pay for services, if now she will be disconnected Ms Hill will fax documents to show she was with TXU during the time that Acacia is trying to bill her for services
CP2013110616 ACACIA ENERGY LLC Discontinuance	18-Nov-13	10-Dec-13	The customer has prepaid service with Acacia. She explained that she currently has a credit balance of \$14 and is subject to disconnection when her balance falls below \$10.01. She explained that on 11/14/13 she tried to contact Acacia via text to request an advance to maintain an adequate credit balance but Acacia did not reply, so she called their customer service number, but the call was transferred to a voicemail. She never received a return call and called again on 11/15/13, but was still not able to speak with a representative to request an advance. She was disconnected the morning of 11/18/13. After being disconnected, she paid \$35 to be reconnected but a portion of the payment went toward a previous deferred payment plan and toward disconnection/reconnection fees, leaving her a remaining credit balance of \$14. She called Acacia requesting and advance but was denied. She requested to speak with a supervisor and was informed that she would be charged \$5 to speak with one. She states that she was never informed that there was a fee to speak with a supervisor. She is concerned that customer service was unavailable on 11/14 and 11/15 to assist her with arrangements to avoid disconnection on 11/18. She explained that had customer service been available to assist her, she would have avoided disconnection and would not have been subject to disconnection fees and that the \$35 she recently paid would provide her with a sufficient credit balance that she would not been subject to disconnection again.
CP2013120796 AEP TEXAS CENTRAL COMPANY Meters	20-Dec-13	07-Jan-14	SPANISH SPEAK NG CUSTOMER - CP states her service was disconnected last week when she called the company she was told it was due to meter tampering CP states she has never touched the meter and wouldn't know what to do. CP states she then received a letter from AEP stating the meter had been tampered with CP states when she called CPL to question the disconnection and the letter regarding meter tampering she was advised to call AEP CP states the letter did not specify what she owed CP was told by the Rep she had to pay \$680 due to the meter tampering CP states she is on pre-paid service CP states she paid \$150 on Dec. 11th and \$500 on Dec. 14th. CP is told she still has a balance over \$300 CP states she shouldn't have a balance that high CP wants the company to review the account and give her the correct amount she owes. CP does not want to have service disconnected as she feels she has already paid a lot of money and can't get the problem resolved
CP2013081331 AEP TEXAS CENTRAL COMPANY Tampering	29-Aug-13	05-Sep-13	Customer states that she has been having difficulties for the past 1 5 weeks. She has Reliant prepaid electric service She had made a payment of about \$54 and called two days later and was told that she was negative \$2. Customer was told that AEP had back billed her for some charges that were not charged in the past month She ended up paying another \$30 prepayment to take her until the end of that week. She was approached by a sales representative for another provider and decided that she would switch She placed a switch order but found out that she was under a switch hold Customer called Reliant and was told that she was negative \$384 and a switch hold was placed on her account. The representative told her that he thought it was another back billing and told her to call AEP AEP informed her that they were back billing her for meter tampering. Reliant told her that they would look into the matter and that she would not be disconnected until someone had a chance to look into the matter. She was disconnected without notice on 8-28-13
CP2013060967 BENEFICIAL POWER LLC Discontinuance	27-Jun-13	19-Jul-13	Ms Chavez states she paid Apollo Energy \$35.00 2 days ago after 6:00 pm, which is a prepaid service, yet she has been without power for 2days, has 5 kids and needs her power Ms Chavez states that she not been able to reach a rep, to see the the funds paid were sufficient and the only notice she rec'd was text message advising of pending disconnect
CP2014011308 BREEZE LLC Rates/Charges	27-Jan-14		Customer said that she is on prepaid service with Breeze and she never received a bill or text message for tampering charges She called Oncor and they told her tampering charges were paid. Customer said she talked to Breeze and they told her that she was being billed for usage and not tampering Customer would like to switch providers but is unable to due to tampering switch-hold still being on her premise

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CP2013060224 CENTERPOINT ENERGY HOUSTON ELECTRIC LLC Tampering	07-Jun-13	13-Jun-13	Customer states that she has a prepaid light company and had decided to switch providers to a post-paid service. On 6-7-13, power was disconnected because the account ran dry. She was surprised since she thought that the service had been switched already. Customer called and placed money on the account again and service was restored. She called the new company and was told that there is a tampering switch hold and services could not be switched. Customer has been unable to get any information from her current provider or CPE regarding the hold. Customer has not seen any additional charges at this time but wants to make a switch.
CP2013100369 CIRRO GROUP INC Discontinuance	09-Oct-13	16-Oct-13	[Have you contacted this company to resolve the problem? Yes] My electric service was disconnected on Oct 8, 2013 around 10 am. I did not receive a mailed, written disconnect notice within the 10 day warning period. I paid to have service restored at 4:45 pm on Oct 8, 2013 but a reconnect order was not received by the TDU at 8 am on Oct 9. Two complaints, no 10 day notice mailed to my residence and unsatisfactory reconnect time after I paid the past due balance. From PUC website on re-connection of disconnects. The Joint TDUs supported the proposed rule's timelines regarding reconnection of service after a Disconnect for Non-Pay (DNP) for a customer with a provisioned advanced meter with remote disconnect/reconnect capability. For these customers, service will be reconnected within two hours of the receipt of the request regardless of when it is received. Customers using prepaid service will be reconnected within one hour. This service will be available 24/7, 365 days a year. Texas ROSE/TLSC stated that having to wait less time to be reconnected is clearly beneficial.
CP2013100936 CPL RETAIL ENERGY LP Discontinuance	22-Oct-13	13-Nov-13	Ms. Villarreal states that she has nothing but issues with CPL, stating that this started 4mos ago, when she originally started pre-paid services, and never told when she paid account she was required to use a credit card, and after paying initial deposit of \$180.00 she was disconnected, for 24 hours. Sz that she immediately asked account be switched to regular contractual, yet to date she has not rec'd a welcome packet, and has no clue of what her rate is. States that she had an outstanding balance of \$637.00, and she was to pay \$100.00 deposit, and pay \$228.93, and then the remaining balance was to be in a payt arrangements. Ms. Villarreal called today again, and was refused the payt arrangement, and told she had to pay an additional \$200.00 which she doesn't have. Ms. Villarreal wants account reviewed, and wants to make sure account is on fixed rate, and wants her TOS mailed for review, and length of contract.
CP2013090436 CPL RETAIL ENERGY LP Customer Service	11-Sep-13	23-Sep-13	Ms. Samsung states that she was supposed to be switched from her prepaid plan with CPL (acct # [REDACTED]) to fixed rate plan effective 9/9, and has paid a deposit as agreed of \$50.00. Ms. Samsung states that she has been paying daily on her account because she was also disconnected on 9/9, and since she has been paying \$15.00 on Monday, \$30.00 on Tuesday, and today paid \$20.00, to keep active services. She calls CPL and reps do not understand that her account was to be switched from prepaid to regular fixed rate, and needs this corrected.
CP2013070548 CPL RETAIL ENERGY LP Refusal of Service	15-Jul-13	25-Jul-13	Ms. Cantu states that a CPL rep called her to solicit her services, even though she has been a CPL consumer for over 10 years. She was told that she would be better going with their prepaid services and it would be easier for her to keep up with how she is billed and her usage. Ms. Cantu sz that she was also given the option to cancel at anytime without penalty and go back to regular billing. Ms. Cantu sz that she was not comfortable with the service after 8 days, and called CPL to reinstate her account as it was previously. Ms. Cantu sz that now not only has CPL refused to reinstate, but they are asking for a new deposit of \$400.00 which she doesn't have, and wants to bill her at a much higher rate. Ms. Cantu feels that CPL reps are misleading consumers to believe that they are offering a better rate/service, which all they are doing is having consumers open new accounts with new deposits, and new contracts. Ms. Cantu wants her account reinstated under account # [REDACTED] immediately.
CP2013070553 CPL RETAIL ENERGY LP Customer Service	15-Jul-13	26-Jul-13	Customer states that she was solicited by CPL to change to current post pay ([REDACTED]) plan to a prepaid plan ([REDACTED]). Customer was advised that there would not be an interruption of service and if she was not completely satisfied with the Prepaid service they would switch her back to her post pay account without any questions. Customer went ahead and switched to the prepaid plan and has only been on the plan for 8 days. Customer became very frustrated with the plan and how payments needed to be made so she called CPL back and advised them she no longer wanted to be on the prepaid plan and wants to go back to the post pay plan. Customer was told she could go back to postpaid but she would have to setup a new account and pay a \$400 deposit. Customer was appalled by this and asked what happened to her \$300 dollar deposit she had on file with her original plan and they company was unable to explain. Customer would like this matter resolved and be switched back to her old acct. free from a deposit request. She wanted to company to honor what she was originally promised.

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CP2013050375 CPL RETAIL ENERGY LP Customer Service	14-May-13	29-May-13	Mr Romero was solicited by his own provider CPL, who he currently has a contract with that expires 8/2013. The representative that called him repeatedly on his job kept saying that they were offering current CPL clients discounts on their services, and he would have a much better rate, but he would need additional information from Mr. Romero. States that he told caller that he would call him back but at the time was not interested. Mr. Romero says this account [REDACTED] was switched from a fixed rate to a prepaid service and he now has been billed \$200.00 by CPL for early termination, which he never authorized. Mr. Romero very upset that now he is getting harassed daily by CPL with threats of disconnect due to having to pay account prior to getting his services, and has to pay every other day to keep his services active, which is not what Mr. Romero wanted. Mr. Romero wants his original account with CPL to be reinstated, and this ETF of \$200.00 removed from his account and credit.
CP2013050467 CPL RETAIL ENERGY LP Discontinuance	15-May-13	29-May-13	Customer is without electricity at this time. Power was disconnected without notice on 5-15-13. Customer was with CPL and was talked into trying their prepaid services. Customer says that she had agreed and ended up not being happy with the prepaid service. She was told that she would be able to go back to a postpaid product as long as she called before Monday (5-13-13). Customer says that she called in the week before and asked to go back to post-paid service. She was told that she would be changed and that her service would continue. The amount in the account, which was paid until 5-15-13, would be credited to the account and her services would continue uninterrupted. On 5-15-13 power was disconnected when she came home at 1:15 PM. She called CPL and was told that they would not reconnect her service until the next day because she called after 1:00 PM. Customer feels that she should not have been disconnected and believed that CPL caused the disconnection to happen by not switching her service as she had asked. She wants her power restored.
CP2013021298 CPL RETAIL ENERGY LP Discontinuance	26-Feb-13	13-Mar-13	Cp has been disconnected without notice, she initiated new services with CPL on 2/7, on prepaid services called Reachpay, and sz that she was told that they would be sending her a card to pay on account. Cp sz that she has been calling since she had not rec'd any card, and knew that her account was depleting. Cp sz that she provided her cell phone, which was the agreement that she would be faxed her account information and to date nothing has been rec'd. Cp sz that she needs her power due to new born baby in the home, and will pay what she owes, but CPL reps refuse to assist in correcting her account.
CP2013020757 CPL RETAIL ENERGY LP Discontinuance	14-Feb-13	07-Mar-13	Spanish speaker. Customer states that he was a postpay customer and had a balance of \$75.00 outstanding. He rec'd a call from CPL about 2 weeks ago, who offered him prepaid service and if he took the prepaid service. Customer was told they were going to send him a card with which he could make the payments. Customer agreed. Customer never received the card. Today his service was disconnected. Customer tried contacting CPL but he was not able to speak with someone in Spanish. Customer was not able to resolve issue. He does not know his current account # for the prepaid account. Account # cust provided is his old post pay account. He had asked for information in Spanish. Customer has not received any information. Customer would like to have service restored. Customer would like to have someone with CPL call him at his # [REDACTED]. Customer states that he was told when he signed up that he did not have to pay connection fee. Customer added that he rec'd a bill due 2/15/13 for \$134.00. The bill has the previous bal due of \$75.00 mp.
CP2013021056 CPL RETAIL ENERGY LP Refusal of Service	21-Feb-13	04-Mar-13	[Have you contacted this company to resolve the problem: Yes] I purchased [REDACTED] on Feb 1st 2013. I transferred my cpl prepaid service account on that date from my previous address of [REDACTED]. I have been waiting everyday since then for service. I have called Aep and Cpl at least fifty times and they have given me the run around not answering me as to why they havnt transferred my services. I have done everything I have been asked in order to prove I am not affiliated to the Seller who created the switch hold problem. I have faxed multiple times to cpl the closing documents I signed at security title company with closing agent [REDACTED] and faxed cpl an owner occupancy affidavit. After waiting 19 days and still not receiving service I cancelled my prepaid account and re applied for services through Amigo energy in Houston. I sent them all the documents as well. They also resent these same documents to AEP. I still have no electric. Please get my electric turned on today. I have two small children and no refrigerator or groceries or hot water. AEP is lying if they tell you they never got the documents needed to release switch hold. I have no affiliation to the seller and need my services activated today. I have never had any outstanding electricity bills owed to anyone. Jennifer Qualla
CP2014010025 CPL RETAIL ENERGY LP Rates/Charges	02-Jan-14	16-Jan-14	Cp states that she has had a problem with CPL due to the high bills. She called in and was solicited Prepaid which she agreed with. Cp is a Senior Citizen and does not use alot of kwts so she was advised by solicitor that this was the best plan for her. She was also told that there was a balance on her post pay bill which would be transferred to her prepaid and deducted at 25% months. The amount transferred would be \$446 which she has no idea what that large amount is for. Cp has been a long time customer of CPL and is not sure why she is being billed in this manner. She also states that she did not receive any information in regards to the prepaid service or

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CP2013110302 CPL RETAIL ENERGY LP Customer Service	08-Nov-13	03-Dec-13	CP contacted CPL on October 28, 2013 to pay a bill over the telephone. CP was solicited a plan that had free Saturdays and a \$25.00 credit. CP agreed to the plan and paid a \$200.00. CP received a text message on October 30, 2013 stating the current balance on the account. CP contacted CPL to question why CPL was texting a balance on the account. CP was advised that the plan the CP has switch to a prepaid plan and the bills would be issued by text. CP was not advised that the plan was a prepaid plan at the time the CP authorized the service. CP requested to be switch back to the postpaid plan. CP was advised that the postpaid plan was not available and the CP would have to switch providers or make a payment to avoid disconnection. CP did not make a payment on October 30, 2013. CP service was disconnected on November 8, 2013. CP had to pay \$50.00 to reconnect the service on November 8, 2013 and requested the service be switch to a postpaid plan. CP was advised that the switch could take up to seven days. CP is upset that CPL switch the plan to a preplan without explain that the plan was prepaid and the CPL will not switch the service back to the postpaid plan =.
CP2013120078 DIRECT ENERGY LP Deferred Bill	03-Dec-13	20-Dec-13	The customer states that her postpaid account with DE became delinquent and that she agreed to switch to prepaid service. Her outstanding, postpaid balance was set up on a deferred payment plan with a percentage of her prepaid payments going toward the deferred balance. She states that on 11/21/13 she paid \$522.41 toward the DPP in order to have the switch-hold removed. She states that the switch-hold has not been removed and DE has informed her that it will take a few more days. She does not understand why the switch-hold is still in place and would like it removed immediately so she can switch to another company.
CP2013120123 DIRECT ENERGY LP Discontinuance	03-Dec-13	20-Dec-13	The customer is without service. She has prepaid service with DE and recently noticed that her daily balance had been increasing. She states that she received multiple text messages referencing charges for 11/21/13. She felt she was being overbilled and called DE to dispute the daily balances. She states that she was given a credit balance of \$25.33 to keep her from being disconnected while her dispute was investigated. She states that she did not exceed the \$25.33 credit balance but was disconnected on 12/3/13. She explained that she contacted DE after being disconnected and was informed that her dispute was rejected and they could not explain how her daily balances had increased. She is concerned that DE would not investigate her dispute and that she is without service.
CP2013120438 DIRECT ENERGY LP Rates/Charges	11-Dec-13	03-Jan-14	The customer states that she has had postpaid service with DE for years, but recently discovered that her account had been converted to prepaid service without her authorization. She explained that DE has informed her that a \$600 balance has accumulated. She disputed the amount and was informed that a supervisor would clear it up. She has not received any resolution and DE expects payment for the disputed balance. She also explained that when she called to dispute the amount the representative asked to confirm in her address was 119 Rosendale. She is concerned that the disputed balance may be from an address that she is not living at.
CP2013120520 DIRECT ENERGY LP Rates/Charges	13-Dec-13	06-Jan-14	CP states she has been on pre-paid plan for awhile and it was working just fine for her until this month. CP states she kept getting messages stating she was going to disconnected. CP states from the 1st of the month up to today she has put over \$300 on her account. CP states she has never paid this much. CP wants the company to review her account. CP feels she is being overbilled.
CP2013120581 DIRECT ENERGY LP Discontinuance	16-Dec-13	07-Jan-14	SPANISH SPEAK NG CUSTOMER - CP states he was in a pre-paid service for many months and decided to switch to post-paid. CP was told he had to pay \$100 deposit which he did on December 10th to get him switched to post -paid. CP service was disconnected on the same day. CP has called the company many times since to question why he has no service he has not been given a reason. CP is told service would be connected next day. CP states he is still without service and does not know why. CP wants to know when service will be turned on as he paid the \$100 he was asked to pay. CP states the pre-paid account number was 80102372144 at the same resident with the same name. CP wants to know when service will be connected as soon as possible.

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CP2013120594 DIRECT ENERGY LP Discontinuance	16-Dec-13	09-Jan-14	Ms Pinkard is 75 years of age, and elderly, and her daughter Cheryl pays her bills and states that Direct Energy has been sending her disconnect notices every 2 weeks, and feels this is no way possible that they are using services as such. She just found out that DE offers prepaid services, but she is under contract with DE and should get billed every 30 days, yet DE mails her disconnect notices. States that she just paid \$300.00 due to DE disconnecting her services on Friday without notice, and paid an additional \$200.00 to have her services reinstated, even with cold temperatures, her mom was without heating for over 24 hours, which is unacceptable. Ms Malone feels that DE is taking advantage of them, and demanding an audit of her account, as to why they owe and have paid so much money to DE.
CP2013120706 DIRECT ENERGY LP Rates/Charges	18-Dec-13	10-Jan-14	Ms Molina states that Direct Energy offered a prepaid service @ 10cents per kw, assuming her this program was the best offer and rate program to help her. Ms Molina sz that instead she is paying \$100.00 weekly, if not more, and now told that she has been paying over 20 cents per kw, which is very excessive and not what she was offered. States she continues to call Direct Energy in attempts to dispute her account, only to be told that she is under prepaid, and if she doesn't pay, she will be disconnected and unable to move to another provider. Ms Molina feels that DE was deceptive in what they promised.
CP2014011100 DIRECT ENERGY LP Rates/Charges	22-Jan-14		Customer states that she has been without power since December 17th 2013. The meter box had been damaged by the icy weather so she had contacted DE prepaid to have Oncor come out. Her services were disconnected pending repair. Repairs have since been made and inspected. Customer has contacted Direct Energy prepaid but is told that she must pay \$82 to be reconnected. She was told that they are charging her for service while she was disconnected. They have told her that they have placed a switch hold on her location so she will not be able to change providers. She has not agreed to any payment plan and feels they should not be allowed to place a switch hold on her. She also believes that she should not owe anything to them since she was unable to consume any electricity.
CP2014011548 DIRECT ENERGY LP Customer Service	31-Jan-14		Customer states that he is under Direct Energy's Power to Go prepaid service. He has recently put in a switch to Bounce Energy. Bounce has told him that DE has a switch hold on his home. Customer feels that there is no reason for DE to have a switch hold. DE has told him that they are investigating it since he is current with his prepaid account and owed nothing with his previous postpaid account.
CP2013010596 DIRECT ENERGY LP Refusal of Service	14-Jan-13	01-Feb-13	Cp has been trying to get Direct Energy prepaid services paid off, and move account over to a normal billing account, yet DE continues to add fees to her account, and sz that she was told to expect a bill, and didn't have to worry about adding to her account, and was provided a new account number of [REDACTED] was done on 3rd of January. Cp sz that she was left without power during the coldest temps. on 1/4 & 5th, with small children, so she paid more monies into the prepaid account to activate her account again. Cp needs help in getting DE to close the prepaid account and switch her over to new account, yet they refuse to help her.
CP2013011150 DIRECT ENERGY LP Deposits/Refunds	25-Jan-13	19-Feb-13	In January of 2012, the customer states that he had prepaid for a full year of service for his outdoor lighting at his location. In August, First Choice Power had been acquired by Direct Energy and First Choice had issued a refund of \$25.15 to the customer, zeroing his account. The customer states that he has never received any refund from the company in the form of either a bill credit transferred to his DE bill or a check issued to him.

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CP2013010101 DIRECT ENERGY LP Rates/Charges	03-Jan-13	14-Jan-13	Cp has prepaid service with DE. Cp states that he believes that his account has been over charged over the last 2 weeks. Cp states that he receives text messages daily with his credit balance. Cp usually is charged around \$2 per day. Cp states that recently \$11-\$15 has been deducted from his credit balance for several days. Cp states that he did not use this amount of electricity. Cp contacted DE with his concern and was given the phone number to the PUC to file a complaint. Cp is concerned with the amounts that DE is deducting and their lack of response when he contacted them with his concern
CP2013010196 DIRECT ENERGY LP Rates/Charges	07-Jan-13	10-Jan-13	[Have you contacted this company to resolve the problem. Yes] I have had the Power to Go pre-paid service from Direct Energy for two years. My highest daily usage has been \$15.00 in the hottest part of the summer and in the coldest winter. I started to receive \$25.00 daily usage and am a little concerned. Over the Christmas holidays I received \$25.00 per day when we were out of town. The only thing on was a floor lamp with a fluorescent bulb and the central heat turned to 68 degrees. Unless my dogs threw a party, highly unlikely, something is crazy. I have had my meter checked by Oncor and it is at 100 and my central heat. Both are running perfectly. My water heater is set to 120 degrees and seems to be operating ok. I still run out of hot water when taking a shower. So the element is not running constantly. I have called Direct Energy and get no help in resolving the situation. I have never paid so much for electricity. The man from Oncor gave me the readings: on Nov. 9 the reading was 29261 and on Dec. 12 the reading was 31208 that is only 1947 KWh. At \$0.105 per KWh that is only \$204.43. Now tell me where \$25.00 came from. At that rate I am going to have to move out of my home
CP2013010232 DIRECT ENERGY LP Rates/Charges	07-Jan-13	10-Jan-13	Cp has prepaid service with DE. Cp states that her average balance is around \$5 per day. Cp states that during the week of 12/26/12 through 1/3/13 her balance increased to \$10 per day. Cp states that her usage did not double. Cp contacted DE to dispute and was informed that she would need to contact the PUC to file a complaint. Cp states that initially DE informed her that they would file a dispute and credit her account \$40. Cp states that she later noticed the \$40 credit had been deducted but DE did not do anything to investigate her dispute. Cp has contacted Oncor and they have confirmed that DE did not dispute her usage. Oncor has tested the meter and Ms. Trejo's usage is now normal but nothing has been done regarding the disputed daily billing listed above. Cp would like her account credited and is concerned that DE would not do anything to investigate her dispute other than to refer her to the PUC
CP2013010253 DIRECT ENERGY LP Discontinuance	07-Jan-13	23-Jan-13	Cp has been disconnected over a disputed account with Direct Energy. Cp sz that she has a credit \$175.00, and her services have been disconnected without notice. Cp sz that due to Oncor not reading her meter, or estimating her readings, her bills have been extremely high, and there was a pending investigation, which now Oncor claims readings were correct. Yet Cp never rec'd any notice of a pending disconnect, assuming that since she is on prepaid services, she would be notified of any pending disconnect orders. Cp needs services reinstated immediately, and wants an audit of her account meter reads with Oncor, who has never returned her calls disputing the readings.
CP2013021296 DIRECT ENERGY LP Discontinuance	26-Feb-13	20-Mar-13	Cp states she is with Power2go, thru Direct Energy prepaid services, and cp has been trying to switch providers and go to a fixed rate, yet each mth they are left without power, and they are charged all these additional fees, which puts a switch on her meter. Cp sz that she is told they have to pay \$7.54 to reinstate, plus additional funds to cover additional days, which cp doesn't care to continue their services, yet she is being held against her will
CP2013040082 DIRECT ENERGY LP Deferred Bill	02-Apr-13	23-Apr-13	CP service with Direct Energy was disconnected on April 1, 2013. CP contacted Direct Energy prepaid account funds had ran out. CP had switch to a prepaid account from a postpaid account February 2013 for a \$166.00 past due balance. CP was advised at the time of the switch that the CP could switch back to postpaid at any time. CP contacted Direct Energy on March 21, 2013 to switch back to postpaid account. CP was advised that the CP original \$150.00 deposit for the prepaid account was applied to the \$166.00 past due amount and a credit was applied to the remaining balance \$16.00. CP had pay \$100.00 deposit to start a new account with Direct Energy. CP paid \$100.00 with a debit card over the telephone on March 21, 2013. CP was advised that the postpaid account would start with in five to seven days with the account number [REDACTED]. CP received a notice from Direct Energy that the prepaid account was low on funds on March 25, 2013. CP contacted Direct Energy to question when the account would be switched from prepaid to postpaid. On March 25, 2013 CP was advised that the account could not be switched since there was a switch hold on the account for \$166.00. CP had question what happened to the \$150.00 deposit that was applied to the \$166.00 and the \$100.00 deposit for the postpaid account. CP was advised that Direct Energy would investigate the CP account to see why the plan was not switched from prepaid to postpaid. CP had paid \$70.00 for the prepaid account to have the service reconnected. CP wants to know when he CP would be switched to the postpaid account

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CP2013050718 DIRECT ENERGY LP Customer Service	22-May-13	13-Jun-13	Cp states that she ran into a problem paying her bill three months ago and was advised to go on Paygo until she catches up. She agreed to go to a prepaid plan until she could pay down the outstanding balance \$200 on her regular account. She made a payment 5/6/13 which would have taken care of the \$175 past due but it was applied incorrectly and She could not get the correct account credited. Cp is trying to get back on a regular plan instead of the high rates she is being charged for the Paygo plan. Cp wants the switch hold removed asap. cr
CP2013060291 DIRECT ENERGY LP Discontinuance	30-May-13	14-Jun-13	Ms. Torres upset that she has pending disconnect with Direct Energy. Ms. Torres says her contract expired in March, and since then they were to renew account with prepaid services but due to technicality within their own system, they never sent her a pin number or email confirmation the new prepaid account. Cp sz that she called repeatedly due to her bill kept increasing, and her account was never changed to prepaid, and was told that she would be billed at same fixed rate she was at previously. Ms. Torres sz that she even called and asked about paying a deposit for the new services, and was told not to pay nothing until she rec'd her email with the prepaid services. Today Ms. Torres says that Direct Energy has billed her for over \$1700.00 demanding pay in full, and no option to pay out account in pays, and the fact this has been Direct Energy's error, because they refused her money previously. Ms. Torres says that now she has a switch hold on account due to this billing error within the company, and will pay what she owes, but needs arrangements, and then wants to switch away from Direct Energy for failure to meet her needs.
CP2013060291 DIRECT ENERGY LP Slamming	10-Jun-13	01-Jul-13	Cp states she started having problem with DE on March 27th because service was disconnected. CP states she was asked to get a permit from the City back in February which she did and faxed the information to DE. CP states when service was disconnected she kept talking to DE to find out when will service be reconnected. CP was told they had not received anything from the City that the permit had passed. CP states she called the City and was told they had faxed the info to DE. CP states she was with DE as pre-paid customer. CP states she was tired of being without service and DE was not helping in getting service reconnected. CP states she called TXU on April 1st to start new service. CP was told she had to pay a deposit of \$195 which she did in two payments. CP received a bill of \$162 in April from DE. CP called TXU to question why she was getting a bill from DE. CP was told that DE had taken her services as of April 16th. CP states she had pre-paid and did not have a contract with DE. CP was told by TXU they would try to get the services back but it will take time. CP states she wants to be with TXU not with DE as they had her be without service for almost a week. hfc
CP2013040463 DIRECT ENERGY LP Discontinuance	10-Apr-13	26-Apr-13	Cp service was disconnected without notice. She received a text that informed her she had 8 days worth of service but was disconnected today. Cp states that she has originally had a month to month plan and 2/13 was moved to PAYGO (prepaid). Cp states that she was not paying late and should not have been moved to a prepaid service. She is now being told that there is a switch hold which is preventing her from moving back to a month to month plan with Company. Cp cannot afford the Prepaid service and has been a customer over a year. Cp has a four month old baby in the house who cannot be without service. cr
CP2013040675 DIRECT ENERGY LP Slamming	16-Apr-13	06-May-13	Cp states that she enrolled in prepaid service with DE and agreed to be connected on 4/11/13 but services were not connected on that date. She contacted DE and was informed that they had rescheduled her connection date for 4/16/13. She canceled the service request and selected another provider that was able to connect service on 4/12/13. She states that TXU completed her connection. She later received a message from DE confirming her connection on 4/16/13. She called DE again and was informed that her service had been switched to DE. She states that she cancelled the request after DE was unable to connect service on the requested date and is concerned that DE connected the service anyway. She would like her service switched back to TXU as soon as possible and for DE to refund her \$50 that she had previously paid.
CP2013060519 DIRECT ENERGY LP Discontinuance	17-Jun-13	27-Jun-13	Cp states that on 6/7/13 she called to transfer her service from Prepaid to 12 month plan. Cp paid a \$100 deposit on 6/7/13 and was told the switch go thru on 6/13/13. To Cp's surprise her services were disconnected without notice. When Cp spoke to the Prepaid she was told that there was no money left on her account and there was not a request for a switch to another plan. Cp was switched from Direct Energy Paygo to a Direct Energy postpaid plan. Cp is now being told by the postpaid plan Representative that it could take up to three weeks to switch her to the purchased plan. Cp feels that she was greatly inconvenienced due to the disconnection and is still on the prepaid plan. This was the mistake of the Company and she feels that there should be some type of credit applied due to the error. cr

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CP2013071024 DIRECT ENERGY LP Discontinuance	25-Jul-13	31-Jul-13	Mr Sarmiento, upset that he has been disconnected for failure to pay his required deposit of \$300.00 which was paid on 5/13/2013. He paid the deposit via Western Union, and has provided several copies of as proof [REDACTED] confirmation. Mr. Sarmiento sz that he has not been billed, because he was using Direct Energy prepaid services. Mr. Sarmiento upset that someone has his deposit and now his family is left without power, which is unacceptable
CP2013080425 DIRECT ENERGY LP Customer Service	09-Aug-13	16-Aug-13	The customer had prepaid service with DE. She canceled her service and had a credit balance of \$21.39. The customer has not received her refund. She contacted DE and was informed that a check was mailed 6/4/13 and that they would not check to see if it cleared and that they would not send another check. The customer is concerned that DE will not follow through to ensure that she receives her credit balance. She would like a check issued as soon as possible.
CP2013100201 DIRECT ENERGY LP Rates/Charges	07-Oct-13	28-Oct-13	[Have you contacted this company to resolve the problem. Yes] The LITE-UP TEXAS program is designed to help qualified low-income individuals living in an area where they can choose their service provider, reduce the monthly cost of electric service. The program will provide discounts to eligible customers in the following months: May, June, July, August and September 2013 bills. I am currently receiving SSI benefits and food stamps, and therefore should have gotten the discount during the aforementioned months of May through September 2013. Lite-Up Staff member Vanessa, Angela, and Mr. Alenjandro, all of who confirmed that Direct Energy Power-TO-Go received timely notice to apply the discount at their discretion to pre-paid customers. Well, this discount was applied on the date of September 17, 2013, and ended on Sept 30, 2013. I was informed by Direct Energy that the September discount accounted for the previous months of May through August, but I have no proof of that. I did not receive a discount during May through August and the September lump sum discount is vague. Direct Energy informed me to contact Lite-Up regarding back credit, but Lite-Up refused to comply reminding me that Direct Energy was given discretion to deny prepaid consumers the discount, which deviates from the policy objective for low-income families such as myself. I have been discriminated against via arbitrary use and abuse of discretionary power of Direct Energy. I want an effective remedy.
CP2013090311 DIRECT ENERGY LP Rates/Charges	09-Sep-13	17-Sep-13	Ms. Freeman states that Direct Energy will give her credit for a payment made of \$150.00, only giving her credit of \$50.00. She is on prepaid services, and has never used more than \$50.00, and today she gets a text that she will be disconnected with a negative balance of \$9.00. Ms. Freeman called to inquire about her money, only to be told to pay to avoid service disruption and her bank has proof of \$50.00 on one card and \$100.00 on another bank card, but the \$100.00 was never posted.
CP2013101082 DIRECT ENERGY LP Deferred Bill	25-Oct-13	13-Nov-13	Mr. Flores has been trying to activate services for past 2 days with Direct Energy Prepaid, and has attempted to get services with other providers, but continues to get refused to due to pending switchhold on meter for previous tenant. Only to be told pay the outstanding balance, with same provider. Never was made mention that of required documents to show proof as new residence. Mr. Flores upset that all he wants is services, but not willing to pay off some else's debt owed that he has no obligation to. He feels he is being refused services unjustly by Direct Energy.
CP2013110497 DPI ENERGY LLC Discontinuance	14-Nov-13	21-Nov-13	Mr. Hill upset that TruSmart/DPI has disconnected his services without notice. States that he is a real estate investor, and has several accounts with TruSmart. States that there is a property that was vandalized, and TruSmart without any notice to him, placed a tampering fee of \$318.00 against him, and claims reason for disconnect. Mr. Hill states he should not be held liable for a property that they were working as a make ready, and states that Onor even showed pictures of the home that clearly showed it was vandalized. Mr. Hill needs his services reinstated immediately, and his account has paid to date, and has paid \$180.00 on account, which was applied to the vandalized property address of Janine Court, Hollom City, Tx. States all these accounts are prepaid, and should not be disconnected, along with National Weather Advisory cold temps that have been in place for the past 3 days.

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CP2013120708 E-NOW LP Discontinuance	18-Dec-13	10-Jan-14	CP service with Electric Now was disconnected on December 2, 2013 without notice. CP was advised that the Oncor had rejected the CP request to switch from a prepaid plan to a postpaid plan and to the service reconnected a payment of 110.00 was required to cover the negative balance on the CP prepaid plan. CP had requested to switch to a postpaid plan with Electric Now on November 26, 2013 and paid the first \$30.00 payment for the \$150.00 deposit. CP does not understand why Electric Now has not switch the service from a prepaid plan to a postpaid plan or why the service was disconnected on December 2, 2013. CP currently has electric service
CP2014010822 E-NOW LP No Bill Received	16-Jan-14		Customer states that she has been having issues with Electric Now since attempting to change from their prepaid service to a postpaid plan around October. She was asked for a deposit of \$280 which was being paid out in \$40 payments. She says that she made two of the payments, but only one was ever posted to her account. At that point, she stopped receiving any bills from Enow until January. She has been told that a LiteUp discount paid for her deposit, but the discount was applied after the LiteUp program ended for 2013. She has been receiving disconnection notices for amounts she has never been sent a bill for. She would like for them to justify their charges and start providing a bill. She is also confused about the LiteUp discount paying for a deposit.
CP2014010195 E-NOW LP Discontinuance	06-Jan-14	29-Jan-14	The customer is without service. The customer has prepaid service. She states that on 1/3/13 she received a text message that indicated her balance was getting low. She explained that a payment of \$13 was made on 1/3/13 that would have made sure that her balance was sufficient to maintain service. On 1/6/13 her service was disconnected. She called E-Now and was informed that she has a negative balance of \$45. The customer stated that they did not have record of her recent payments. She was also informed that she has a switch hold. The customer states that she has not had a DPP and that there should not be a switch-hold on her account. She would like the switch-hold to be removed and would like her service restored
CP2013070337 E-NOW LP Deferred Bill	09-Jul-13	02-Aug-13	Customer has no electricity at this time. Ms. Cavanaugh states that she is a homeowner who had rented her home out to another person for a month. The person started service in his name with Electric Now prepaid electric service. The renter had to be ejected from the home and the owner is trying to restore the service after it was disconnected on 7-4-13. Customer contacted Direct Energy to get the service back on. She was told that a switch hold is preventing the switch. She called Electric Now about the account for the renter and was told that he owed a total of \$55.07 to pay off a DPP. Customer was then told that she would be held liable because she knew the account holders name and they would not accept any of her information on the lease agreement, her ID, homeownership paperwork, or anything else. Ms. Cavanaugh decided to pay off the previous occupant's service in order to get rid of the switch hold and Electric Now. She paid the money at ACE Cash at 7-8-13 at 10am. After payment, Electric Now was contacted and they verified payment to the account. As of 7-9-13, Direct Energy still sees a switch hold in place. Customer has been unable to get the service reconnected.
CP2013060057 E-NOW LP Discontinuance	04-Jun-13	25-Jun-13	[Local Telephone Provider: net10] [Have you contacted this company to resolve the problem? Yes] I am with the prepaid energy company, Electric Now. I have not been late on a payment and I have just started with the company. The company sends very useful and detailed information in the mornings so that its clients can watch bill payment. This morning, June 3rd, 2013, I received a text message from electric now stating our account balance was a positive \$9.58 at 11:40am. The message also claimed that there was approximately one day left before the balance would fall below zero into the negative. At around 12:15pm my electricity is suddenly cut off. I contacted electric now about the problem, told them about the notifications and the phone representatives did not help at all. When I asked about the notifications that told me I was safe from a disconnection, I was told that the system had sent the wrong information to my phone, therefore, I had no knowledge of the need for payment. After hours of calling and holding for customer service, the company was not willing to accept responsibility for the mistake. The result ended in myself being charged a disconnection fee because the system sent the wrong account data. What can I do to get refunded my money as well as stop this mistreatment?
CP2013030675 E-NOW LP Discontinuance	19-Mar-13	05-Apr-13	[Have you contacted this company to resolve the problem? Yes] Had prepaid electricity with electric now and moved out of my apartment in Jan 25. Due to time frame I re-joined with them on Feb 14. When my town home became available. Received a call Friday that they were charging me 50+ dollars and immediately added it to my current balance. Causing immediate disconnection. They now say I have to pay 90+ to remove the lock placed on my account. I never signed a contract, was never informed of anything and now can't receive any electricity. I have two small children and this is absolutely unacceptable. I've called twice and they said they will have someone contact me in 24-48 hrs

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CP2013010028 E-NOW LP Discontinuance	02-Jan-13	25-Jan-13	Cp states that her prepaid service was disconnected on 1/2/12. Cp states that she believes that at the time of disconnection she has a sufficient credit balance that should have allowed her to have service. Cp states that she received a text message informing her that her balance was low at 7:02am and was disconnected minutes later. Cp explained that she has been having several issues with the manner the E-now is operating their prepaid service. Cp states that she does not receive daily text messages with her account balance like she did when she first enrolled. Cp explained that her credit balance has significantly been depleted at times and E-now explains that they are deducting several days' worth of electricity at one time. Cp has been trying to resolve the issues with E-now but is not receiving any answers. At one point she was informed that she should disconnect her service at night to reduce the amount deducted from her credit balance. Cp states is concerned with the amounts that are being deducted from her credit balance and feels that the amounts are too high for the amount of electricity that she is using. Cp states that she has been disconnected in the past with prior notification via text and that E-now has been unable to explain their billing processes and feels that she is being charge too much. Her service has now been restored. Additionally, she has been charged a reconnection fee of \$30 and believes that the fee should only be \$15.
CP2013011167 E-NOW LP Deferred Bill	25-Jan-13	19-Feb-13	Customer has no service at this time. She states that she had a prepaid service with Electric Now. She had been out of town for several months and her service was off when she arrived home to an empty house on 1-24-13. Someone was living in the home while she was gone and she is unsure what happened with the account while she was gone (she was helping someone out and is unsure where they went). Customer had called Electric Now and was asked to pay \$51 for an amount that was past due. Customer paid \$110 at ACE Check Cashing to pay the amount due and to prepay until her next pay period. Customer was told that her service would be reconnected within 2 hours. After two hours, she still had no service. Customer contacted Electric Now and was informed that there was a switch hold at the location. She is unsure why there is a switch hold and does not know if the occupants had switched electric providers. Electric Now has been unable to provide her any information about what she must do to get her services reconnected.
CP2014010363 FARMERS ELECTRIC COOPERATIVE INC Rates/Charges	08-Jan-14	13-Jan-14	[Have you contacted this company to resolve the problem? Yes] Our prepaid electric bill has been outrageous. We are using anywhere from \$10-26 dollars a day! We cannot afford this and it is getting to the point where I almost have to move in with family. They are no help what so ever and are very rude on the phone. They say "its just the cold weather". Well indeed I know it is cold but there is no way I can pay \$26 a day! That is \$728 a month! Something needs to be done and I know I am not the only one with the problem. Thank you
CP2013011215 FIRST CHOICE POWER SPECIAL PURPOSE LP Discontinuance	28-Jan-13	21-Feb-13	[Have you contacted this company to resolve the problem? No] I recently moved from [REDACTED] I called to get my service transferred and I was informed that there was another address linked to my account. I asked how and why but they refused to answer. Now I have no service and the person or persons are still using service at the other address. First choice power will not disconnect the service and cannot tell me why. Now I and my family are without service. I have made several attempts to contact first choice power only to be switched from customer service representative to another. At this point I am very upset and would like to resolve this matter and restore my service. I have prepaid service now and it is very irritating that I cannot have regular service because of there screw up.
CP2014020403 Just Energy Billing	10-Feb-14		[Have you contacted this company to resolve the problem? Yes] Jan 31st 2014, I called [REDACTED] to receive a prepaid service account with JUST ENERGY. After verifying the information needed to start the account, it was time for me to give my bank information to make the transfer of the initial start up fee. I was told a number of three times that the card was declined and was ordered to transfer the money to a different account in order for them to grant my request of energy. I asked for a grace period of about 45 min due to lack of transportation to my alleged bank location to make the transfer. I was told I'll receive a call back in 45 min. I went to the ATM where my money waited and that they would create an account and refund the money back. Soon enough I did get a call from an associate asking if they charged me. I said, "YES, four times". I was told apologies and that they would create an account and refund the money back ASAP. On Feb 3rd 2014, I called the number above back to get clarity on the decisions made to move forward with this. I was told that I do not have an account with them and there is no record whatsoever that the transactions had been made. These allegations have remained the same till this present day.
CP2013100598 JUST ENERGY TEXAS LP Customer Service	15-Oct-13	30-Oct-13	[Have you contacted this company to resolve the problem? Yes] I logged onto my Electric provider website to see what my balance is. It is a pre-pay electric plan, and showed me I am negative \$5.63. I called Just Energy to see if they would make a payment arrangement with me, as I will not get my direct deposit until this afternoon or tomorrow (10/16/2013). Just energy rep. told me there is nothing they can do, because it's a pre-paid plan. She informed me that my electric will be cut off some time today if I do not add funds to my account. All I was asking for was 24 hours at the most, and I was denied. I feel that I have not had sufficient written notice that my electric will be cut off.

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CP2013120378 JUST ENERGY TEXAS LP Discontinuance	10-Dec-13	20-Dec-13	The customer is concerned that her service may be disconnected. She states that she agreed to service with JE, but states that they did not disclose that she was signing up for a prepaid product. She states that they did not send her a terms of service or electricity facts label. She anticipated a bill for service, but when she did not receive one she called JE and was informed that she has prepaid service with a negative balance of \$8 and will be disconnected at any moment. She states that had they properly disclosed the product as prepaid she would not have agreed to service and would not be subject to disconnection.
CP2013120665 ONCOR ELECTRIC DELIVERY COMPANY Rates/Charges	17-Dec-13	08-Jan-14	Giles, Elizabeth, called to dispute her high rates with Direct Energy, customer on prepaid services, and states that Direct Energy referred her to PUC to address the Smart Meters due to PUC not acting on the mis-readings with Centerpoint and the issue will continue for Ms. Giles, since she has switched service provider to Green Mountain, but since Centerpoint will remain her TDU, and smart meters not being investigated accordingly. States that DE did advise (Kari, DE rep) to call PUC who is to blame for their high bills. Cp demanding investigation and and refunds due to her by DE (EDIT). The TDU is Oncor HK)
CP2013110724 ONCOR ELECTRIC DELIVERY COMPANY Tampering	20-Nov-13	13-Dec-13	Customer states that he has been disconnected from his prepaid service for refusing to pay for meter tampering charges. He says that he was informed after the disconnection that he has two switch holds on his account with one being for meter tampering. Customer feels that he should not have to pay for any fees because he did not tamper with his meter
CP2013101193 ONCOR ELECTRIC DELIVERY COMPANY Tampering	29-Oct-13	14-Nov-13	Customer states that she had moved into a new apartment after signing her lease on 10-10-13. She signed up with Payless Power and immediately was hit with tampering charges. She says that she has received a text message from Payless Power informing her that her service will be disconnected today (10-29-13). Her balance is negative \$419 on her prepaid account
CP2013070877 ONCOR ELECTRIC DELIVERY COMPANY Meters	22-Jul-13	06-Aug-13	CP states that sometime in September he called TXU wanting to know what could he do to get lower bill. CP states he travels alot and is home maybe one week out of the month. CP was advised by TXU Rep to enter into pre-paid plan. CP states he has been in this plan since then. CP states that about five months ago he came home to no electric service and he noticed then that the seal was broken but thought nothing of it. CP thought the Oncor Tech must of cut it and left it like that until he paid the bill. CP states his mistake was not to notified the company. CP states now the company is charging him over \$400 for meter tampering. CP states he did not touch the meter he is hardly home and has minimum consumption. CP was told that his consumption is very low and this is the reason they think there has been meter tampering. CP states he disconnects everything in the house. CP states even the fridge is disconnected since he eats out all the time
CP2013040845 ONCOR ELECTRIC DELIVERY COMPANY Meters	22-Apr-13	02-May-13	Cp is disputing her usage. She has prepaid service and receives daily text messages advising her of her per days cost for electricity. She explained that over the last 3 months she has notice several days that she was being charged \$7-\$12 per day. She states that her normal per day average is \$2-\$3. She contacted Payless Power who contacted Oncor and determined that the amounts charged were based on the readings from Oncor and that the meter was reading correctly. She believes that the meter is not working properly and would like Oncor to test the meter. She believes that problems with the meter have caused her to be overbilled

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CP2013120902 PENSTAR POWER LLC Discontinuance	30-Dec-13	10-Jan-14	[Have you contacted this company to resolve the problem: Yes] I contacted my power company to find out what happened to money I paid on my account the rep could not show where the money went on the account and it didn't go to the loan on my account when asked if I could just pay the loan off and get out of my account with penstarpower I was told I would not only have to pay my loan but a balance for electricity not being use in my apt I am currently with out power and have been for 3 weeks now I am not able to get gov assistance on my account due to it being prepaid and I am not able to switch companies due to the switch hold on my account.
CP2013110847 RELIANT ENERGY RETAIL SERVICES LLC Rates/Charges	25-Nov-13	17-Dec-13	[Have you contacted this company to resolve the problem: Yes] Smart Start Account suddenly kicked back all negative balances for entire history of account beginning June 2013. Spoke to supervisors and corporate every few weeks since June 2013 with problem not resolved and electric cut off on 2 occasions even with them putting a block on the electric not to be turned off until problem was resolved. Account was always in the positive as prepaid smart start account. Suddenly in June 2013, I received the text alerts of balance as negative and went online and it showed my account was in positive of \$137.00, as had always stayed on top of payments never to get low and checked weekly. I called and spoke to Supervisor named "Charles" he reported to the IT dept and opened a ticket. I continued for a month to receive negative text alerts and disconnect alerts and my electric was cut off with a positive balance of \$138.00 and showing online as positive balance. Called and spoke to supervisor "Colleen" and she had them cut back on electric and said she would email "Charles" to handle it as he had an open ticket on problem. A block was put on account so they would not cut off electric until issue was resolved. Online my account suddenly showed all negative balances since opening the account and would not show correct balance and had checked the day before and my balance was \$142.00 prepaid. I called and spoke to supervisor "Ashley" who emailed supervisor "Charles". Promised a call back from "Charles". He began to email me promising the issue was
CP2013120088 RELIANT ENERGY RETAIL SERVICES LLC Cramming	03-Dec-13	30-Dec-13	Ms Alvarado states that she closed her prepaid account with Reliant Energy, effective 11/30, and Entrust Energy activated services on Sunday. States that she had a credit of 2 days (estimate \$14.00) with Reliant Energy, and states the instead of closing her account as requested, they continued to bill her and has a new bill for \$40.19. States she did verify with Entrust Energy that account was activated at midnight on Sunday, and she no longer is obligated to pay Reliant Energy. She called Reliant Energy due to billing she rec'd has over 5 different amounts due and sz that she doesn't understand since its prepaid, she should not have anything due, and is owed a refund, only to be informed by Reliant Energy rep that they are still her provider, and will not close that account
CP2013031085 RELIANT ENERGY RETAIL SERVICES LLC Tampering	28-Mar-13	19-Apr-13	[Have you contacted this company to resolve the problem: Yes] I contacted Reliant and told them something was wrong with my lights, I went through the process few months later I was charged with tampering. I was told by URCOT because I didn't contact them, Reliant didn't do anything about my complaint I would have to pay the tampering, I paid this was in the earlier part of 2012. Still today I have issue after issue with Reliant. Everytime I tried to switch my service I was told I could not because of a switch-hold by Reliant. I contacted Reliant and was told I could not transfer due to the tampering I had to stay with Reliant. This has gone on for over 5 months. Everytime I attempted to make any payment arrangement they would only allow me a week or 2. I could not set up normal payment arrangements like breaking the bill into parts. Prior to me complaining to management at Reliant I could last month my bill was extremely high and I could not pay all of it so they would only give me until the 6th of March pay in full, one week, so I again switched my service. I was told by Reliant I wouldn't be able to get new service, so I went to pre-paid again I was told by Reliant management I could not switch. Reliant agents supervisor & manager told me I could not switch. I contact ERCOT and they helped me get Reliant to send over the papers to remove. Now I am stuck with pre-paid. My final bill with Reliant is for some reason over \$600. I was not treated right at all this can cause me to suffer they didn't treat me fair or honest
CP2013021285 RELIANT ENERGY RETAIL SERVICES LLC Customer Service	26-Feb-13	13-Mar-13	CP requested to switch from the Smart Start Prepaid plan to Flex Plan with Reliant Energy in January 2013. CP was advised that the switch to Flex Plan on February 6, 2013. CP plan was not switched to Flex Plan on February 6, 2013. CP contacted Reliant Energy to question why the plan has not been switched from Smart Start Prepaid plan to Flex Plan twice a week since February 6, 2013. Each time the CP contacts Reliant the CP is advised that Reliant Energy's system is having a problem locating the CP new plan. CP want to know what is required to switch from the prepaid plan to the Flex Plan.
CP2013090593 RELIANT ENERGY RETAIL SERVICES LLC Customer Service	16-Sep-13	27-Sep-13	[Have you contacted this company to resolve the problem: No] When signing up with Reliant, I went through all the steps as normal. After logging in, I see that on the "manage alerts" tab online, it shows I have the following required alerts: Low balance alert, Payment confirmation, Weekly balance summary. I didn't think too much about it, I originally only put \$50 on the pre-paid balance, added \$100 later to bring the balance up. On 9/13 I logged in as I hadn't received any low balance alerts, or anything from Reliant. Online, Reliant showed I had an estimated less than 3 days left of service. I then went into "Manage Alerts" tab, and then chose the option to edit alerts. Once in to edit alerts, I could see that while the alerts are all listed, by default the only default option is to receive "Reliant products and services" e-mails. After this I have decided to switch from Reliant, so I don't expect any resolution to this issue. I just wanted to launch a complaint against Reliant, as I believe they are setting their users up to be disconnected and charged extra fees by not issuing alerts to their clients by default, even though they have their address and e-mail address. I also received no letter from Reliant that my balance was low.

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CP2013010504 STREAM SPE LTD Discontinuance	11-Jan-13	23-Jan-13	CP service with Stream Energy was disconnected without notice on January 9, 2013. CP contacted Stream Energy to question the disconnection. CP was advised about the disconnection was for a nonpayment of a \$234.00 past due balance at the CP previous address 530 Buckingham RD Apt 811 Richardson TX 75081. CP had made a payment of \$229.10 with a debit card over the telephone on January 10, 2013 at 10:40 AM. CP was advised that the service would take up to 24 to 48 hours to reconnect the service. CP service was reconnected on January 10, 2013. CP service was disconnected again on January 11, 2013 without notice. CP contacted Stream Energy to question the disconnection of the service on January 11, 2013. CP was unable to speaking to a representative with Stream Energy and left several messages for a representative to return a call. CP was advised by Oncor that the service was disconnected per a request from Smart Prepaid Electric. CP tried to switch to Smart Prepaid Electric on January 9, 2013 but canceled the request on January 10, 2013. CP contacted Stream Energy to continue service on January 10, 2013 when the \$229.10 payment was made. CP was advised by Oncor that a reconnection was not submitted by Stream Energy. CP would like to know why the service had been disconnected and when the service will be reconnected. CP is currently without service.
CP2013030141 TARA ENERGY LLC Discontinuance	05-Mar-13	11-Mar-13	CP upset that he has been left without power for the 2nd time by Smart Prepaid, his last text received by Smart Prepaid was on 2/21 informing him of a credit of \$46.67. At this time he called and requested notification if account fell below \$10.00 he would like an advanced notification, which was agreed by rep. CP states that today no power with no prior notification by provider. CP sz that Smart Prepaid failed to meet their obligation by sending him notices as agreed to their contract, and his family has to wait for over 6 hours for services to be restored. CP sz that temps are changing and getting colder and Smart Prepaid should be held accountable for not following protocol.
CP2013090602 TARA ENERGY LLC Rates/Charges	16-Sep-13	23-Sep-13	[Have you contacted this company to resolve the problem. No] SMART PREPAID ELECTRIC NEED TO GIVE ME MY CREDIT BACK ON ACCT NUMBER [REDACTED] WHICH WAS CLOSED ON JUNE 14TH 2013. AMOUNT IS \$30.91, I HAD TWO ACCOUNTS WITH THEM, ONE WAS CLOSED IN 2012, I NEVER CARED FOR CREDIT AMOUNT. I LL SOME ONE IN CALL CENTER TOLD ME ITS CREDIT NOT A DEBIT BALANCE. A CHECK CAME FROM JUST TEXAS CHECK # 72973 DATED 8/23/13 NAME CARLOS VILLAROTA WHILE MY NAME IS RAJ NANDA. AMOUNT 30.91 ADDRESS IS [REDACTED] I THINK THEY DO NOT INTEND TO PAY ME THERE WAS NO REASON TO MAKE THE WRONG NAME AND WRONG TOWN ETC. CAN YOU PLEASE HELP ME. I WANDER IF THEY ARE DOING THIS TO ALL THE CUSTOMERS ON PREPAID ELECTRIC SERVICE. THANKS FOR YOUR HELP [REDACTED]
CP2013101070 TARA ENERGY LLC Deposits/Refunds	25-Oct-13	30-Oct-13	CP states around Sept. 3rd he called the company to cancel service and request a refund. CP states this was a pre-paid service that he always paid in advance and had a balance of \$177. CP was asked to wait four weeks for the refund. CP states he has waited called the company to question about the refund he was told that they didn't have a forwarding address. CP states they did as he provided it. CP states he called again and at this time he was told that the check had come back as undeliverable. CP states this last call he was told that they would put the money into his bank account and this was offered to him on Monday and as of today the money has not been deposited to his account. CP wants to know when he will get his refund. htc
CP2013080466 TARA ENERGY LLC Customer Service	12-Aug-13	05-Sep-13	[Have you contacted this company to resolve the problem. Yes] company name smart prepaid electric com tara energy info getspe.com phone # [REDACTED] 1- [REDACTED] my name raj nanda my add [REDACTED] account number [REDACTED] closed on 11/7/12 with the credit balance of \$31.96. another account number for same address account# [REDACTED] was closed on June 19th 2013 with credit balance of 30.91 address of service [REDACTED] is rental property, wanted electric service for cleaning etc. opened account with them as prepaid for 60 dollars accounts have been closed repeated phone calls to company did not result anything I need them to return my credit balance of 31.96+30.91 around \$62.87 can you please help me they run business under multiple names, above three names I know.
CP2013060507 TARA ENERGY LLC Discontinuance	17-Jun-13	18-Jun-13	Customer states she has a prepaid company by the name of smart prepaid service. Customer states that she understands that she can't have a balance lower than \$10 so she made a payment on Friday 6-14-13 sometime before 7 p.m. Customer was promised that here service would be reconnected by Saturday, but she is still without service at this time. On Friday the customer made payment of \$30 via money-gram and she is still without service at this time. Customer confirmed that the money-gram payment has been cashed by the company and has no idea what is the reason she is still without service. Customer feels that this matter is unacceptable and feels that the company is simply disconnecting customers and when the customer makes a payment they are taking their time to reconnect the customer. Customer called the company 3 times and still the company is unable to advise the customer when their service will be connected. Customer states that she has 2 small children and being without service is harmful to their health.

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CP2013120242 TARA ENERGY LLC Deposits/Refunds	06-Dec-13	30-Dec-13	The customer filed a complaint in October 2013 and was informed that her credit balance of \$46.72 would be sent to her because the account was closed. The customer states that she has not received the credit balance and that Smart Prepaid has not assisted her with obtaining the credit balance. She has attempted to work with them but has not been able to resolve the issue. The customer would like the credit balance mailed to her PO Box as soon as possible. She is also requesting that the pay interest on the amount due.
CP2013120370 TARA ENERGY LLC Rates/Charges	10-Dec-13	03-Jan-14	[Have you contacted this company to resolve the problem? Yes] I am being overcharged for electric usage by Smart Prepaid Electric. I've called them to resolve this issue but the agents keep telling me it's the heating system and I've continuously explained to them my unit is properly working. I'm being over billed daily. For instance, on 12/7/12 I had \$98.28 in my account. When I got my balance alert the next day it was \$75.16 and it said my usage was \$10.38 but if that's the case my balance should have been \$87.90, they couldn't explain to me where the other \$13.12 went. On 12/8/13 my balance was \$75.16; when I got my balance alert on 12/9/13 it was \$52.21 and my alert stated my usage was \$12.20. That means my balance should have been \$62.96. Every day I call for an explanation but I'm not given one. They can never tell me why I'm being doubled charged.
CP2014020222 TARA ENERGY LLC Deposits/Refunds	05-Feb-14		[Have you contacted this company to resolve the problem? Yes] I ended services with Smart prepaid electric around Oct. 25 2013 and contacted them for a refund on the account balance of \$21.40. The refund was approved and sent for processing on Dec. 4 2013. I have not received it and have made 4 additional calls to Smart to have the issue resolved and have gotten further reasons for the refund to be delayed.
CP2014010906 TRIEAGLE ENERGY LP Slamming	21-Jan-14		[Have you contacted this company to resolve the problem? Yes] When I moved into my new apartment I chose bounce energy as my provider. I received my first months bill and paid it on time. But then I started receiving bills from TriEagle? I called bounce energy and they told me not to pay them and that they would get me switched back. Dec 26 TriEagle cut off my power and left me in the cold and dark, they told me if I wanted out of my contract I would have to pay \$200.00. I was forced to get a prepaid electric provider, which I still have. TriEagle has agreed to except \$92.00 for the power I've used but they said they want to see a copy of my contract with bounce energy. I don't trust this company and until they allow me to go back to bounce energy I'm leary about paying them anything!! I called the web site that they claimed I signed up on and they had no record of the transaction. Would you please look into this matter for me. This company is trying to ruin my credit! Don m. Miller
CP2013120295 TXU ENERGY RETAIL COMPANY LLC Rates/Charges	09-Dec-13	02-Jan-14	[Have you contacted this company to resolve the problem? Yes] TXU removed \$160 from my prepaid account on 11-7-13. When we inquired as to the reason, they told us our bank had returned the charges. As we have no returns on our bank account, we asked for more details. Those details have yet to be provided. When this initially happened we asked them to tell us why, and were refused and threatened with shut off if we didn't pay the negative balance. We paid the balance and spoke to a supervisor the next day, who explained that there was a training issue with the rep who initially took our call and that an investigation could be opened in order to prevent shut off without payment since TXU had no idea why the money had been removed from our account. Upon opening this investigation, we were told that it would be complete in 21 days. After one month we sent an email inquiring as to the status of our investigation, and we were told the same info that we had been told upon initial phone call and that the investigation was closed. As we had no explanation, we sent ANOTHER email, where we asked for the details and specifics of the returned charge. We received another response from TXU completing contradicting the first email response, saying the investigation was still open, and they could not answer our questions. At that time we called TXU and spoke to a very rude rep who told us no answers were available and that the rep who responded to our initial email inquiry was a liar. We then asked to speak to a supervisor who said there were no answers.
CP2013080890 TXU ENERGY RETAIL COMPANY LLC Deposits/Refunds	21-Aug-13	27-Aug-13	[Have you contacted this company to resolve the problem? Yes] On Feb 15 I switched my electric service from Reliant to TXU. Part of the TXU incentive was a \$125 prepaid Visa to be sent 4-6 weeks after payment of the first month (March 15). I realized in July that I had not received the Visa card so I called on July 15 and was told I was eligible and someone would call to confirm within 5 days. I called again on July 26 because I did not receive a call and was told the information was entered July 24 and I would receive the card in 4-5 weeks. I protested the wait to several people at the awards company and TXU since I already waited since March 15. Finally spoke with Brenda Jackson (Supervisor at TXU) who was helpful and was able to send a check for \$125 via FedEx. In addition to receiving the check I received a post card stating I did not meet the eligibility for the card. Then I received an email that stated I would receive the prepaid Visa. I appreciate that Brenda Jackson fulfilled TXU's promise of \$125 to me, however I feel they were hoping I would forget or give up on the "rebate". TXU either needs to automatically fulfill their offers to new customers or make it easy to obtain awards or rebates with followup by TXU to ensure the customer received that which was promised.

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CP2013100456 TXU ENERGY RETAIL COMPANY LLC Slamming	11-Oct-13	29-Oct-13	CP received a text for CPL Prepaid stating that the account will be closed and a refund the credit. CP did not request for CPL to close the account. CP requested the name of the company that the service was switch to CP was advised to connect AEP Central for the retail electric provider that the service was switch to CP service was switch to TXU without authorization from the CP.
CP2013040444 TXU ENERGY RETAIL COMPANY LLC Deposits/Refunds	10-Apr-13	24-Apr-13	Customer states that she has been having issues with TXU spanning 4 years and several addresses. She states that she has been asked to provide deposits at each address when she moved in the amounts of \$100, \$300, and \$350. The addresses were [REDACTED] She says that the deposits had never been returned or credited to her account. She is currently in Corpus Christi TX and has a prepaid account. Along with the deposit complaint, she feels that she was overcharged by TXU Energy for services at each address for the entire length of having her accounts. Customer believes that her bills were excessively high for a household of two
CP2013010169 TXU ENERGY RETAIL COMPANY LLC Deposits/Refunds	07-Jan-13	24-Jan-13	[Have you contacted this company to resolve the problem. Yes] I received an offer from TXU last year to switch my electric service to their Texas Choice 24 Plan with a prepaid Visa bonus offer. I responded to the offer on 4/19/12 and was very clear with the sales rep (Carlos) that the only way I could switch to TXU was in the absence of a deposit. I was adamant that I was unable to pay a deposit & that I would just stay with my current provider if a deposit would be required of me from TXU. I was told by the sales rep that no deposit was required. Therefore, I authorized my service be switched to TXU. However, after several months of service, I received a letter from TXU that I was being billed a deposit of \$370.00. When I spoke to the TXU representative (Lori) and her supervisor (Alex) regarding this deposit, they informed me that they could not do anything about this deposit and they could only split the deposit to be paid in 2 payments. I again informed them that the only reason I agreed to switch to their company was because no deposit was required of me and had I known I would be billed a deposit at a later date, I would not have switched to TXU and just remained with my provider at that time. I explained to them that I am in college at this time and living off of student loans & unable to afford a deposit. When I switched to TXU I explained my situation as well. I feel I was deceived into switching to TXU because they did not explain that I could be billed a deposit at a later date. I request the deposit be credited to my account.
CP2013010977 TXU ENERGY RETAIL COMPANY LLC Discontinuance	22-Jan-13	11-Feb-13	CP is on prepaid services with TXU, who states that she usually gets a text when she is low on her credits. CP sz that she never rec'd a text that she was negative \$7.00, and today she has no power. CP sz that she called TXU, and they paid \$40.00 as of yesterday morning, yet today services have been disconnected, and today told to pay additional \$24.55, plus the \$50.00, which is a cushion between pay periods yet TXU will not reinstate her account, after pay of \$40.00 made yesterday, cp assuming she was ok for this week. TXU now demanding additional fees of disconnect/reconnect fees which she says due to holidays they charge additional, which she feels adamant this was not her error, and she should not be held accountable for their failure to meet their terms of text notices
CP2013080828 WTU RETAIL ENERGY LP Discontinuance	19-Aug-13	09-Sep-13	CP service was disconnected today without any notice. CP states that he established new service with WTU and when he did he was told that they could see he was a previous customer. CP was told that he had zero balance. CP states he knew that was the case because he has a confirmation number [REDACTED] paid \$331.88 (final bill) on Feb. 24, 2011. CP states he has this letter from his credit card company. CP states when they initiated service with WTU he was told they had to pay \$34 which they did on August 8th with receipt number 108163348. CP called the company to question why service was disconnected he was told for old bill he owes of \$331.88. CP states that bill is already paid he does not owe the company any money. CP states they were with pre-paid service and WTU was the one that called her to set-up service. CP wants to know what the problem is and why service was disconnected. Hfc
CP2013080808 YOUNG ENERGY LLC Discontinuance	19-Aug-13	27-Aug-13	Customer states that he was disconnected today without notice around 11:30am. He does have prepaid service with PayLess Power and was having difficulties making a payment the night of 8-18-13 with two bank accounts. He called today (8-19-13) about the account payment and questioned the amount of his bills. Customer has seen an increase from \$4 per day up to \$12 and requested a meter test/reread and a call from a supervisor. He was told that a supervisor would call him within 2 hours and that Oncor would be requested to come out. Five seconds after he hung up, his power was disconnected. Customer called back and was told that the order had already been sent and he would have to pay. An hour after the service was disconnected, he received a text message saying that his service would be disconnected if \$48 was not paid. He feels that he was disconnected out of retaliation for trying to speak with a supervisor regarding his billing.

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CP2013060448 YOUNG ENERGY LLC Discontinuance	14-Jun-13	19-Jun-13	Customer is on a prepaid service. She states that she has no electricity at this time. Power was disconnected at 10:50 am. She says that this is the second time this month that her services were disconnected after making a payment. She received a text notification of her account at 9 am. She went directly to an ACE location and made her payment at 10:30. Twenty minutes later, her service was disconnected. She says that they will charge her an extra \$40 each time power is disconnected. She feels that she should not have been disconnected and given earlier notice or more time before service is shut off.
CP2013100303 YOUNG ENERGY LLC Rates/Charges	29-Oct-13	06-Nov-13	The customer believes that Payless has been overcharging them. They agreed to prepaid service and usually use around \$3 per day. Recently they have been averaging \$6 per day. They called Payless for an explanation and were informed that there were various charges billed for their service but Payless would not provide any details and would not provide a summary of usage and payment. The customer does not believe that they are being billed correctly and would like a refund of any overpayment. The electric service account that was properly billed was billed consistent with the Electricity Facts Label that indicates a daily service charge billed to the account in the amount of \$0.33. The expiration of the LiteUp Texas discounts also led to the increased billing of the account. No adjustments are warranted to the billing of the electric service account.
CP2013100335 YOUNG ENERGY LLC Rates/Charges	08-Oct-13	21-Oct-13	The customer believes that he is being overcharged. He explained that he agreed to prepaid service for 15.2 cents per kWh. He explained that he was recently bill an average of 67.35 cents per kWh. He contacted Payless and was informed that it is due to fees associated to his service. He does not understand how any additional fees could add up to this much when they informed him that his rate would be 15.2 cents. He states that as soon as he applies a payment toward the credit balance it is quickly reduce do to overpayment.
CP2013081279 YOUNG ENERGY LLC Deferred Bill	28-Aug-13	06-Sep-13	CP stated that she is on a prepaid service and entered into a deferred payment arrangement for \$73. CP stated she has already paid that arrangement but Young Energy will not remove the switch hold. CP stated that she paid the switch hold amount in June but still cannot switch to another provider. CP is requesting Young Energy to remove the switch hold.
CP2013011156 YOUNG ENERGY LLC Customer Service	25-Jan-13	06-Feb-13	Customer states that she has been a Payless Power customer for the past two years on a financial prepaid style account. She was taking part in a bill assistance program with Concho Valley Community Action to assist with a portion of her monthly electric bill. On December 9th 2012, a neighbor moved in and established electric service with another REP and inadvertently switching her service. She has been able to get the services re-established through Payless Power, but is unhappy that she is unable to get her financial prepaid account back. The Community Action program needed a printed invoice per their policy. Payless has placed her on a pay-as-you-go plan using the AMS metering system and sends texts to her cell phone. She was promised by Payless that they would send paper invoices so she can get her assistance, but they have only managed to send an account history. Customer should have been transitioned to postpaid or pay-as-you-go service after the pre-paid service rule change.
CP2014010232 YOUNG ENERGY LLC Discontinuance	06-Jan-14	16-Jan-14	The customer is without service. The customer has prepaid service. She explained that on 1/3/14 she paid \$60. She states that she usually uses about \$1 per day and believed that the \$60 payment would maintain a sufficient balance to continue service. She states that when her service was disconnected she attempted to call Payless but was not able to speak with anyone. She states that she has received a text message that her account has a negative \$35 balance. She does not understand how the account could be in a negative balance and would like her service restored.



Power-To-GoSM

deposit
credit check
contract term
cancellation fee
Prepaid electricity

An easier way to pay for your electricity!

Direct Energy Power-To-GoSM

Pay for what you need, when you need it.

Direct Energy Power-To-GoSM is an exciting new way to pay for electricity. It is like filling your car with gas – when your tank is near empty, you refuel. Direct Energy Power-To-GoSM works the same way. When the amount of electricity you purchased runs low, you simply buy more. Plus, there's no deposit, no credit check, no contract term and no cancellation fee!

You must have the following to be eligible to enroll:

- A provisioned smart meter
- An email address or mobile phone to receive text messages

Direct Energy Power-To-GoSM is easy as 1-2-3!

1

Enroll and Fill Up

Make your first payment immediately after receiving Payment Number to activate your account.

2

Receive Account Updates

Receive daily account balance and energy usage updates.

3

Make Payments

Get reminders to add money to your account.

How to Manage Your Account

With Direct Energy Power-To-GoSM, you'll get notifications to alert you when you should make a payment. You have several easy and convenient payment options.

Pay online:

One time and automatic credit card payments can be made 24 hours a day at www.directenergy.com/powerwego/make-a-payment

Pay at an authorized pay station:

Cash accepted at authorized pay stations. To find your nearest authorized payment station visit: www.directenergy.com/powerwego/payment-locations

Pay by phone:

Credit card payments can be made 24 hours a day at 1-877-866-6601

Frequently Asked Questions

I've enrolled – what happens next?

You will receive a text message or email with your Payment Number within 24 hours and you need to use that Payment Number to make your first payment immediately. If you do not make your first payment within 10 days, your pending enrollment will be closed and you will have to re-enroll.

How will I know when to make a payment?

Once you have enrolled, you will receive notifications of your electricity usage and account balance. You will always be sent a notification when your balance is low (about 3-7 days left of electricity). That's when you know to make a payment and recharge your account. We recommend you maintain a balance of about \$20.

What is a smart meter?

A provisioned smart meter (or "Advanced Meter") is installed by your local utility and is used for communicating energy usage via radio frequency. You must have a smart meter to be eligible for Direct Energy Power-To-GoSM.

How is pay-as-you-go different from a billed plan?

Unlike a billed plan, Direct Energy Power-To-GoSM doesn't make you wait for a bill every month to tell you how much electricity you've used and how much money you owe. You will know what your electricity usage is on a daily basis, so you can pay when you want.

What if I forget to check my electricity usage?

Direct Energy Power-To-GoSM should give you added security because you receive consistent information about your account balance and usage via email or text on a daily basis. You will always know how much electricity you are using, so you will have control over your electricity use. Every day you are notified of your usage and account balance. You can pay as much as you want, whenever you want. You just need to keep a positive account balance to keep your electricity flowing.