

Consumer Groups

Exhibit 2.1

CUB Consumer Inquiry

Customer 61809

Date 10/19/2007

Call Taken

Moraima

Utility Company: US Energy Savings Corp

Concern: Solicitations/Ads/Telemarketing

Concern From Gas Supplier

Special Programs: N/A

Summary: Consumer has a "Do Not Solicit" sign on her door with the Wheaton ordinance number. Yet, a USESC rep approached her house last week. Consumer states that the rep told her that he was from the gas company. The rep told her she was going to save 25% on her gas bill if she qualified. Rep told her that she did qualify because her gas consumption was at a certain level. Consumer is a senior citizen and did not sign up because rep refused to leave any information with her. Consumer then told her that it made no difference to him if she signed up or not because she was going to be the one not to save 25%. Please investigate and explain how USESC rep determined that consumer was going to save 25% on her gas bill by signing up with USESC. Nor why USESC honored the "Do Not Solicit" sign.

CUB Consumer Inquiry

Customer 61521

Date 10/11/2007

Call Taken Aimee

Utility Company: US Energy Savings Corp

Concern: Fraud Deception

Concern Bait & Switch

Special Programs: N/A

Summary: Customer states she signed up with US Energy in August 2007. She says the salesperson looked at her bill and told her "oh, we will charge you less per month." A price per therm was not discussed. However, she does not have heating gas - it is included in her condo assessments, so she has cooking gas only, which runs about \$20 per month only. Yet she got a welcome letter from USESCO stating her budget plan would be set at \$251 per month. Please investigate to determine why this budget amount was set so inappropriately high. Please consider cancellation without penalty since the customer has not actually started getting billed by USESCO yet and seems to have been misinformed by the rep.

CUB Consumer Inquiry

Customer 61221 Date 10/3/2007 Call Taken Moraima
Utility Company: US Energy Savings Corp
Concern: Fraud Deception
Concern Bait & Switch
Special Programs: N/A

Summary

Consumer states that she received USESC solicitation via mail 2 days ago, but threw them away. Yesterday (10/2) around 4pm a USESC rep went to consumer's house. Consumer explained that she did not want to participate in USESC's services because she had signed up with another gas supplier in the past and was not content with their service. Consumer states that the USESC rep then added "well Nicor has to buy their gas from USESC anyway." Consumer states that the rep then told her that the USESC offer was \$1.04 while Nicor was charging \$1.18! Consumer was then asked to show her bill to see if she was eligible. Consumer asked what would make her eligible? The rep responded that it would be based on how many therms she used. The consumer did not sign up but wanted us to know what type of things USESC reps were telling people. Clearly this rep is either misinformed and poorly trained or is intentionally misleading people. Please investigate and take into consideration the validity of the contracts that were signed in the area that this particular rep was working in. Thanks.

CUB Consumer Inquiry

Customer 64374 Date 1/2/2008 Call Taken Aimee
Utility Company: US Energy Savings Corp
Concern: Billing
Concern Billing Dispute
Special Programs: Customer Select

Summary

Customer states a female rep came to her door in November and told her that "with the rising costs of Nicor this would be a better way to budget and to save money on the gas bills, that I would be saving money by going through them like with a budget plan". She says her bill this month was \$308 through USESCO but Nicor told her if she was not enrolled with USESCO her bill would have been \$177. She is a single mother with limited income and cannot afford this at all, and she feels she was purposely lied to by the sales agent. Please advise if contract can be cancelled without penalty due to these circumstances. 11/21/2007 is the date the contract was signed, the contractor id # was 720403, named Shannon Mitchell, and there is also "FPRC # EF25720553" shown.

CUB Consumer Inquiry

Customer 64421 Date 1/2/2007 Call Taken Annie
Utility Company: US Energy Savings Corp
Concern: Solicitations/Ads/Telemarketing
Concern From Gas Supplier
Special Programs: Choices For You

Summary

An agent from USESC went to this consumer's home on March 16, 2006. The agent's name is Carlos D. Villalobos ID 70535. He spoke in Spanish and offered a contract in Spanish. The customer says that Mr. Villalobos told him that everything would remain the same that he would not pay so much for his gas service that he would pay a low price in fact he would pay less than what he was paying at the time. All of this was inaccurate information, which led the customer to sign a contract that does not guarantee any savings. The customer feels that he was tricked and when he tried reaching USESC he says he could never get a hold of a live representative. Recently he was able to speak to someone and he was persuaded to remain on the plan because eventually he would save money if he chose to discontinue the services he would have to pay \$750 in exit fees. The customer finds that he should not have to pay to cancel because of the agent's misinformation. Please assist the customer in Spanish. Thank you.

CUB Consumer Inquiry

Customer 61649 Date 10/16/2007 Call Taken Annie
 Utility Company: US Energy Savings Corp
 Concern: Solicitations/Ads/Telemarketing
 Concern From Gas Supplier
 Special Programs: Customer Select

Summary

This customer called because he says that USESC came around the neighborhood and he signed up with the company on 09/26/07. He was under the impression the company could save him money on his gas bills. The agent that sold the product told him that that he could save money per them. He would not be paying more than \$1.14 per them and the current was 4.4 cents. The customer says that the independent contractor was trying to get the customer on a fixed price. the independent contractor ID 75226 Angie said that this is Nicor's main company and that gas prices will go up. She said according to the customer that " we are doing this for many people so price cannot go above Nicor's and so Nicor cannot raise the price."

The customer realizes now the reality of the company's product and is not interested.

He wishes to break the agreement and not have to pay exit fees.

CUB Consumer Inquiry

Customer 61177 Date 10/2/2007 Call Taken Moraima
Utility Company: US Energy Savings Corp
Concern: Fraud Deception
Concern Bait & Switch
Special Programs: N/A

Summary

Consumer states that he signed a USESC contract in May 2007. Consumer states he signed after the USESC rep told him that his price for natural gas would go down. Through the news consumer learned that what he had been told was untrue. After making the initial cxl request recently consumer was told he could cancel but would need to pay a \$600 exit fee. Consumer spoke to a "Gavin." Please waive termination fee. Also, consumer is concerned that the USESC rep who went to his house probably told the same thing to other consumers. Please investigate the marketing tactics employed by this particular rep and inquire with the customers he signed up if they in fact understood what they were signing up for.

CUB Consumer Inquiry

Customer 56835 Date 5/24/2007 Call Taken Aimee
Utility Company: US Energy Savings Corp
Concern: Solicitations/Ads/Telemarketing
Concern From Gas Supplier
Special Programs: Customer Select

Summary

Consumer states she was solicited by US Energy and told she could lock in at "today's price" for 5 years. The agent pointed out the price on her Nicor bill and told her it would be \$1.14.

CUB Consumer Inquiry

Customer 64718 Date 1/9/2008 Call Taken Moraima
Utility Company: US Energy Savings Corp
Concern: Fees/Surcharges
Concern Cancellation/Termination
Special Programs: N/A

Summary

Mr. Gibbs is a treasurer of Sisters of the Living Word (convent). One of the sisters signed up with USESC. He called USESC to cancel but was told he had to pay \$590. Attached is the letter Mr. Gibbs wrote to CUB about the incident. It states that sister Joanne Ingoglia signed two US Energy contracts for accounts: 9500029024715 and 9500029024720. The letter states that the US Energy rep informed sister Joanne that it was 100% certain she would save on gas and that an immediate decision was necessary. The letter goes on to state that the US Energy rep told sister Joanne that USESC was endorsed by the Better Business Bureau and Peoples Gas. The convent is a non-profit entity and as stated in the letter, the sisters live under a vow of poverty, and as evident on their bills, they are donating each month People's Gas "Share the Warmth" program. Please cancel the contract without penalty. Thanks

CUB Consumer Inquiry

Customer 64430 Date 1/2/2008 Call Taken Annie
Utility Company: US Energy Savings Corp
Concern: Solicitations/Ads/Telemarketing
Concern From Gas Supplier
Special Programs: Choices For You

Summary

The customer called to say that she was led to believe that the company would save her money on her gas bills. She did not want to change gas company. She says if she would have known that USESC was a different company she would not have allowed the agent to process her application. She says that the agent told her that he was coming to help people with their gas bills and that the plan would save 14 percent. The customer realized that she was not saving any money and called USESC, but she says she was unable to comprehend the information given to her because they were encouraging her to stay on the plan and she did not understand the reasons they were giving her because they were different from what she was initially told by the sales agent. The CSR advised her to be placed on a payment plan if she could not longer afford her gas bills.

CUB Consumer Inquiry

Customer 64998 Date 1/15/2008 Call Taken Annie
Utility Company: US Energy Savings Corp
Concern: Solicitations/Ads/Telemarketing
Concern From Gas Supplier
Special Programs: Customer Select

Summary

She signed with usesc and they want to cancel because they are over charging. It will take one to two billing cycles they were told and they do not believe it. The company will charge a penalty and they wanted to see if they could get around that and stop the service sooner. She is interested in getting a different supplier. The customer said that at the point of sale she was told that the consumer committee brought them out to solicit. She was not aware they were approved by the ICC.

CUB Consumer Inquiry

Customer 61130 Date 10/1/2007 Call Taken Aimee
Utility Company: US Energy Savings Corp
Concern: Billing
Concern Billing Dispute
Special Programs: Choices For You

Summary

Customer states a female rep came to her door in May or June and asked her if she needed help with her gas bill. She says she said she did, and she signed the papers the representative had with her but she says she thought she was signing up for a program through Peoples Gas and thought the lady at the door worked for Peoples Gas. Ms. Hill is a senior with very limited mobility so her daughter filled out her LIHEAP application for her and the intake worker at the LIHEAP agency told her daughter Ms. Hill was enrolled in Choices for You with USESCO and was paying a very high price per therm and urged her to file a complaint asking to be cancelled without penalty. I told her to call 888.674.7847 and explain she wanted to cancel and could not afford a penalty and then to call me right back and tell me what they say. She called back and said she called and a man named Dave #75034 told her he would cancel her but did not say any thing about the penalty. Please advise if this cancellation will be with or without the exit fee. THANKS!

CUB Consumer Inquiry

Customer 61964 Date 10/24/2007 Call Taken Annie
Utility Company: US Energy Savings Corp
Concern: Solicitations/Ads/Telemarketing
Concern From Gas Supplier
Special Programs: Choices For You

Summary

Customer called on behalf of her sister to report that on Monday October 22, 2007 an independent contractor from USESC went to her house (zip code 60630) and was knocking on the door saying that he came from the gas company and needed to get inside the house. The 75 year old lady opened the door and realized it was an agent from USESC and kept telling him that she was not interested that she did not want anything. The agent rudely told her "you will be sorry." The consumer who was aggravated by the agent says she does not want to be bothered with this issue, but her sister felt that the company should know that this type of conduct is inexcusable and feels that the company is going too far when soliciting customers.

CUB Consumer Inquiry

Customer 64768 Date 1/10/2008 Call Taken Moraima
Utility Company: US Energy Savings Corp
Concern: Fraud Deception
Concern Bait & Switch
Special Programs: N/A

Summary

Consumer does not remember when she signed up with USESC, but she recalls someone going to her house. Consumer states that the rep had the PG logo and id. Consumer states she signed up because the rep said he was from PG. Consumer did not remember signing up until she went to LIHEAP (Low Income Energy Assistance Program). Please check records of when consumer signed up. Because she is low income and is struggling keep up with her utility bills, we are asking that USESC waive exit fee.

CUB Consumer Inquiry

Customer 67255 Date 2/22/2008 Call Taken Sandra
 Utility Company: US Energy Savings Corp
 Concern: Fraud Deception
 Concern Slamming
 Special Programs: Choices For You

Summary

Customer states that she was solicited by USESC and did not sign "on the spot" but rather asked for time to discuss and review it. The rep that came to her door left his name, badge number and phone number for her to contact him if she was interested. She was not interested and thus did not contact him. Despite this she received a letter dated 2/11/08 stating that she was enrolled with USESC!! She called USESC and was told that more than likely the rep forged her signature. Despite acknowledging this however she was told that she would need to pay for 21 days of service!!!! Customer IS NOT required to pay for the service. Payment will not be made for this service and an immediate billing adjustment is being sought.

CUB Consumer Inquiry

Customer 64753 Date 1/10/2008 Call Taken Sandra
 Utility Company: US Energy Savings Corp
 Concern: Fees/Surcharges
 Concern Cancellation/Termination
 Special Programs: Customer Select

Summary

Customer states that she signed up with USESC 4/28/07 and specifically asked the rep that came to her home whether she was switching her supplier and states that rep stated that she was not. Now that she has moved she finds that her supplier was in fact changed because she is being billed a \$500 exit fee. She also states that she is just now finding out that this was a 5-year contract and did not agree to it nor would she because she knew she was moving in less than a year. When asked (by CUB), she stated that neither this nor the fact that she was switching suppliers was mentioned in the verification call. Informed

CUB Consumer Inquiry

Customer 64773 Date 1/10/2008 Call Taken Aimee
Utility Company: US Energy Savings Corp
Concern: Fraud Deception
Concern Bait & Switch
Special Programs: Choices For You

Summary

Caller states she is locked in at \$1.19 per therm and was told it would be \$400 to cancel. She says USESCO told her she couldn't get out because she had signed a contract, and she told them she did not realize she had signed a contract because the sales rep that came to her door about a year ago had explained that she was just filling something out to see if she qualified for a savings program, and she does not recall going through a phone verification at all. She says she was referred to CUB by CEDA when she applied for LIHEAP. She did not understand why her gas bills were so unmanageably high until CEDA explained to her that Peoples Gas would only be charging her \$0.77/therm. Based on the misunderstanding described and her low-income status, please consider cancellation without any exit fee at this time. THANKS!

CUB Consumer Inquiry

Customer 64793 Date 1/11/2008 Call Taken Moraima
Utility Company: US Energy Savings Corp
Concern: Fraud Deception
Concern Bait & Switch
Special Programs: N/A

Summary

Consumer states that a USESC rep went to his house on 10/6/07. Consumer's wife was home and she signed contract. Consumer's wife states that she was told that she was currently paying \$1.14 and that USESC would lock her in at this rate. Thus, consumer's wife thought she had nothing to lose. The rep told her that she would save money in the winter. Consumer states that his wife was told that she WOULD save money not that she could. The rep also told her that the contract was for 3 yrs. Consumer learned that his wife signed by noticing the Gas Supplier Charges on his bill. Please waive the exit fee on this account so consumer can opt out. Please investigate enrollment of other customers that were solicited by this agent. Thanks

CUB Consumer Inquiry

Customer 64914 Date 1/14/2008 Call Taken Sandra
Utility Company: US Energy Savings Corp
Concern: Fees/Surcharges
Concern Cancellation/Termination
Special Programs: Choices For You

Summary

Customer states that he is seeking to cancel with USESC. He asked about the many ways that he could avoid the \$1000 cancellation fee he was quoted. He wanted to know what happened if he canceled service, put it in someone else's name, if he can cancel because it is in the name of his deceased father.

CUB Consumer Inquiry

Customer 63359 Date 11/28/2007 Call Taken Moraima
Utility Company: US Energy Savings Corp
Concern: Fees/Surcharges
Concern Cancellation/Termination
Special Programs: N/A

Summary

Consumer is a Spanish speaker and signed up with USESC in the summer of 2007. Consumer states that a Spanish speaking rep explained to her that the plan he was offering would result in cheaper gas rates for her. Consumer was told she would be protected from rising gas costs for 4yrs. Although part of what consumer is told is correct, she was misinformed by having been told that her gas bill would be cheaper. Consumer has tried to cancel but was told she would have to pay a \$190 cancellation fee. Consumer is seeking to cancel without penalty. Please waive exit fee.

CUB Consumer Inquiry

Customer 63998 Date 12/13/2007 Call Taken Moraima
Utility Company: US Energy Savings Corp
Concern: Fraud Deception
Concern Bait & Switch
Special Programs: N/A

Summary

Consumer is very confused. He said a couple of months ago some guy came to his house stating he was from PG. Consumer signed up for the PG 'special program.' Consumer was given the CUB number by one of his neighbors and CEDA. I explained how the deregulated market works, but I think he is still somewhat confused. He wants to return to PG and states he never agreed to sign up with any other company. He is 50+ yrs old and is on a fixed income. Please waive exit fee.