

ATTACHMENT IV
PALMCO POWER NJ, LLC
AND
PALMCO ENERGY NJ, LLC

NEW JERSEY

Date Received	Identifier	Complaint Description	Resolution
2/17/2012	12W-0242	Customer claimed that he was promised a savings when he was enrolled. Customer requested cancellation of account.	Customer was reminded that he signed for a variable rate with no guarantee of savings. Palmco offered customer a courtesy credit which customer initially declined, but then accepted. Palmco cancelled account without penalty. Case was resolved and closed.
3/2/2012	12W-0274	Customer confused about bill received.	Informed customer about the breakdown of our billing charges and gave him the date that his account was scheduled to end. Case was resolved and closed.
3/12/2012	12V00002219	Customer claimed that account was switched to Palmco without her authorization.	Investigated her claim and terminated the rep who enrolled her account. Account was cancelled without penalty. Case was resolved and closed.
3/26/2012	12W-0423	Customer claimed she was experiencing difficulty in cancelling her account.	Prior to receiving the complaint, account was already put in for cancellation without penalty. Account was cancelled without penalty. Case was resolved and closed.
3/27/2012	12W-0426	Customer claimed that account was switched to Palmco without her authorization.	Investigated her claim and it was determined that the authorization was given by tenant who stated that she was customer of record. Account was cancelled without penalty. Case was resolved and closed.
3/28/2012	12W-0446	Customer claimed that account was switched to Palmco without her authorization.	Investigated her claim and terminated the rep who enrolled her account. Account was cancelled without penalty. Case was resolved and closed.
4/5/2012	12W-0473	Customer claimed that account was switched to Palmco without her authorization.	Investigated her claim and terminated the rep who enrolled her account. Account was cancelled without penalty. Case was resolved and closed.
4/10/2012	12V00003446	Customer claimed that account was switched to Palmco without proper authorization.	Investigated claim and customer agreed that the authorization was given by tenant who stated that he was authorized to make account decisions. Account was cancelled without penalty. Case was resolved and closed.
4/10/2012	12V00003470	Customer claimed that account was switched to Palmco without proper authorization.	A valid enrollment form was on file for this customer. Per customer request, we cancelled account without penalty. Case was resolved and closed.