

Complaints filed with NYPS
from incorporation through 9/2012.

Date/time complaint received	Case Number	Complaint	Date/time of response	Resolution
6/13/2011 10:14	155128	Elderly customer was solicited about her energy bill. Customer signed up because she thought it was her utility. Wants to cancel.	6/13/2011 11:01	Could not reach customer to resolve issues. Customer was cancelled immediately without fees or penalties.
8/19/2011 12:15	166728	<p>HIKO Energy started servicing him on 9/30/2010</p> <p>From 9/30/2010 – 6/05/2011 we had a billing error which caused him not to receive any bills for that time period. The total usage from 9/30 – 6/05 was 898 therm's at a price 0.7894 comes out to \$708.88</p> <p>The first bill he received was for time period 9/30 - 6/05 and included 6/6 – 7/5 which was for 38 therm's at 0.7989 which comes out to \$30.35. The totals were \$708.88 + \$30.35 + tax of \$33.27 = 772.51 Which was not paid. His next bill 7/06 – 8/04 was for 32 therm's at 0.7991 for totaled \$25.57. His new total \$772.51 + \$25.57 = 799.23. Mr Frankel paid the bill at that time</p> <p>He received one other bill for 8/05 – 8/30 for 25 therm's at 0.7992 for a total of \$19.98 not including tax</p> <p>Which was paid. Mr. Frankel wanted a full refund for all service.</p>	Tue 1/31/2012 4:20	<p>We had contacted the utility to set up a payment plan and after the utility agreed to it he declined the offer. we offered him a discount for the inconvenience that he went through, which he declined as well. Asked why he didn't call us when he saw no supply charges on his bill and he declined to answer. He kept reiterating that we made a mistake and he should get it for free. I explained to him that we did supply him gas for those months and he knew he wasn't being billed. I was willing to give him a nice discount and we got him on a payment plan and I didn't feel we would have to take a complete loss on his account.</p>

9/27/2011 15:36	175510	Customer has already cancelled with HIKO, just would like to report that the HIKO agents are misleading because they did not make it clear that they were an ESCO.	Mon 10/24/2011 9:44 AM	left a voicemail for the customer I am making sure that he will not be enrolled. We will take steps to ensure that the agents follow the script and correctly introduce themselves as HIKO representatives.
10/14/2011 13:17	178538	Customer is trying to contact HIKO to cancel but cannot get in touch with anyone.	Mon 11/14/2011 4:16 PM	The outcome of the conversation is we have put in a disconnect for the customer. I told the customer that we will doing research into her account and I would call her back to discuss The customer seemed to have been satisfied. We have lengthened the hours of our customer service agents so that customers can reach
10/21/2011 2:36	179730	Customer only signed up with HIKO for gas. Customer noticed by first bill that HIKO was also on his electric account. Tried to get it removed. Customer could not get in touch with HIKO.	10/24/2011 9:52	left the customer a message, I will be taking care of her issue right away. spoke to the customer early today again and she asked to stay with us with gas and asked us to stop sending her power. We have lengthened the hours of our customer service agents so that customers can reach our reps easily.
10/21/2011 10:07	179660	HIKO agent called and said he was calling from the customer's utility. Customer feels misled by the phone call and cancelled with HIKO.	Mon 10/24/2011 9:47 AM	spoke to the customer and took care of his concerns, informing him that we are taking steps to endure that the agents correctly introduce themselves.
10/24/2011 9:36	179814	Customer has no memory of signing up with HIKO. Wanted to cancel with HIKO but could not get through to anyone.	Mon 10/24/2011 9:55 AM	spoke to the customer and we will be removing her has a customer. We informed customer that there is a TPV of the enrollment. We have lengthened the hours of our customer service center.
10/24/2011 12:57	179922	Customer was harrassed by two HIKO agents who told her she needed to switch to HIKO because she had no supplier and she needed a supplier. Customer was not signed up but she feels misled.	Mon 10/24/2011 4:34 PM	spoke to the customer and resolved the issue. Put this customer on our internal Do Not Call List.

10/24/2011 14:12	179960	Customer was intimidated by HIKO agents who came to her door. They would not leave premises until she signed up. Contract was cancelled.	Mon 10/24/2011 4:35 PM	will make sure this customer is not with us. We are taking the necessary steps to ensure that our DTD agents are polite and follow their scripts.
10/25/2011 3:08	180258	Would like to cancel because rates are not cheaper like the agent promised. Rates are too high.	Tue 10/25/2011 5:08 PM	left a message for the customer and I will be sending them back to the utility
10/25/2011 11:30	180142	Customer signed up with HIKO but decided to cancel. Could not get in touch with HIKO to cancel.	Tue 10/25/2011 2:00	spoke with the customer and she decided to stay with us
11/1/2011 15:47	165369	Customer cannot get in touch with HIKO to cancel services.	Tue 11/1/2011 6:38 PM	left a voice mail for the customer and we will block the customer from our system. We have lengthened the hours of our customer service center so that customers can easily reach ur reps.
11/5/2011 9:41	181952	Elderly customer signed up because he thought it would be cheaper but wants to cancel without penalty.	Mon 11/7/2011 10:36 AM	called the customer and left a voicemail I will be canceling the customer from our service. I spoke to the customer and we will be removing him from our system without penalties or fees.
11/14/2011 2:53	182834	Customer feels misled because HIKO agent that contacted her was not clear that he was an ESCO.	Mon 11/14/2011 4:19 PM	tried calling the number below. It does not seem to be an real number. I will make sure that this customer doesn't get enrolled
11/14/2011 9:28	182712	Customer claims she never signed up with HIKO. Could not get in touch with HIKO to cancel.	Mon 11/14/2011 10:34 AM	I called the customer and left her a voice mail. Per the complaint we will be removing her from us
11/15/2011 12:52	182960	Customer signed up with HIKO because the HIKO agent made it seem like he was from her utility. Customer is very upset.	Tue 11/15/2011 2:58 PM	I spoke with the customer and we will be taking care of this
11/17/2011 1:33	166903	Was switched to HIKO without authorizing it. Wants HIKO to cancel her.	Thu 11/17/2011 2:47 PM	spoke to the customer and we will remove her from our service
11/17/2011 11:02	166861	Customer received call from HIKO and the agent said that since the customer is over 65, the NYS government agency will give discount.	Thu 11/17/2011 12:28 PM	I left a voicemail for the customer. I will make sure that he is not enrolled
11/17/2011 11:04	183222	Received call from HIKO. Rep said he was calling from the utility and it was not a sales call. Rep promised exclusive offers so customer gave her info. When customer realized it was HIKO, she cancelled.	Thu 11/17/2011 11:50 AM	I tried calling the customer the phone just kept ringing. Per the customer's request we will make sure she is not enrolled.

11/23/2011 3:54	184034	Customer feels HIKO tricked her into switching. Wants to cancel.	Wed 11/23/2011 5:29 PM	An associate spoke to the customer and it seems like she just changed her mind. We will make sure she doesn't enroll
11/25/2011 15:02	184142	HIKO appeared on customer's bill without any authorization.	Mon 11/28/2011 9:26 AM	left a voicemail for the customer, we will be sending him back to the utility
11/25/2011 15:29	184150	Received solicitation from HIKO. Customer does not want to switch to HIKO.	Mon 11/28/2011 9:33 AM	spoke with the customer. It seems like the customer changed her mind and called the utility already to stop the change. We will be putting a stop on our side as well. Put this customer on our DNC list.
12/2/2011 12:59	185282	HIKO agent came to customer's door and said they were taking over the customer's original ESCO. Customer called his ESCO and found that it was not true. Requested a cancellation on HIKO's enrollment.	Mon 12/5/2011 12:18 PM	spoke with the customer and resolved the issue
12/7/2011 11:50	186020	Received solicitation from HIKO. When customer started asking questions, rep hung up. Customer does not want to switch to HIKO.	Wed 12/7/2011 2:37 PM	spoke with the customer and worked it out
12/8/2011 10:59	167589	Wants to cancel his account with HIKO. Called in September to cancel but HIKO is still on bill.	Thu 12/8/2011 3:38 PM	spoke to the customer and I am helping her resolve her issue
12/9/2011 3:06	186446	Was signed up with HIKO in August. Cancelled within 30 days. HIKO didn't cancel her right away. Wants to be reimbursed for cancellation period.	Mon 12/12/2011 9:07 AM	Left the customer a message. We will make sure she is returned to the utility.
12/9/2011 11:00	186340	HIKO called customer and stated that they were calling from the utility. Customer feels misled and wants to cancel her account.	Fri 12/9/2011 11:13 AM	spoke to the customer and we will be removing her from our system
12/12/2011 9:04	186496	Solicited by HIKO. Was told that he was signing up for a discount program and not an ESCO. Signed up. Wants all enrollment to stop. Did not want to sign up with an ESCO.	Mon 12/12/2011 10:00 AM	called the customer and left a voicemail. I understand the issue and it has been resolved.
12/12/2011 11:30	186572	Customer was signed up without authorizing it. When HIKO called him, he said he was not interested.	Mon 12/12/2011 4:08 PM	spoke to this customer and we resolved the issue. He is already canceled in our system.

12/12/2011 11:45	186582	Customer signed up with HIKO after being promised a big discount. Was more expensive. Wants to go back to her utility. Wants fees and contract to be cancelled.	Mon 12/12/2011 4:17 PM	just spoke to this customer and resolved the issue. The customer is back on Con Edison's rates as she requested. No further measures need to be taken.
12/12/2011 15:06	186680	Customer was promised a discount on utility bill. HIKO's prices were higher and customer wants to be transferred back to her utility.	Mon 12/12/2011 4:53 PM	spoke to this customer and we resolved the issue
12/16/2011 13:58	187452	Was signed up to HIKO without any authorization. Customer is requesting a refund.	Mon 12/19/2011 12:25 PM	Listened to the sales recording for this customer and the customer clearly signs up with HIKO and authorizes it.
12/16/2011 14:36	187480	Customer was contacted by HIKO and was put through a TPV and she didn't understand what was going on. She tried to stop the enrollment but it went through anyways. Customer wants to be cancelled.	Tue 1/3/2012 2:47 PM	This customer was spoken to and we resolved the issue. Her account was canceled immediately.
12/19/2011 9:24	187540	Customer was signed up without authorization. Wants to be cancelled.	Tue 1/10/2012 2:59 PM	responded to the customer on 12/22/11 and since we had a recording of the sales call we resolved the issue right away, leaving the customer very happy.
12/20/2011 10:05	187762	Elderly customer was solicited 3 times. HIKO switched her. Wants their service and solicitation to stop.	Tue 12/20/2011 11:57 AM	spoke to the customer's contact and we resolved all issues. Put this customer on our DNC List.
12/22/2011 8:54	168009	Misled by HIKO rep. Was told that the sales call was from her utility.	Fri 1/20/2012 10:38 AM	This customer was spoken to on 12/22 and a response was sent to Staff. The person who put in the complaint and the account number are not in our system which would tell that they never became a customer.
12/27/2011 4:03	168165	Customer did not authorize a switch to HIKO. Wants service to be cancelled.	Tue 12/27/2011 4:37 PM	spoke to the customer and her account is canceled. We resolved the issue, it was a misunderstanding.
12/28/2011 11:54	183982	Wants service to be terminated and all charges to be waived because he did not order this service.	11/23/2011 13:40	spoke with the customer and we will be removing him from our service
12/30/2011 14:26	188986	Was promised a discount by someone who said they were calling from his utility but really was HIKO. Agreed to it, but then found out he had agreed to switch to HIKO and wants it to be cancelled.	Tue 1/3/2012 9:06 AM	Called customer twice to resolve issue. Customer is canceled in our system.

1/4/2012 11:10	210360	Customer received call from HIKO and does not want to be signed up with them.	Wed 1/4/2012 11:27 AM	spoke to the customer. He is not signed up with HIKO and he will not be signed with HIKO. All issues are resolved.
1/4/2012 16:03	210494	Customer's tenant signed up for customer. Customer did not want HIKO's service. Wants all charges removed.	Wed 1/4/2012 4:17 PM	Spoke to the customer and resolved the issue.
1/5/2012 11:42	210618	Two HIKO reps approached customer and offered savings. Was also called by HIKO reps. Was told that they were from her utility. Switched to HIKO but now feels cheated because there was no discount. Wants to be cancelled.	Fri 1/6/2012 9:39 AM	The customer is not signed up in our system. We will make sure she is not signed up in the future.
1/10/2012 3:48	211280	HIKO led customer to believe that they would save money if signed up with HIKO. Customer signed up but changed his mind so switched back to utility.	Wed 1/11/2012 10:13 AM	I reached out to the customer and we resolved the issue. There was no disputed amount.
1/11/2012 9:14	211330	Received solicitation from HIKO. Customer refused to sign up. Customer did not receive contract from HIKO but was signed up with them.	Wed 1/11/2012 1:12 PM	I spoke to this customer and we resolved all issues. There was no disputed amount.
1/12/2012 1:26	211574	Called by HIKO. Was promised a big discount. HIKO agent had all her info so customer thought it was her utility. Customer did not want to switch. Wants all solicitation to stop.	Thu 1/12/2012 2:06 PM	Customer is not signed up with HIKO and I put a block on her account so HIKO will not sign her up again.
1/12/2012 1:54	211584	Called by HIKO. When she realized it was an ESCO, she said she does not want to authorize a switch. Was switched anyways. Utility told customer to file a complaint against HIKO.	Thu 1/12/2012 2:26 PM	Spoke to customer. Resolved issue. No further actions necessary.
1/12/2012 2:41	210215	Wants HIKO to cancel his account.	Fri 1/13/2012 10:03 AM	Spoke to this customer and we resolved all issues.

1/12/2012 9:56	210185	HIKO called customer and promised a discount. Agent tried to get customer to switch to HIKO. Customer did not want to switch. Customer wants all contracts and fees cancelled. Customer feels misinformed	Thu 1/12/2012 1:52 PM	I spoke to the customer. She is not signed up with HIKO Energy. All issues are resolved.
1/12/2012 12:47	211560	Customer was called by HIKO. Did not mention anything about HIKO, just about a discount on electric bill. During TPV, agent mumbled something about HIKO. Customer asked what he said and agent was not clear. Customer blocked account with HIKO.	Thu 1/12/2012 2:09 PM	Customer is not signed up with HIKO. I put in a block on his account with HIKO so that he will not be solicited again.
1/12/2012 15:22	211626	Customer was solicited by his house. Was not given a contract. He said he was not interested. Received a letter that he was signed up with HIKO. Wants no further solicitation and does not want to be switched.	Fri 1/13/2012 10:00 AM	Spoke to this customer and we resolved all issues.
1/18/2012 3:14	212222	Customer was called by HIKO. Customer said she would like to get something in the mail first. She received a letter that she was already signed up. She could not get through to HIKO.	Wed 1/18/2012 4:25 PM	spoke to this customer. She says there is no problem, she just wanted to cancel HIKO. We canceled this customer. Regarding the 900 number, our customer service line is an 800 number that allows you to leave a voicemail after hours. This customer probably dialed the wrong number if it requested that she call a 900 number.
1/19/2012 2:12	212410	HIKO called him but were not clear that they were an ESCO. Customer wants to report misrepresentation.	Thu 1/19/2012 3:09 PM	had a very nice conversation with this gentleman. Everything has been worked out and is ok
1/23/2012 12:21	212574	Did not know HIKO was an ESCO. Signed up. Want to be cancelled.	Mon 1/23/2012 12:57 PM	spoke to the customer at length and I was able to clear up his confusion

2/1/2012 1:24	213954	Customer states she was contacted about a special rate for senior citizens and that the HIKO agent had all of her information. Customer was signed up. Customer tried to cancel but HIKO still keeps appearing on her bills.	Wed 2/1/2012 1:48 PM	I spoke to this customer and we resolved all issues. Listened to a sales recording of her call and we reproached the rep accordingly. Accrdng to TPV, Agent followed all the rules and represented himself correctly. No problems with TPV.
2/1/2012 10:08	213872	Customer is upset because he is getting calls from HIKO and they said they were from a utility. She requested that they stop calling. HIKO agents came to her senior citizen center and she told them to leave. She wants all solicitation to stop.	Thu 2/2/2012 11:52 AM	I called this customer multiple times to let her know that she will not be solicited anymore and to resolve all issues but she hangs up every time I call. All issues are resolved, as this customer was put on the "Do Not Call" list in all our call centers.
2/1/2012 13:53	213968	Customer switched because he thought it would be cheaper. Saw it was more expensive. Customr is upset that it took very long for his account to get cancelled.	Thu 2/2/2012 10:18 AM	An associate spoke to the customer and it seems like she just changed her mind. We will make sure she doesn't enroll
2/1/2012 14:54	213988	Customer thought that HIKO would save her money. When she saw her bill, it was much cheaper. Want to be switched back immediately.	Wed 2/1/2012 3:18 PM	Called customer. Canceled customer from our system
2/3/2012 3:39	214290	Customer thought the HIKO agent who called him was from his original ESCO. Does not want HIKO.	Mon 2/6/2012 10:07 AM	I cancelled this customer's account with HIKO and put him on our "Do Not Call" List so that he will not be solicited anymore.
2/7/2012 10:58	214540	HIKO's prices are too high. Wants to revert to utility.	Tue 2/7/2012 12:18	I checked our system. Her billing cycle with us ended almost 2 months ago (12/19/11) so she will not be receiving anymore bills from us. She is now back wither utility as she requested.
2/7/2012 12:34	214556	Got signed up without giving authorization.	Tue 2/7/2012 1:47	I listened to the sales recording of this customer's authorization. The HIKO representative states that the customer will be switching to HIKO and the customer agrees. We will cancel the customer as he requested.

2/8/2012 10:23	211059	Mentally disabled daughter signed up. Couldn't call HIKO because only spoke Spanish. Wants complete refund.	Fri 2/10/2012 11:54	Based on our review we have been compliant. However, in order to maintain good customer service, we have provided a refund. Our records show us that over the 7 months Zoila was enrolled with HIKO, she had bills totaling around \$270. We have compared our rates to her Utility's rates and we found that we were between \$10 and \$15 higher over that period of time. We have sent a \$15 check to Zoila as a gesture of customer service for the inconvenience she experienced with us.
2/13/2012 3:55	211215	Switched without authorization. Wants to cancel without termination fee.	2/14/2012 9:25	We have removed this customer from our service and returned her supply account back to Con Ed (her utility) with no cancellation fees as she requested.
2/13/2012 11:20	215100	Got signed up without authorizing. Wants to cancel.	2/13/2012 12:36	Cancelled this customer and I put her on the "Do Not Call list".
2/14/2012 10:13	215276	Did not want to sign up but was signed up anyways. Wants to cancel with no charges.	2/14/2012 1:17	Customer is cancelled from all service with us and will not be charged for anything, as per his request.
2/15/2012 9:25	215394	Cust wants to ensure she is not enrolled or charged any cancellation fees. Cust wants PSC to be aware of marketing..the agent clearly said he was calling from O&R.	2/15/2012 10:48	Customer's account with us was immediately cancelled without any termination fees. Listened to recording and the agent and the quality agent were both removed for lying to the customer that they were calling from O&R.
2/15/2012 11:18	215422	Cust. requests a refund to Con. Ed.'s rates because HIKO was too expensive.	2/15/2012 12:17	Customer's account was cancelled immediately. She did not understand that rates fluctuate, and that some months we are a little bit more expensive. There was no cancellation fee.
2/16/2012 11:55	215548	Was signed up to HIKO 2 times without authorization.	Fri 2/17/2012 11:06	There was only one submission for this customer - sold 1/2/12 and uploaded on 1/5/12. Sold both electric and gas. Its possible that the customer was called once and the verification did not pass quality assurance so she had to be called back to do a new verification but we did not submit this customer more than one time on 1/5/12.

2/23/2012 2:28	211569	Wants refund	2/23/2012 4:22	We have cancelled his account and we will send him a refund. Contacted him, no response.
2/23/2012 9:30	215990	Kid gave authorization. Parent wants TPV and cancellation.	2/23/2012 10:08	Customer's account was cancelled without any cancellation fees. Customer is switched back to his utility ant at the end of the billing cycle, this customer will only be charged for his utility's rates. Daughter said she had auth.
2/28/2012 4:21	211761	Sent letter	2/29/2012 16:11	The customer authorized the switch according to the recording. I spoke with our customer service center regarding the issue that this customer brought up. Here is their response: A. All Customer Answer Group agents are aware, without question, that Hiko's product is a variable rate product with no long-term contract. Early termination penalties and one year contracts would not have come from us. B. Cancellations are promised within 30-60 days. This cancellation was submitted on 2/13, significantly less that 30 days.
2/28/2012 4:21	211789	Problem they are experiencing : HIKO Energy contacted us offering lower rates on supplying gas & electric. When we received our February bill we were shocked by the increase. In talking to HIKO, they said the increase was due to the # of therms used and also we were told we had to call RG&E to be put on a budget. They offered to cancel the service, but we wanted to contact RG&E first. We want you to be aware that HIKO mislead us telling us that they were going to save us money over RG&E rates. When I contacted RG&E, we were told HIKO's rates were about twice as much as RG&E's rates, also, they do not do budgets for HIKO. We called HIKO back and cancelled the service.	2/29/2012 12:22	I just spoke to this customer. His account is cancelled. I explained to the customer that we do offer savings and that we do offer budget billing, he was just misinformed by his utility. All issues are resolved.

2/28/2012 4:21	211761		2/29/2012 10:44	<p>I spoke with our customer service center regarding the issue that this customer brought up. Here is their response:</p> <p>A. All Customer Answer Group agents are aware, without question, that Hiko's product is a variable rate product with no long-term contract. Early termination penalties and one year contracts would not have come from us.</p> <p>B. Cancellations are promised within 30-60 days. This cancellation was submitted on 2/13, significantly less than 30 days. We spoke to Jamilla. She clarified that it wasn't her who spoke with Mr/Ms Hedrick. In fact she doesn't come to work until 4pm. So "Verilla" is a name we can't reconcile. The name on our record shows that it was Christine Dickson (userid=NEON). Christine doesn't remember this call, but all agents are now, and always have been 100% clear that they aren't working with fixed rate products for Hiko. In fact, the final disposition was "CANCELLED" and the cancellation request was sent to Hiko.</p>
2/28/2012 12:32	211721	Misrepresentation of Identity	Thu 3/1/2012 3:51	<p>I attached the sales recording for this customer. The agent clearly represents himself as a HIKO representative. The only mention the agent made of her utility, was when he told her that it was part of the National Grid Customer's Choice Program. This agent followed all the rules and regulations of marketing.</p>

2/28/2012 12:32	211727	<p>This company told me that they worked for National Grid. After reiterating several times asking if they were part of National Grid they still insisted they were part of National Grid. Today I received notices of selecting them for my supply company. This is not true as I am already with Just Energy.</p>	Thu 3/1/2012 3:51	<p>The agent clearly represents himself as a HIKO representative. The only mention the agent made of her utility, was when he told her that it was part of the National Grid Customer's Choice Program. This agent followed all the rules and regulations of marketing. We have been compliant, there was no misrepresentation of identity.</p>
2/29/2012 2:44	216528	<p>Rates were too high, Customer is seeking this contract to be cancelled asap and all charges for early term be waived as customer feels savings he was promised he never received. Customer is also seeking to have his bills adjusted to concur with promised savings as he feels this has not happened.</p>	2/29/2012 3:07	<p>I further researched this customer's complaint regarding the promised discount from one of our sales agents. This customer did receive a discount. The reason why his charges were higher than usual for his February bill was because his the bill for January was rejected, so he was billed in February for the previous month as well.</p> <p>This complaint was already taken care of, however I wanted to follow up in regard to Complaint Code 3:602 and Complaint Code 1:607. Both of these complaints are negated, as we have found that he was given the 7% discount (over the year, if he would've stayed active with us) that the sales agent promised him. In response to Complaint Code 2:630, HIKO has no termination fees so that complaint is invalid as well.</p>

2/29/2012 11:29	211789	<p>Problem they are experiencing : HIKO Energy contacted us offering lower rates on supplying gas & electric. When we received our February bill we were shocked by the increase. In talking to HIKO, they said the increase was due to the # of therms used and also we were told we had to call RG&E to be put on a budget.</p> <p>They offered to cancel the service, but we wanted to contact RG&E first. We want you to be aware that HIKO mislead us telling us that they were going to save us money over RG&E rates. When I contacted RG&E, we were told HIKO's rates were about twice as much as RG&E's rates, also, they do not do budgets for HIKO. We called HIKO back and cancelled the service.</p>	2/29/2012 12:22	<p>I just spoke to this customer. His account is cancelled. I explained to the customer that we do offer savings and that we do offer budget billing, he was just misinformed by his utility.</p> <p>All issues are resolved.</p>
2/29/2012 11:47	214438 - Regulatory Complaint	<p>The customer states that they called three times to cancel the service within the first 3 days. The customer was also told that they could leave a message to cancel and it would be taken care of. The customer then got a letter from Con Ed stating he was going to be switched. He called Con Ed and asked for a block and was told that it was taken care of. The customer then got a letter welcoming him to HIKO. The customer called HIKO and was told don't worry it will be taken care of. Since that time he has been getting regular bills from Con Ed with HIKO charges. The customer states that they never cancelled the service and that he is still with HIKO for his supply.</p>	2/29/2012 12:36	<p>We have sent this customer a refund for \$102.24 I have a Third Party Verification recording in which the customer agrees to switch her account to HIKO. I attached the TPS recording.</p> <p>The customer was cancelled 2 months ago as he requested.</p>

3/2/2012 1:36	211931	She called NYSEG who said she will have to have Hiko put a stop hold on account and make adjustment. NYSEG was 5.7 vs ESCO 7.9 per the time. Customer would like amount adjust to that cost.	3/6/2012 9:21	I spoke to the customer and we came to an agreement that we would give her a refund for the difference of our rates and her utility's rates, since our rates were higher for the time that she was with us. We have sent her a refund for \$216.12. The customer is very satisfied with this resolution.
3/2/2012 16:06	216760	I initially asked the supervisor from Esco to honor my cancellation from the initial date i called to cancel which was on Nov 4, 2011. I had to called so many times and i was treated as if my complaints where not legitimate. I should not have to call so many times to cancel my agreement. I do hope calls are monitored because i am very unhappy with the outcome. which is 3 months of charges etc, etc.	3/5/2012 10:52	The agreement was cancelled over a month ago. I contacted the customer and I will send him a \$71.96 refund as he requested.
3/5/2012 2:16	216882	I was solicited by HIKO in November 2011 and they claimed I was going to save lots of money on my gas and electric bill. My first bill was over \$60 higher. On December 30,2011 I called and cancelled. I was told that the cancelation would be handeled immediately and I might recieve one more bill as the timing was in the middle of a billing cycle. I call Hiko March 5th after recieving my Feb. bill and I was still being charged the outragious Hiko rate. I spoke with Laurie Bradley of Hiko who said any problem was RG&E's. I called RG&E and Robin said they never recieved a cancellation from Hiko. I called back Hiko and they maintain this is RG&E's problem. I was also told that the cancellation policy	3/12/2012 4:19	Follow up on this case: we are working out with this customer's utility to see how much higher our rates were so that we can give him a refund. I am in contact with this customer and he is satisfied with our resolution.

3/5/2012 3:28	216908	Customer is calling psc today to advise that she was signed to an esco (hiko Energy) without her knowledge customer advises she currently has idt energy and RG&E as her utility she states she did not sign with Hiko and does not want them on her RG&E bill and wants whatever they started cancelled asap.	Tue 3/6/2012 12:39	We have a verification recording of this sales, however the customer did not fully understand that the rep was from HIKO. We have cancelled her account immediately with no charge, and I have made sure that the calling center deals appropriately with the rep who made this sale.
3/5/2012 4:15	212031	Rates are too high. Agent misrepresented himself. These are senior citizens.	Tue 3/6/2012 3:53 PM	I just spoke to this customer. It seems like this customer's utility already took care of the problem and this customer's account is already cancelled. I spoke to the utility again regarding this customer and they confirmed that the customer was just confused. The customer was confused between the utility and ESCO charges.
3/5/2012 8:25	211973	HIKO hand on to my account and not switching me back to Con Ed for about three months, since early December 2011. Disputed Amount: 40.00	3/5/2012 11:10	Customer is cancelled. I have contacted the customer and we will send the \$40 refund as he requested.
3/5/2012 14:16	216882	Tried to cancel multiple times with C.S. but it never went through. Wants \$431.38.	3/12/2012 4:19	we are working out with this customer's utility to see how much higher our rates were so that we can give him a refund. I am in contact with this customer and he is satisfied with our resolution.

3/6/2012 12:21	212049	<p>He did not agree to a switch. He called NYSEG to report thinks slam. He was told they got apod number for switch.</p> <p>He spoke with ESCO HIKO (Ms. doesn't have name /number now) to question and cancel it Jan. 2 it is for a vacant apartment. He activated account with NYSEG when someone moved out he found no savings also ESCO is 7.99 kilo and NYSEG commercial rate 6.31 cent per kilo watt hr. He was told it will take 30 day to switch back to NYSEG 3/2. Customer wants to report choice problem.</p>	3/7/2012 12:38	We have no record of this customer in all of our systems.
3/6/2012 12:52	217036	<p>Customer states that the company called her and customer only told them to send her information and that she would look into it. Customer was switched without consent. Customer's bill went up and now she is having a hard time paying her bill. Customer doesn't think that she should have to pay the higher cost, since she never agreed or signed up with the company.</p>	3/6/2012 14:17	<p>This customer's wife authorized the switch to HIKO. The bill is very high because this customer's usage was higher this month. This customer's gas bill was higher than usual because her January bill got rejected because of a problem with her utility so this was a bill for January and February combined.</p> <p>On 1/25/12 she was supposed to be billed for \$99.19 and it was rejected so the balance was brought forward to the next month. Her February bill was \$92.82, and with the balance forward from January, it is \$192.01. She was not overcharged.</p>
3/7/2012 1:11	217190	Diputing bill of \$15.71	3/7/2012 13:38	<p>This customer's account is no longer active. I have tried to contact her to agree on a refund amount, I am waiting for a call back. We charged her \$15.71 and if she would like a refund for that amount, we will give that to her.</p>
3/7/2012 1:35	212113	<p>called Hiko last month to get charges removed and to switch back, she was told it would be done. Customer has received new bill with HIKO still on it. I advised it takes a couple of billing cycles to get ESCO removed and for any credit to be seen. Customer understands but is still upset that they enrolled her without her permission.</p>	Wed 3/7/2012 1:43	<p>This customer's last billing cycle with us was on 03/02/12. The bill she issued her complaint about was the last bill from us, and it was within the 30-60 day cancellation period.</p>

3/7/2012 10:19	211931 - Regulatory Complaint	Inaccurate Bill, No Savings Realized, Questionable Marketing Practices	3/6/2012 9:21	I spoke to the customer and we came to an agreement that we would give her a refund for the difference of our rates and her utility's rates, since our rates were higher for the time that she was with us. We have sent her a refund for \$216.12. The customer is very satisfied with this resolution.
3/8/2012 10:12	212153	Hiko Energy llc has taken over my account without my permission. I phoned Con Ed to see why my bill was so and they told me that Hiko was on since December and that they are charging me more money than CON Ed would have.	3/9/2012 9:59	We have sent this customer a refund for \$35 as she requested.
3/9/2012 8:58	212209	Customer says he was called in Nov (didn't get name of rep.) Hiko offer 7-10 % less then he was paying at present time he would get savings from RG&E. for both gas and electric. ESCO was on Jan bill it was more then before. He wants to report misleading marketing, no savings realized, confirm cancellation of ESCO asap. Have billing adjusted to utility cost.	3/9/2012 9:54	I cancelled this customer's account but it will take up to 30 days for the account to transfer back to his utility. I have put in a complain to our call center regarding this customer's complaint that the agent was misleading about our savings.

3/13/2012 11:13	212391 - Regulatory Complaint	Customer feels he was misled by Hiko Energy. He received a call from Hiiko in Dec. The rep. offered lower rate than RG & E. Said he will save 10% a year, Dec 16 they switched electric then Feb. He got double bill with gas supplier Hiko bill was higher than before.	3/13/2012 12:48	I just spoke to this customer. He has been cancelled right when he requested, and his billing cycle ends within the 30-60 day period that we promise it will take to cancel. (He requested a cancellation on 02/27/12 and his billing cycle ends 04/17/12). I tried to explain to him that rates fluctuate, and that he was with us when his utility was the lowest and we were the highest, and our rates do go much lower, but he wants to stay with his utility. The customer is requesting a refund for the 2 months that he was with us. I am going to give the difference between our charges and his utility's charges.
3/14/2012 11:16	212483	Customer feels he is paying extra and more than he should be paying and feels this was not advised to him when esco called and he accepted the service.	3/22/2012 1:38	I cancelled this customer immediately, but it will take 30-60 days for the billing cycle to end. This customer is stating that there were no savings realized (Complaint Code 1:607), however our sales agents promise the discount over a period of 12 months. If this customer was only active with us for 2 months, he won't see that discount. In response to his complaint that he is dissatisfied with the Terms and Conditions of the Sales Agreement (Complaint Code 2:620), the billing problem that occurred in January was a problem with the utility. We do not affect customers' billing processes. The only difference to the customer, is that the supply charges and delivery charges are separated. This was explained to the customer on the sales call. I received a recording of this sales. The agent pitched up to 7% savings over the course of 12 months. The agent did not misrepresent the offer or promise any specific savings.

<u>Date</u>	<u>Case #</u>	<u>Customer's Issue or Complaint</u>	<u>Date of Resolution</u>	<u>Resolution</u>
3/16/2012	212687	Cust. requested cancellation and wants all fees removed.	3/22/2012	Did not begin service yet so per HIKO's policy, no fees were charged.
3/20/2012	213968	Wants a refund because his account was not immediately cancelled.	3/26/2012	We cancelled his account immediately and it was dropped within 2 billing cycles.
3/21/2012	218200	Cust. was not billed for several months and received one big bill.	3/22/2012	We cancelled the account immediately without charges or penalties. In an effort to make the customer happy, we sent a \$100 gift card. This customer was not billed due to an error on our part, as well as the utility's part. This error has been fixed as of the end of April.
3/22/2012	212483	Did not see savings on his bills.	3/22/2012	Customer was cancelled immediately without any fees or penalties. Customers usually see savings over a 12 month period and these savings are not guaranteed. HIKO makes a big effort to give customers 7-10% off.
3/22/2012	218020	Cust. claims the agent had personal information and wants to cancel.	3/22/2012	Our agents do not have any access to customers' personal information. We sent a \$100 gift card to make the customer happy. The customer was not satisfied with this so a \$100 refund was sent.
3/22/2012	212955	Questionable Marketing Practices	3/22/2012	This was not a sale. We escalated this complaint with our marketers to review the agents and take the necessary actions with the agent who made this call.
3/22/2012	212855	ESCO Slamming, Questionable Marketing Practices	3/22/2012	Customer was immediately cancelled without any fees or penalties. According to the TPV recording, the customer identified herself as Karen Wesselhoeft and authorized the switch to HIKO. The agent followed the script and correctly represented HIKO.

3/23/2012	213025	Wanted to Cancel without any Fees or penalties.	3/26/2012	Cancelled immediately without any fees or penalties.
3/23/2012	213039	Received a bill from HIKO after she cancelled.	3/26/2012	Customer was cancelled. We sent a \$50 Refund because we feel that she was not cancelled quick enough.
3/28/2012	216882	Wants a refund because he was not cancelled immediately.	3/29/2012	Customer was cancelled. We sent a \$100 Refund because we feel that he was not cancelled quick enough.
3/28/2012	218612	Wants a Refund because rates were too high.	3/28/2012	Customer was cancelled immediately. We do not guarantee savings. To maintain good customer service, we sent a \$50 refund.
3/28/2012	213347	Would like HIKO marketers to stop calling him.	3/28/2012	We have sent this to all of our marketers to put on HIKO's internal Do Not Call list.
3/29/2012	213413	Questionable Marketing Practices	4/20/2012	No sale was processed.
3/29/2012	213449	Wants refund on overpayment because he did not want to enroll.	3/29/2012	This customer was enrolled through ConEd's Power Movement. We cancelled the account immediately without any fees or charges.
3/29/2012	213401	ESCO Slamming	3/29/2012	Mother enrolled and authorized the switch of her son's account.
3/30/2012	218766	Questionable Marketing Practices, agent lied about discount.	3/30/2012	Cancelled account without penalty or fee. We do not guarantee prices.
4/3/2012	213689	Questionable Marketing Practices		This was not a sale. This customer never became active with us.
4/4/2012	213767	ESCO Slamming	4/20/2012	This customer was with us for over a year. We are researching this complaint.
4/5/2012	219120	ESCO Slamming	4/5/2012	Cancelled immediately without penalty or fees. The account was enrolled by an individual who stated he was authorized to do so. He was this customer's boyfriend.
4/6/2012	213873	Wanted Budget Billing	4/9/2012	Utility Issue. Advised customer to discuss with her utility.

4/9/2012	213935	Questionable Marketing Practices	4/16/2012	After investigation, we found that the agent who made this sale did not follow our approved script. The agent was immediately removed from our program.
4/9/2012	218766	ESCO Slamming	4/3/2012	Wife authorized switch.
4/10/2012	211761	Wants Refund for expensive rates.	4/10/2012	Cancelled without penalties or fees. Explained that we do not guarantee our rates.
4/11/2012	219562	Wants rate adjustment to PSC's website rates.	4/16/2012	We cancelled this account immediately without any penalties or fees. The rates on the website fluctuate from month to month.
4/11/2012	219576	Wants \$520 for not being cancelled immediately.	4/16/2012	Customer was cancelled immediately and was dropped within the next billing cycle.
4/12/2012	219708	Received one bill for several months.	4/16/2012	Billing error. We have worked this issue out with the utility, she will pay the amount in installments.
4/12/2012	218020	Wants Refund. Did not want to switch.	4/12/2012	Customer was cancelled immediately. We have a TPV with customer authorizing the switch.
4/16/2012	214331	Dispute Charges of his \$600 bill.	4/16/2012	Enrolled through ConEd Power Move. We only billed him \$0.53 a month. The charges must be from his utility.
4/18/2012	219956	ESCO Slamming	4/18/2012	Wife authorized switch.
4/23/2012	218766	Did not see savings. Wants refund.	4/25/2012	Customer can cancel at any time without any fees or penalties. We do not guarantee savings.
4/23/2012	214839	Wants to cancel without fees. Stop	4/23/2012	Cancelled immediately without any fees or penalties. She This customer's account was cancelled without any penalties or fees. According to the Third Party Verification recording, this customer authorized the switch to HIKO Energy on 09/16/2011 at 7:36 pm. The agent clearly followed the script and the customer stated that she authorizes HIKO Energy to enroll her account.
4/30/2012	215305	Wants to know how her account was enrolled and wants to cancel without fees.	5/2/2012	
4/30/2012	219576	Wants refund because bills were doubled.		

5/1/2012	215447	Agent lied and her account was switched without her wanting to.	5/16/2012	Clean TPV
5/3/2012	215607	Stop soliciting. Agent was dishonest.	5/3/2012	I alerted our call centers immediately about this and have stressed that they must listen to the calls that this agent made and take immediate action against him if he did not follow the script. Customer was put on DNC List. Customer was not enrolled with HIKO.
5/4/2012	215625	Alleged ESCO Slam.	5/4/2012	TPV was clean.
5/10/2012	216141	Alleged ESCO Slam. Wants immediate cancellation.	5/14/2012	TPV was clean. Processed a cancellation.
5/11/2012	221984	Was not cancelled within 60 days. Did not authorize switch.	5/14/2012	TPV was clean. Processed a cancellation. Reimbursing customer for period of time that she was not cancelled with us.
5/15/2012	216567	Alleged ESCO Slam. Wants all HIKO charges removed.	5/15/2012	TPV was clean. Accounts were already dropped, last billing cycle ends 5/18/12.
		Alleged ESCO Slam. Was not cancelled immediately.	5/16/2012	Out of courtesy we are giving this customer a \$50 refund. She was cancelled immediately, her last bill was for the billing cycle ending 12/01/2011.
5/16/2012	177448 216621	Wants to be put on DNC List and cancelled. Agent misrepresented himself.	5/16/2012	This customer never was enrolled with HIKO. I have put this customer on HIKO's internal Do Not Call List so he will not receive any more solicitation. Representative did not misrepresent himself to customer.
5/16/2012	222300	Was not cancelled immediately and received one big bill.	5/16/2012	We did not receive a cancellation request for this customer until 5/08/2012. She has been cancelled, her last billing cycle with HIKO ends 5/30/2012.
5/17/2012	221984	Escalated complaint to SRS.	5/17/2012	Informed PSC we will give refund for 4/29-5/15. Also informed PSC that TPV was clean.
5/17/2012	216775	Roommate enrolled her account.	5/17/2012	Refund of \$131 (rate comparison)
5/17/2012	216882	Unhappy with the \$100 refund that he received.	5/21/2012	I had my Supervisor talk to this customer and he accepted the \$100 to settle his claim.

5/18/2012	222486	No Savings Realized	5/21/2012 HIKO's savings are NOT guaranteed. I cancelled this customer's account without any penalties or fees.
5/19/2012	216865	No Savings Realized, Dissatisfied w/ Terms	5/21/2012 This customer was cancelled without penalties or fees. HIKO does not guarantee savings, however, I looked at this customer's account, and it seems that her bill was so high because her usage was almost triple what she used the previous month.
5/20/2012	216883	No Savings Realized, Difficulties In Returnin	5/21/2012 From a customer service standpoint we would like to make our customers happy, so a \$50 gift card will be sent to this customer. In regard to the claim that there were no savings realized, HIKO's charges were all under \$20.

June	13 QRS		
226516	QRS	6/28/2012	6/30/2012
Neighbor enrolled her account. Wants refund and to cancel. Cancelled account without penalty or fees and reimbursed customer.			
219487	QRS	6/27/2012	6/27/2012
Received misinformation. Requested TPV. Clena TPV.			
219473	QRS	6/27/2012	6/27/2012
High bill, unclear bill. One of our reps contacted customer to go through the bill with her.			
225802	QRS	6/22/2012	6/25/2012
Alleged ESCO Slam. Clean TPV on file.			
219043	QRS	6/19/2012	6/19/2012
Difficulty returning to Utility. Customer was cancelled immediately and reimbursed for her bills with HIKO.			
224724	QRS	6/12/2012	6/12/2012
No Savings Realized. According to the TPV, the agent clearly stated that we do no guarantee any discounts or rates.			
224624	QRS	6/11/2012	6/11/2012
Misleading Agent. Customer was not enrolled with HIKO. Alerted our representatives about this. Stressed the importance of clearly explaining the terms and conditions.			
218525	QRS	6/11/2012	6/11/2012
Misleading Agent. Customer was not enrolled with HIKO. Alerted our representatives about this. Stressed the importance of clearly explaining the terms and conditions.			
224560	QRS	6/11/2012	6/11/2012
Misleading Agent. Customer was not enrolled with HIKO. Alerted our representatives about this. Stressed the importance of clearly explaining the terms and conditions.			
218493	QRS	6/11/2012	6/13/2012
Alleged ESCO Slam. Clean TPV on file.			
224460	QRS	6/11/2012	6/11/2012
Misleading Agent. Customer was not enrolled with HIKO. Alerted our representatives about this. Stressed the importance of clearly explaining the terms and conditions.			
217917	QRS	6/4/2012	6/6/2012
Alleged ESCO Slam. Clean TPV on file.			
223648	QRS	6/1/2012	6/4/2012
Alleged ESCO Slam. Clean TPV on file.			

Case Number	Date Received	Date Resolved	Salesperson	Customer	Customer Acct. #	Customer Phone #	Status
JULY: 8 Complaints							
226958	7/2/2012	7/2/2012					
Customer claims that her account was slammed and that she had difficulty returning to her utility. Resolution: We have a clean TPV on file, in which the customer clearly agrees to switch to HIKO. The customer first called to cancel on 3/1/2012 and she was dropped on 3/21/2012. However, since the customer was clearly upset, we offered a \$60 refund out of courtesy.							
220429	7/11/2012	7/11/2012					
Customer felt misled by the HIKO agent and feels that the agent did not represent himself as a HIKO rep. Resolution: We have a clean TPV on file. According to the TPV, the agent clearly represented himself as a HIKO rep. This customer was cancelled immediately so he will not begin service with HIKO.							
228568	7/17/2012	7/18/2012					
Customer claims she cancelled in February and she is still active. According to our Customer Service Database, she called to cancel on 2/28/12. We processed another cancellation and did a rate comparison and reimbursed customer for all overcharges after 4/28.							
228972	7/18/2012	7/18/2012					
Customer called to cancel in March and his account is still active. We processed another cancellation today and we will reimburse customer for all overcharges after May. Resolution: Customer was dropped as of 7/18 and was reimbursed \$69.58.							
222113	7/24/2012	7/25/2012					
Gail Hack, on behalf of Surpass Chemical is claiming that HIKO slammed 6 accounts. Customer never became active with us. This agent was removed from our program. Our Quality Assurance department caught this account issue and stopped enrollment before it went through.							
229792	7/24/2012	7/24/2012					
Alleged ESCO Slam. TPV is clean. Customer was not happy with this resolution. Did a rate comparison and reimbursed \$203.15							
230494	7/30/2012	7/30/2012					
Alleged ESCO Slam. TPV is clean, was completed by the husband on August 30, 2011. Both accounts have already been cancelled.							
222655	7/30/2012	7/30/2012					
Alleged ESCO Slam. Resolution: We received an identical complaint on 12/19/2011 from this same customer. We already resolved this complaint. The original complaint was filed under Case# 187540. I responded to the PSC in regard to this complaint on 12/19, and on 1/10. We explained that we had a clean TPV, completed by the account holder.							
AUGUST: 5 Complaints							
231564	8/9/2012	8/9/2012					
Customer claims she enrolled with HIKO because she was promised 10% off and did not receive this discount. This customer enrolled with ConEd Power Move. Any issues with her terms of enrollment would have to be addressed with ConEd since she enrolled with HIKO through them.							

231596	8/9/2012	8/13/2012	
Customer enrolled with HIKO because he was told that if he didn't switch, his service would be cut off. Clean TPV on file. Account has been cancelled without cancellations fees or penalty.			
223313	8/9/2012	8/9/2012	
Customer's usage was much higher than usual. Customer would like this investigated. We explained to customer that NYSEG gives us the usage and we charge accordingly. If he has an issue with his usage, he must talk to his utility and they can re-read his meter.			
224105	8/22/2012	8/22/2012	
Customer does not want to be enrolled with HIKO, and he wants to make sure that any account he has is cancelled. This account was never active with HIKO. Customer's number was sent to call center managers to have his number removed from all call lists.			
224355	8/27/2012	9/4/2012	
Customer states that she never enrolled with HIKO. She would like to find out how her account was enrolled and have it cancelled. TPV was completed by her husband. The TPV on file is clean.			
SEPTEMBER			
233950/233952	9/5/2012	9/6/2012	
Customer states that she was didn't see savings so she wants a refund. TPV shows that this customer enrolled the account herself and the account has already been cancelled without penalty or fees. Out of courtesy we have offered the customer a \$50 refund which she was very satisfied with.			
225487	9/11/2012		
Customer states he did not save money with HIKO. He was promised savings and he did not save any money. Sent customer refund of \$175. Customer was very satisfied with this resolution.			

ISRAEL ORZEL

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iorzel@homeforadults.com • 845-357-7387

PROFESSIONAL EXPERIENCE

HIKO ENERGY, LLC CHAIRMAN

2009-PRESENT

Primary responsibilities are involvement in day to day operations for HIKO Energy, structuring new marketing strategies and financial responsibilities.

WHITEEAGLE PROPERTY GROUP, LLC PRESIDENT

2009-PRESENT

A multi-faceted real estate company that includes purchasing, operations, and management of real estate located in several states across the mid-west of the United States.

ADULT CARE MANAGEMENT OWNER/OPERATOR

1987-PRESENT

The company operates 7 assisted living facilities (Adult Care Facilities) in New York. As the owner/operator of these facilities, I am responsible for the full operation including management, financial, and compliance of these health facilities.

HARVEY KLEIN

12 College Road • Monsey, NY 10952
hklein@hikoenergy.com • 845-406-9100 x 11

PROFESSIONAL EXPERIENCE

HIKO ENERGY, LLC
CHIEF EXECUTIVE OFFICER

2009-PRESENT

Primary responsibilities are the financial and managerial aspects of the company. Mr. Klein also manages the day to day operations of the company.

BREAKING VENDING
OWNER

2008-PRESENT

A multi-faceted real estate company that includes purchasing, operations, and management of real estate located in several states across the mid-west of the United States.

WHITE EAGLE PROPERTY GROUP
PARTNER

2008-PRESENT

The company operates 7 assisted living facilities (Adult Care Facilities) in New York. As a partner, I am responsible for the financial and managerial aspects of the company.

KING VENTURES
OWNER

1997-PRESENT

King Ventures is a supplier of Premium incentive gifts & Promotional items for the Casino industry.

BRIAN GOTTESMAN

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bgottesman@hikoenergy.com • 845-406-9100 x 201

PROFESSIONAL EXPERIENCE

HIKO ENERGY, LLC

2009-PRESENT

DIRECTOR OF RISK MANAGEMENT

Brian's background in commodity trading and real estate is strongly suited for his role as HIKO Energy's primary energy trader. Understanding the unique nuances of the energy market requires attention to detail and dedication to purpose.

As the deregulated energy industry developed and spread in the last decade, Brian focused his attention on learning everything about the business, from strategies to historical trending, and best practices. Primary responsibility for trading, strategic buying and hedging, and commodity pricing, falls firmly on his able shoulders.

LAND TRACK TITLE

2007 – 2009

Financial and administration responsibilities, including profit and loss, sales, and collections.