

Sainsot, Claudia

Subject: FW: Njundu Sillah vs XOOM Energy Illinois, LLC (Docket 14-0180)

-----Original Message-----

From: Sainsot, Claudia
Sent: Tuesday, March 25, 2014 1:43 PM
To: 'Stephanie Kueffner'
Subject: RE: Njundu Sillah vs XOOM Energy Illinois, LLC (Docket 14-0180)

Please stop making ex parte communications with me.

-----Original Message-----

From: Stephanie Kueffner [<mailto:skueffner@xoomenergy.com>]
Sent: Tuesday, March 25, 2014 1:29 PM
To: Sainsot, Claudia
Subject: RE: Njundu Sillah vs XOOM Energy Illinois, LLC (Docket 14-0180)

Good afternoon.

I just left you a message but I wanted to let you know that XOOM is prepared to make Mr. Sillah whole in order to ensure that he didn't suffer any financial harm during the term he was with XOOM.

My investigation showed that the difference between what he paid XOOM and what he would have paid his utility was \$277.71. Also, he also owes XOOM \$184 for his last bill which we are willing to write off as a customer concession.

I offered Mr. Sillah \$600 and he declined saying he wanted \$1000 to include legal fees and pain and suffering damages.

We are committed to customer satisfaction and are really hoping we can reach a settlement in this case - but I am not aware of electricity suppliers having to pay for pain and suffering.

Please let me know if you have any suggestions to help us reach a reasonable settlement.

Again, I sincerely apologize for missing our meeting earlier today.

Thanks in advance for your assistance.

Stephanie Kueffner