

REDACTED

ATTACHMENT E

Summary of Lawsuits and Formal Complaints

AEP Energy, Inc. has over 12 years of experience supplying electricity to customers in 7 states and over 3 months experience supplying natural gas to customers in Ohio. AEP Energy, Inc. has a low complaint rate because we work diligently and efficiently to resolve any customer issues that arise. We have responsive and timely internal and external call centers, focused on customer satisfaction and first-call resolution. AEP Energy, Inc. has a separate, dedicated compliance staff devoted to customer complaint resolution. In addition, AEP Energy has a separate Compliance and Quality Control team devoted to monitoring all sales channel activities to ensure on-going regulatory compliance monitoring and a commitment to customer satisfaction. We will continue to use these extensive resources to provide the same high quality of customer care to our Illinois natural gas customers.

LAWSUIT

Charvat v. AEP Energy, Inc., Case No. 1:14-cv-3121, United States District Court, Northern District of Illinois, Eastern Division – Alleged Violations of the Federal TCPA.

Resolution: Case still active

FORMAL COMPLAINTS

Illinois

Case number 14-0408, Peter Vicicondi: ETF Dispute
Resolution: August 1, 2014 Certificate of Commission Action GRANTING the Stipulation and Joint Motion to Dismiss with Prejudice, filed by AEP Energy, Inc. and Peter Vicicondi, A1 American Ins. on July 7, 2014.

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Ohio

Case number 13-1584-el-css, Samson Aregawe: Billing dispute
Resolution: August 28, 2013 Order GRANTING Parties' Joint Motion to Dismiss filed on August 12, 2013 and Dismissing the Complaint with Prejudice.

Case number 14-363-el-css, Sharlene Kyle: ETF dispute
Resolution: July 9, 2014 Order GRANTING Parties' Joint Motion to Dismiss filed on June 20, 2014 and Dismissing the Complaint with Prejudice and Closing the Record.

Pennsylvania

Case number C-2014-2411136, McCarthy Masonry & Concrete: Rate dispute
Resolution: April 8, 2014 Certification of Satisfaction filed by AEP Energy, Inc. stating the Complaint of McCarthy Masonry & Concrete, Inc. has been fully satisfied and Complainant has acknowledged to Respondent that it no longer wishes to pursue the complaint; Commission should treat the Complaint withdrawn.

Case number C-2014-2428967, Lower Providence Township Sewer Authority:
Renewal issue for some accounts
Resolution: July 18, 2014 Certificate of Satisfaction filed by AEP Energy, Inc. certifying that it has satisfied the Complaint and Complainant has acknowledged satisfaction to the Respondent.

Summary of Informal Complaints

Additionally, AEP Energy (f/k/a BlueStarEnergy Solutions ("BlueStar")) has been a licensed Alternative Retail Electric Supplier (ARES) since 2004 (See 04-0458). For over a decade, BlueStar and AEP Energy have been serving electric residential and small commercial customers in Illinois with only one (1) formal complaint filed, which was resolved pursuant to a settlement and Joint Motion to Dismiss granted by the Commission. Additionally, during this time there have been less than [REDACTED] informal complaints (AEP Energy is not required to provide information regarding its informal complaints as described under the AGS application instructions or applicable Commission Rules, but is doing so to assist the Commission with a more complete record) and all complaints were either resolved to the customers satisfaction, or AEP Energy determined, after careful

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review, that the customers terms and conditions along with applicable statutes and Commission Rules fully supported a different outcome.

As well, AEP Energy strives to provide excellent customer service and minimize complaints which is why the Company has a very low complaint ratio and has been recognized for its excellent customer care (and complaint resolution record) that includes AEP Energy receiving an A+ rating from the BBB.