



**Spark Energy, LLC
2015 Informal Complaints**

Agency	2015 Total
Attorney (Law Firm)	7
Attorney General	27
BBB	41
CUB	72
ICC	170
INTEGRYS GROUP	43
Grand Total	<u>360</u>

Customer Name	Date Received	Complaint #	Complaint Reason	Status	Response Comments	Date Responded	Agency
Patricia Novakowski	1/2/2015	2015-00014	AUTHORIZATION	Closed - No further Action Required	Customer submitted cancellation, but it failed. Will re-rate to utility rate. Account is still under review by ISTA and B&T.	1/16/2015	ICC
Janet Gervasio	1/2/2015	10364934	BILLING	Closed - No further Action Required	No re-rate granted. Welcome Letter was sent	1/12/2015	BBB
SANDRA HANLEY	1/5/2015	2015-00152	BILLING	Closed - No further Action Required	The renewal letter did not suggest Ms. Hanley would "save money by enjoying" a variable rate plan. Additionally, Ms. Hanley declined Spark's offer to re-rate her invoice alongside a new fixed rate plan. Per Ms. Hanley's request, Spark submitted a cancellation request for Ms. Hanley's account.	1/15/2015	ICC
SANDRA HANLEY	1/5/2015	2015-00154	BILLING	Closed - No further Action Required	The renewal letter did not imply a savings claim. Additionally, Ms. Hanley declined Spark's offer to re-rate her invoice alongside a new fixed rate plan. Per Ms. Hanley's request, Spark submitted a cancellation request for Ms. Hanley's account.	1/13/2015	ICC
HENRIETTA ADAMS	1/2/2015	N/A	CANCELLATION	Closed - No further Action Required	Confirmed that account has been cancelled	1/6/2015	INTEGRYS GROUP
FERDINAND PEDROZA	1/2/2015	N/A	BILLING	Closed - No further Action Required	This account was corrected on 01/02/2015 and a total of -15,340.58 was reversed. At that time Peoples and Spark should had been in Sync however on 01/07/2015 we received an OBW from utility for invoice 19596223 for 1,721.62 that has not yet been reversed in our system. This causes balances not to match again.**Invoice 12/5/2014 - 12/29/2014 \$1,721.62 was rejected because we missed the bill window. This charge will be added along with the final usage that should be received end of January.	1/14/2015	INTEGRYS GROUP
Elizabeth Mcmillan	1/7/2015	10370780	BILLING	Closed - No further Action Required	Cost Analysis will be processed	1/16/2015	BBB

Mary Lopez	1/7/2015 10370281	AUTHORIZATION	Closed - No further Action Required	Customer did not authorize enrollment. Re-rate will be submitted.	1/15/2015 BBB
JOHN SCHUNACHER	1/7/2015 N/A	CANCELLATION	Closed - No further Action Required	Dropped account since transaction has not been rcvd	1/7/2015 INTEGRYS GROUP
Regina Ejmont	1/8/2015 2015-00393	AUTHORIZATION	Closed - No further Action Required	NEED TO ADD AGENT TO LOG	1/16/2015 ICC
ARTHUR CARPENTER	1/8/2015 2015-00374	NOTIFICATION	Closed - No further Action Required	Will re-rate account.631.27	1/16/2015 ICC
NORMAN GURGEL	1/8/2015 2015-00337	CANCELLATION	Closed - No further Action Required	THIS COMPLAINT IS FOR BOTH ELECTRIC AND GAS- Cancellation Letter was sent	1/16/2015 ICC
PROVIDENCIA VILLEGAS	1/9/2015 2015-00434	CANCELLATION	Closed - No further Action Required	Confirmed that electric was cancelled and will not become effective. Natural gas account was not cancelled. Will re-rate usage.	1/19/2015 ICC
Melinda Melvin	1/12/2015 2014-00507	AUTHORIZATION	Closed - No further Action Required	Drop Rejected- Rerate granted	1/22/2015 ICC
Jaroslaw Rozmus	1/6/2015 2014-CONSC-00385618	BILLING	Closed - No further Action Required	Confirmed tha account was not renewed. Renewal notice was mailed out.	1/16/2015 Attorney General
Joanne Parks	1/15/2015 2015-00633	BILLING	Closed - No further Action Required	Confirmed usage was rcvd after cancellation date was rcvd. Will re-rate as a courtesy.	1/26/2015 ICC
Bobby Clark	1/15/2015 2015-00666	NOTIFICATION	Closed - No further Action Required	Credited Account \$207	1/29/2015 ICC
Vanessa Rogers	1/16/2015 2015-00701	AUTHORIZATION	Closed - No further Action Required	Confirmed valid enrollment. Charges valid	1/26/2015 ICC
GILBERTO ACEVEDO	1/20/2015 N/A	AUTHORIZATION	Closed - No further Action Required	Confirmed valid enrollment. Account was dropped prior to effective date.	1/20/2015 INTEGRYS GROUP
Gladys Sanchez	1/20/2015 N/A	AUTHORIZATION	Closed - No further Action Required	Located TPV and confirmed that Ms. Sanchez authorized the switch.	1/22/2015 INTEGRYS GROUP
LILLIAN JOINER	1/21/2015 N/A	CANCELLATION	Closed - No further Action Required	However will re-rate account since customer requested to cancel prior to effective date	1/21/2015 INTEGRYS GROUP
GERMAN VASQUEZ	1/22/2015 2015-00865	AUTHORIZATION	Closed - No further Action Required	No action required. Drop will be rcvd	1/30/2015 ICC
Daniel Renfro	1/22/2015 2015-00855	NOTIFICATION	Closed - No further Action Required	Confirmed that customer did not contact SE to cancel. SE received a TOS from utility. Charges are valid.	2/5/2015 ICC
Marie Ananacio	1/26/2015 2015-01001	NOTIFICATION	Closed - No further Action Required		2/5/2015 ICC
William Thill	1/26/2015 2015-01039	AUTHORIZATION	Closed - No further Action Required		2/5/2015 ICC
William Thill	1/26/2015 2015-01036	BILLING	Closed - No further Action Required		2/5/2015 ICC
Cheryl Wilson	1/26/2015 2015-01019	CANCELLATION	Closed - No further Action Required	Confirmed that customer usage increased.	ICC
Deana Enright	1/26/2015 2015-01013	CANCELLATION	Closed - No further Action Required	Confirmed that customer called in multiple times however only spoke once to an agent. Dropped account.	2/5/2015 ICC
Deana Enright	1/26/2015 201501011	CANCELLATION	Closed - No further Action Required	Confirmed that account has been dropped.	2/5/2015 ICC

Doris Kaps Fitzgerald Bramwell	1/26/2015 00222249 1/20/2015 N/A	BILLING SALES	Closed - No further Action Required Closed - No further Action Required	Confirmed valid enrollment. No adjustments due. Edwin drafted letter Proactive attempts were made. Renewal notice was mailed. No adjustments due	2/5/2015 CUB 1/30/2015 Attorney (Law Firm)
William Hayes	1/28/2015 2015-01142	NOTIFICATION	Closed - No further Action Required	Located an account for a different customer. Confirmed customer was slammed. Will re-rate account.	2/6/2015 ICC
Carmen Verzak	1/28/2015 00222320	AUTHORIZATION	Closed - No further Action Required	Credit applied to the account	2/6/2015 CUB
Christi Essig	1/28/2015 10419719	BILLING	Closed - No further Action Required		2/6/2015 BBB
Theodore Taks	1/28/2015 00222341	AUTHORIZATION	Closed - No further Action Required		2/6/2015 CUB
Karl Maerz	1/28/2015 00222340	BILLING	Closed - No further Action Required		2/6/2015 CUB
Tom and Elien Marschall	1/30/2015 36107535	BILLING	Closed - No further Action Required		2/13/2015 BBB
Janice Willbrandt	1/29/2015 2015-01224	AUTHORIZATION	Closed - No further Action Required		2/11/2015 ICC
Graciela Aleman	1/29/2015 2015-01219	AUTHORIZATION	Closed - No further Action Required		2/11/2015 ICC
GRACIELA ALEMAN	1/29/2015 2015-01217	AUTHORIZATION	Closed - No further Action Required		2/11/2015 ICC
Lisa Jenner	1/29/2015 2015-01207	CANCELLATION	Closed - No further Action Required		2/12/2015 ICC
Lawrence McCarthy	1/29/2015 00222356	AUTHORIZATION	Closed - No further Action Required		Re-Rate Granted- \$55.36
Sparky Rose	1/30/2015 2015-01241	SALES	Closed - No further Action Required	Unable to locate an enrollment. Agent was identified and received retraining. Confirmed that agents provided incorrect information to the customer which in returned caused a complaint. We have rerated the customer from 09/30/2014-01/22/2015 and will re-rate final invoice once the account final bills	2/9/2015 ICC ICC
LAUREN WILLIAMS THEODORE TAKS	2/2/2015 2015-01296 2/2/2015 2015-01306	CANCELLATION SALES	Closed - No further Action Required Closed - No further Action Required		2/11/2015 ICC ICC
Josephine Silva	2/3/2015 2015-01392	CANCELLATION	Closed - No further Action Required	Confirmed valid enrollment. Hoever will re-rate electric account since it was not dropped.	2/13/2015 ICC
DORIS GOODRICH	2/2/2015 2015-01345	AUTHORIZATION	Closed - No further Action Required	Confirmed valid enrollment. As a courtesy customer was offered an adjustment and will only pay \$206.00	2/12/2015 ICC
Gabriel Martinez Muhammed Habib	2/4/2015 201501425 2/4/2015 2015-01417	SALES CANCELLATION	Closed - No further Action Required Closed - No further Action Required	Confirmed valid enrollment. Account has already been cancelled.	2/13/2015 ICC 2/18/2015 ICC
Khishigaikhan Batsaikhan ALBERT ANDERSON KIM SOMMER	2/4/2015 00222457 2/4/2015 2015-01451 2/4/2015 2015-01457	AUTHORIZATION AUTHORIZATION CANCELLATION	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	TPV was located. Enrollmen and charges are valid.	2/13/2015 CUB 2/18/2015 ICC 4/6/2015 ICC

					Confirmed that gas enrollment was cancelled, as for the electric the drop was rejected. Resubmitted the drop on the account.	
					Monitor account to see if electric will become active. If it does we will have to re-rate.	
Willie Dukes	2/4/2015 2015-01458	AUTHORIZATION	Closed - No further Action Required	Re-rate is \$3.74		ICC
MARCY SARTORI	2/5/2015 2015-01473	NOTIFICATION	Closed - No further Action Required	Proactive attempt was made. No adjustments due.		2/19/2015 ICC
GABRIEL FLORES	2/5/2015 00222510	BILLING	Closed - No further Action Required	Proactive attempt was done on the account. No adjustments due.		2/13/2015 CUB
Jesse F Callicott	2/5/2015 2015-01516	CANCELLATION	Closed - No further Action Required			2/19/2015 ICC
Phillip Luu	2/6/2015 10433964	SALES	Closed - No further Action Required			2/13/2015 BBB
ROLAND SERSHON	2/6/2015 00222222	NOTIFICATION	Closed - No further Action Required	Confirmed valid enrollment. Welcome Letter and Renewal notice were sent to the customer.		2/20/2015 CUB
Alejandro Mujica	2/6/2015 2015-01555	AUTHORIZATION	Closed - No further Action Required			2/20/2015 ICC
Jaime Chavez	2/9/2015 201501564	CANCELLATION	Closed - No further Action Required			2/24/2015 ICC
jaime Chavez	2/9/2015 00222601	CANCELLATION	Closed - No further Action Required			2/24/2015 CUB
BRIAN ELLIOTT	2/9/2015 2015-01597	AUTHORIZATION	Closed - No further Action Required	Confirmed valid enrollment. No adjustments due		2/23/2015 ICC
German Vasquez	2/10/2015	BILLING	Closed - No further Action Required	Agreed to settle for \$270.00. Account will be adjusted.		Attorney (Law Firm)
Hernaldo Bustos	2/10/2015 2014-CONSC-00389660	AUTHORIZATION	Closed - No further Action Required	Confirmed valid TPV. No adjustments due.		2/20/2015 Attorney General
RICHARD SMREKAR	2/10/2015 2015-01651	NOTIFICATION	Closed - No further Action Required			2/25/2015 ICC
Fowsia Nur	2/10/2015 2015-01666	CANCELLATION	Closed - No further Action Required	Account was not dropped as requested		
				Re-Rate amount \$17.32		2/24/2015 ICC
Sergio Flores	2/11/2015 2015-01682	AUTHORIZATION	Closed - No further Action Required	Confirmed that the rate is correct. Rate was changed from dollars to cents		2/25/2015 ICC
Abraham Delgado	2/13/2015 00222671	AUTHORIZATION	Closed - No further Action Required	Confirmed valid enrollments. No adjustments due		2/23/2015 CUB
Mary Scruggs	2/13/2015 00222578	NOTIFICATION	Closed - No further Action Required	Confirmed that Renewal notice was not sent out; however has been billed correctly based on the TOS.		2/23/2015 CUB
Ronal Krall	2/13/2015 00222782	NOTIFICATION	Closed - No further Action Required	Confirmed that customer was billed correctly. No adjustments needed.		2/23/2015 CUB
Daniel Cunningham	2/13/2015 10447397	NOTIFICATION	Closed - No further Action Required			2/27/2015 BBB
MICHAEL BOSTON	2/16/2015 10451360	AUTHORIZATION	Closed - No further Action Required	No action required. Was sent in as FYI only		2/16/2015 BBB

ERICA COHN	2/13/2015 2015-01768	CANCELLATION	Closed - No further Action Required	Confirmed that customer called in to cancel. Need to re-rate final usage only as we have already re-rated her from 09/03-02/04/2015	2/27/2015 ICC
KARINA HERRERA	2/18/2015 N/A	AUTHORIZATION	Closed - No further Action Required	Confirmed valid enrollment.	2/18/2015 INTEGRYS GROUP
Susan Nordstrand	2/19/2015 00222934	AUTHORIZATION	Closed - No further Action Required	Provided TPV	2/27/2015 CUB
JACK ISRAEL	2/19/2015 2015-01936	NOTIFICATION	Closed - No further Action Required	Customer enrolled in the Immediate Savings plan. No adjustments due.	3/5/2015 ICC
Kuma Naprapatahic Health Care	2/19/2015 2015-01943	NOTIFICATION	Closed - No further Action Required	Confirmed that renewal notice was not sent out to the customer. Re-Rate was offered.	3/5/2015 ICC
James Keck	2/19/2015 2015-01944	NOTIFICATION	Closed - No further Action Required	Confirmed that renewal notice was mailed out to customer. No adjustments are due.	3/5/2015 ICC
JAMES KECK	2/19/2015 2015-01945	NOTIFICATION	Closed - No further Action Required	\$173.13 Refund check	3/26/2015 ICC
Martin Burmistrz	2/20/2015 2015-01996	CANCELLATION	Closed - No further Action Required	Confirmed she has been placed on the DNS and DNC list.	3/10/2015 ICC
Joann Koss	2/24/2015 201502072	SALES	Closed - No further Action Required	Confirmed valid enrollment. No adjustments due.	3/5/2015 CUB
Brandi Reynolds	2/23/2015 00222991	AUTHORIZATION	Closed - No further Action Required	Confirmed that account has terminated. Spark will notify Peoples gas of the payment and will re-rate final bill.	3/12/2015 ICC
Nick Dongas	2/23/2015 201502040	BILLING	Closed - No further Action Required	Confirmed that customers account has been adjusted and has a \$0 balance. Customer will also get a \$25.00 gift card for the segementation adder that was added.	3/9/2015 ICC
Agustin Torres	2/23/2015 201502036	AUTHORIZATION	Closed - No further Action Required	There is NO NEED TO RESPOND to the BBB.	3/9/2015 ICC
Louise Patete	2/23/2015 201502024	SALES	Closed - No further Action Required	Confirmed charges are valid. No adjustments due.	3/9/2015 ICC
Berenda Fondren	2/21/2015 10458200	BILLING	Closed - No further Action Required	Placed on the DNC list.	3/6/2015 Attorney General
Jake Katz	3/2/2015 10468632	SALES	Closed - No further Action Required	Valid TPV	3/6/2015 Attorney General
JONGBEOM PARK	2/25/2015 2015-CONSC-00392835	NOTIFICATION	Closed - No further Action Required	Refund of \$333.84	3/6/2015 CUB
Kurt Malinski	2/25/2015 2015-CONSC-00391489	SALES	Closed - No further Action Required	\$150.00 gift card issued	3/9/2015 CUB
NORA DZIERWA	2/24/2015 00223024	AUTHORIZATION	Closed - No further Action Required	No adjustments warranted.	3/13/2015 ICC
Alberto Sandoval	2/26/2015 00223111	AUTHORIZATION	Closed - No further Action Required	Customer was billed correctly	3/20/2015 ICC
Miguel Ortiz	3/2/2015 201502338	AUTHORIZATION	Closed - No further Action Required	\$200.00 gift card	3/20/2015 CUB
Gary Clyde	3/5/2015 2010502462	NOTIFICATION	Closed - No further Action Required	Waive ETF	3/20/2015 CUB
LAURA FORTIN	3/6/2015 2015-02518	SALES	Closed - No further Action Required	Issued \$100.00 gift card	4/23/2015 BBB
MIGUEL GARCIA	3/6/2015 2015-02539	BILLING	Closed - No further Action Required		
PAMELA J STEPHENS	3/10/2015 00223391	CANCELLATION	Closed - No further Action Required		
Michael Lipitz	3/12/2015 10529171	BILLING	Closed - No further Action Required		

Samantha Miller Naomi Lewis	3/16/2015 00223576 3/17/2015 201502909	NOTIFICATION SALES	Closed - No further Action Required Closed - No further Action Required	No adjustments warranted due to Welcome Letter verbiage Re-Rate Amount \$313.22 Pending Re-Rate. Agent entered the wrong account number in the rescind queue \$100.00 gift card issued	3/26/2015 CUB 3/31/2015 ICC
Arline Hart Kimberley Mussman	3/18/2015 2015-02918 3/18/2015 2015-02940	AUTHORIZATION BILLING	Closed - No further Action Required Closed - No further Action Required		4/1/2015 ICC 4/1/2015 ICC
Dan Lavorini Amy Cunningham Martin Yoesle Emily Simmons Adam Moll	3/18/2015 2015-02942 3/18/2015 2015-02950 3/19/2015 00223640 3/19/2015 2015-02987 3/20/2015 2015-03008	BILLING SALES BILLING SALES NOTIFICATION	Closed - No further Action Required Closed - No further Action Required	Credit to be applied to next invoice Responsible for all charges RE-RATE final billing period Referred to Marketing	4/1/2015 ICC 4/1/2015 ICC 3/27/2015 CUB 4/2/2015 ICC 4/3/2015 ICC
Demetrius Armstrong	3/20/2015 201503022	BILLING	Closed - No further Action Required	\$100.00 gift card issued as a courtesy Confirmed valid enrollment. No adjustments warranted.	4/3/2015 ICC
Ana Diaz Veronica Leyva	3/20/2015 2015-03025 3/20/2015 2015-03041	AUTHORIZATION AUTHORIZATION	Closed - No further Action Required Closed - No further Action Required	waived ETF	4/3/2015 ICC 4/3/2015 ICC
MARTHA DUARTE Carol Lind	3/14/2015 N/A 3/17/2015 N/A	CANCELLATION BILLING	Closed - No further Action Required Closed - No further Action Required	Confirmed account was cancelled. Waiting on follow up from Integrlys. Confirmed that renewal notice was not sent out; however the TOS that were sent indicate indicate that if not renewed will flip to variable rate.	3/23/2015 INTEGRYS GROUP 3/31/2015 INTEGRYS GROUP
Terence Kolesar CANDACE RICHMOND	3/30/2015 2015-CONSC-00393774 3/30/2015 2015-CONSC-00389472	BILLING AUTHORIZATION	Closed - No further Action Required Closed - No further Action Required	Confirmed valid TPV. No adjustments are due Martha a credit of -56.64 has been applied to the account as part of the manual credit mentioned below. After the credit was applied to the ledger the customer ended up with a credit of -35.07. I have requested a refund check to be mailed out.	4/9/2015 Attorney General 4/9/2015 Attorney General
James Sarley Nora Flint	3/21/2015 N/A 3/23/2015 2015-03078	BILLING SALES	Closed - No further Action Required Closed - No further Action Required	Referred to Marketing Charges are valid- \$25.00 gift card issued	3/31/2015 INTEGRYS GROUP 4/6/2015 ICC
Abraham Delgado	3/24/2015 2015-03130	AUTHORIZATION	Closed - No further Action Required		4/7/2015 ICC
Sandra Laase	3/24/2015 2015-03143	CANCELLATION	Closed - No further Action Required	RE-Rate 11/26/2014-04/28/2015	4/7/2015 ICC
Arif Mohammad	3/24/2015 2015-03175	NOTIFICATION	Closed - No further Action Required	Re-Rate granted . Customer will decide if they want to renew Charges are valid- No TPV found because account is older than 2 years	4/7/2015 ICC
Judy Paciga Rosa Contreras	3/24/2015 00223768 3/25/2015 2015-03259	AUTHORIZATION BILLING	Closed - No further Action Required Closed - No further Action Required	Re-Rate	4/3/2015 CUB 4/8/2015 ICC

Arline Hart Orlando Moore	3/26/2015 00223854 3/26/2015 2015-03292	CANCELLATION SALES	Closed - No further Action Required Closed - No further Action Required	Pending Final Meter Reading \$150.00 gift card No action required as a cancellation will be received. Confirmed that issue has been resolved No action required.	4/1/2015 CUB 4/9/2015 ICC
DENNIS SOBOLEWSKI	3/27/2015 N/A	CANCELLATION	Closed - No further Action Required		3/27/2015 INTEGRYS GROUP
JAMES SAUNSTAIR FREDDY ORTIZ	3/27/2015 N/A 3/26/2015 N/A	BILLING CANCELLATION	Closed - No further Action Required Closed - No further Action Required		3/27/2015 INTEGRYS GROUP 3/26/2015 INTEGRYS GROUP
John Mueller John Culpit Miriam Paz	3/27/2015 00223897 3/27/2015 00223902 3/30/2015 2015-03459	NOTIFICATION SALES AUTHORIZATION	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	No further credits warranted- Dining Dollars accepted already Waive ETF of \$50.00 Charges are valid	4/6/2015 CUB 4/6/2015 CUB 4/13/2015 ICC
Davilla Gonzalez	3/27/2015	BILLING	Closed - No further Action Required	Confirmed missed billing windows Juan Quento authorized the switch to Spark Energy.	4/6/2015 INTEGRYS GROUP
ROBERTO PALAFOX	3/30/2015	AUTHORIZATION	Closed - No further Action Required		4/6/2015 INTEGRYS GROUP
DAVID KOPKOWSKI	4/1/2015 10557923	CANCELLATION	Closed - No further Action Required	Confirmed that customer called in to cancel. However the cancellation was rejected. Account has been dropped and customer will be re-rated.	4/10/2015 BBB
ALVIN GOLDSTEIN	4/1/2015 2015-03575	BILLING	Closed - No further Action Required	Confirmed that the enrollment call was purged. Unable to confirm who enrolled the account. Confirmed that agent failed to drop the account on 02/17. Will process a re-rate from 03/23/2015 to term date.	4/15/2015 ICC
German Sevilla JORGE MONTELONGO Javier Ochoa	4/1/2015 2015-03583 4/2/2015 N/A 4/2/2015 2015-03619	CANCELLATION CANCELLATION AUTHORIZATION	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	No action required. Confirmed valid TPV. Confirmed valid enrollment. As an act of good faith, offered to re-rate account.	4/15/2015 ICC 4/2/2015 INTEGRYS GROUP 4/20/2015 ICC
THELMA ORTON Ted Barwacz	4/2/2015 00224032 4/3/2015 10561316	AUTHORIZATION AUTHORIZATION	Closed - No further Action Required Closed - No further Action Required	Confirmed valid enrollment. Confirmed Spark missed the billing windows. Charges will be sent to Peoples.	4/13/2015 CUB 5/4/2015 BBB
Romeo Dizon	4/3/2015	BILLING	Closed - No further Action Required	Confirmed valid enrollment. However will re-rate 01/19/2015 to term date.	4/10/2015 INTEGRYS GROUP
Angelus Duros ANGELICA JACKSON	4/3/2015 00224109 4/6/2015 2015-03748	AUTHORIZATION CANCELLATION	Closed - No further Action Required Closed - No further Action Required	Valid TPV and Charges Confirmed valid enrollment for this customer.	4/13/2015 CUB 4/20/2015 ICC
Lydia Miller	4/7/2015 00223029	AUTHORIZATION	Closed - No further Action Required	Resolved through Jennifer. Credits offered no adjustment warranted	4/17/2015 CUB
Kim Mckay Jose Gonzalez Roberto Alvarez MARSHALL WALDO	4/7/2015 10566853 4/7/2015 2015-03854 4/8/2015 2015-CONSC-00396494 4/8/2015 00224210	BILLING NOTIFICATION AUTHORIZATION AUTHORIZATION	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required		4/17/2015 BBB 4/21/2015 ICC 4/21/2015 Attorney General 4/17/2015 CUB

Emily Bruhl	4/9/2015 2015-03940	BILLING	Closed - No further Action Required	Confirmed that this customer was impacted by the missed billing window. Customer is entitled to payment arrangements. No action required	4/27/2015 ICC	
HILDA ROMERO	4/10/2015 N/A	CANCELLATION	Closed - No further Action Required		4/10/2015 INTEGRYS GROUP	
Joe Ross	4/13/2015 00224287	NOTIFICATION	Closed - No further Action Required		4/23/2015 CUB	
Nick Simpson	4/14/2015 2015-04221	CANCELLATION	Closed - No further Action Required		4/27/2015 ICC	
Travistine Tiggs	4/14/2015 224319	AUTHORIZATION	Closed - No further Action Required	\$270.23 refund check Confirmed that the TPV validates the enrollment. No adjustments are warranted.	4/24/2015 CUB	
IREIEA TOBAR	4/15/2015 N/A	AUTHORIZATION	Closed - No further Action Required		4/16/2015 INTEGRYS GROUP	
AUDRA R KELLEY	4/21/2015 N/A	CANCELLATION	Closed - No further Action Required	Customer called in already and requested to cancel.	4/21/2015 INTEGRYS GROUP	
Christine Komperda	4/22/2015 10588470	BILLING	Closed - No further Action Required	OBW- Charges are accurate. Gift card offered for \$75.00.	4/30/2015 BBB	
MARIA AYALA	4/22/2015 N/A	AUTHORIZATION	Closed - No further Action Required	Valid enrollment. Noely Orozco authorized the switch.	4/24/2015 INTEGRYS GROUP	
SAYLA M BLACKWOOD	4/23/2015 2015-04724	BILLING	Closed - No further Action Required	Confirmed missed billing windows. Customer will contact Spark to make partial payments.	5/7/2015 ICC	
LINDA VAUGHN	4/23/2015 00224644	AUTHORIZATION	Closed - No further Action Required		Valid TPV	5/4/2015 CUB
William Thill	4/24/2015 2015-04796	BILLING	Closed - No further Action Required	Mr. Thill will wait to receive the letter	5/8/2015 ICC	
Kurt Sanders	4/27/2015 00224715	AUTHORIZATION	Closed - No further Action Required	Confirmed valid enrollment. Charges are valid. Customer was affected by the missed billing window.	5/7/2015 CUB	
Toccarra Stringfellow	4/27/2015 2015-04862	BILLING	Closed - No further Action Required	Confirmed valid enrollment. No adjustments required. Located TPV. Valid enrollment Dining dollars-waive ETF	5/11/2015 ICC	
MANOLO MORGAN	4/28/2015 N/A	AUTHORIZATION	Closed - No further Action Required		OBW Charges--Payment arrangements available	4/28/2015 INTEGRYS GROUP
Yesica Perdomo	4/28/2015 201504987	BILLING	Closed - No further Action Required		\$100.00 gift card	5/12/2015 ICC
Sheeneice Price	4/30/2015 10601946	CANCELLATION	Closed - No further Action Required	Valid TPV	5/8/2015 BBB	
Philip Bernstein	4/30/2015 2015-05104	AUTHORIZATION	Closed - No further Action Required		5/14/2015 ICC	
Eugenia Beltran	4/30/2015 2015-04622	AUTHORIZATION	Closed - No further Action Required			
Beth Puscheck	5/1/2015 10603604	Cancellations	Closed - No further Action Required	Customer called in to cancel. Agent failed to ask about the commodity since both are offered for this market. Re-Rate was processed.	5/11/2015 BBB	
Mary E Kolasinski	5/1/2015 00224878	Sales Tactics	Closed - No further Action Required	Confirmed valid enrollment. No statements were made stating she would save money. Renewal notice was mailed. No adjustments warranted at this time.	5/11/2015 CUB	
HANNAH KENNEDY	5/4/2015 2015-05259	Billing	Closed - No further Action Required		OBW ISSUE- Offered Re-rate should customer renew	5/18/2015 ICC
Francisco Penalzoa	5/5/2015 2015-05336	Sales Tactics	Closed - No further Action Required	No adjustment	5/19/2015 ICC	

Jacqueline Cortese Gladys Sanchez	5/5/2015 201505335 5/5/2015 201505300	Sales Tactics Sales Tactics	Closed - No further Action Required Closed - No further Action Required	Spark will re-rate the account back to the utility rate. this is not a valid enrollment since it was not the account holder that authorized it.	5/26/2015 ICC 5/19/2015 ICC
JOHN CZABAFI WESLEY PARKS	5/6/2015 2015-05355 5/6/2015 2015-05394	Billing Sales Tactics	Closed - No further Action Required Closed - No further Action Required	Confirmed that account was part of the missed billing window issue. Customer has been billed and was offered gift card. Waived ETF	5/20/2015 ICC 5/20/2015 ICC
LILIANNA ZUNO	5/7/2015 00225036	Sales Tactics	Closed - No further Action Required	Dropped BOTH accounts-Waived ETF Confirmed that the balance has been adjusted and there is a \$ balance on the account. Customer was satisfied.	5/15/2015 CUB
LESLIE GARON	5/8/2015 36110629	Billing	Closed - No further Action Required		5/15/2015 BBB
Kenneth Bosnyak	5/8/2015 225053	Notifications	Closed - No further Action Required	Further consideration of adjustment if customer provides cancellation number for march Confirmed valid enrollment. No adjustments warranted.	5/18/2015 CUB
MARIA MAZUR ROBERTO LUNA	5/8/2015 00224983 5/8/2015 00225059	Sales Tactics Billing	Closed - No further Action Required Closed - No further Action Required	Dropped account. Waive ETF Confirmed that customer was affected by OBW.	5/18/2015 CUB 5/18/2015 CUB
EMILY BRUHL	5/11/2015 00225063	Billing	Closed - No further Action Required		5/21/2015 CUB
TEWANDA PALMER	5/11/2015 00225066	Billing	Closed - No further Action Required	Customer was affected by OBW. Will have someone contact her back to set up payment arrangements on the balance. Confirmed he was affected by OBW. Payment arrangements will be offered	5/21/2015 CUB
BRADLEY KIRCHER Angela Moss Victoria Fuller LISA M BARBE	5/11/2015 00225087 5/12/2015 10619241 5/12/2015 521591 5/14/2015 00225253	Billing Billing Billing Billing	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	payment plan can be offered OBW	5/21/2015 CUB 5/22/2015 BBB 5/26/2015 ICC 5/22/2015 CUB
VICENTE MARTINEZ BALTASAR VASQUEZ	5/14/2015 2015-05810 5/14/2015 00225266	Billing Sales Tactics	Closed - No further Action Required Closed - No further Action Required	Confirmed valid enrollment. No adjustments warranted. OBW affected account. Customer declined any options made to him. TPV Valid	5/28/2015 ICC 5/22/2015 CUB
Remijio Sotelo	5/15/2015 00225242	Sales Tactics	Closed - No further Action Required	Confirmed this should have been deemed no sale due to language barrier. Re-rate has been processed for \$270.03. Customer was offered 3 months. We will update to 6 months, same amount of time we missed the billing windows	5/26/2015 CUB
KYLE BOUQUET	5/15/2015 2015-05868	Billing	Closed - No further Action Required		5/28/2015 ICC

Melissa Trujillo	5/15/2015 00225296	Sales Tactics	Closed - No further Action Required	Confirmed valid enrollment. Customer was billed accordingly to her agreed terms. Was affected by one month of OBW.	5/21/2015 CUB
James Wright	5/14/2015	Sales Tactics	Closed - No further Action Required	Unable to locate an enrollment	5/18/2015 INTEGRYS GROUP
Donna Clark	5/18/2015 00225343	Billing	Closed - No further Action Required	Confirmed customer was affected by the OBW. Payment arrangements have been set up. Confirmed valid enrollment. Customer was affected by OBW. Payment arrangements have been set up already.	5/28/2015 CUB
JULIANA PACHECO Melody Rivera	5/18/2015 00225345 5/19/2015 2015-06028	Billing Sales Tactics	Closed - No further Action Required Closed - No further Action Required	Valid TPV	5/28/2015 CUB 6/2/2015 ICC
Jaroslava Kuchman	5/19/2015 201506031	Billing	Closed - No further Action Required	Re-Rate the remaining months account was not under a contract in addition to 30%reduction	6/2/2015 ICC
Jo Hester	5/20/2015	Billing	Closed - No further Action Required	11/04/2014-03/05/2015. An adjustment has been posted to the account for (\$523.56) that will be sent out along with the next month's charges.	5/20/2015 INTEGRYS GROUP
Francisco Melendez	5/19/2015 00225402	Billing	Closed - No further Action Required	OBW	5/29/2015 CUB
Robin Manesky	5/20/2015 00225412	Cancellations	Closed - No further Action Required	No prior cancellation request	5/29/2015 CUB
Gabrielle Pikes	5/21/2015 00225120	Billing	Closed - No further Action Required	OBW	5/29/2015 CUB
Maria Moya	5/21/2015 2015-06141	Billing	Closed - No further Action Required	Re-Rate completed	6/4/2015 ICC
Stephan Pawowski	5/21/2015 2015-06188	Notifications	Closed - No further Action Required	OBW- RE-rate processed	6/10/2015 ICC
Barry Coats	5/27/2015 2015-06372	Cancellations	Closed - No further Action Required	Drop submitted	6/10/2015 ICC
Maria Gavara	5/27/2015 00225571	Billing	Closed - No further Action Required	no adjustment warranted OBW- Language Barrier for authorization	6/9/2015 CUB
GILBERTO HERNANDEZ ALICIA ESQUIVEL	5/27/2015 00225535 5/27/2015 2015-06385	Sales Tactics Sales Tactics	Closed - No further Action Required Closed - No further Action Required	Refund \$170.10 credits applied	6/9/2015 CUB 6/10/2015 ICC
THURMAN MORGAN	5/27/2015	Billing	Closed - No further Action Required	Sent to CSG to have someone contact the customer and go over the OBW. Breakdown will also be mailed to the customer.	6/2/2015 INTEGRYS GROUP
George Haines	5/28/2015 00225629	Billing	Closed - No further Action Required		6/5/2015 CUB
KIMBERLY MUSSMAN	5/29/2015 2015-CONS-00397068	Billing	Closed - No further Action Required	Customer was re-rated and a refund check request was submitted.	6/8/2015 Attorney General
STEFAN PAWLOWSKI	5/29/2015 2015-CONSC-00000111	Notifications	Closed - No further Action Required	OBW. Gift card was sent to customer.	6/19/2015 Attorney General
Mian Mohammed Sharif	5/28/2015 2015-06445	Billing	Closed - No further Action Required		6/16/2015 ICC
Dominick Suzanne Mayer	5/29/2015 10644799	Sales Tactics	Closed - No further Action Required	TPV Valid- Full Re-Rate granted	6/8/2015 BBB

ORALIA CASTANEDA	6/1/2015	Sales Tactics	Closed - No further Action Required	Confirmed valid enrollment. Customer was affected by OBW. Customer was NOT affected by OBW. No record of customer calling in to cancel.	6/4/2015 Attorney (Law Firm)
BRIDGETT DAVIS	6/2/2015 2015-06655	Cancellations	Closed - No further Action Required	Customer was affected by OBW. Customer has agreed to payment arrangements.	6/16/2015 ICC
PRESTON THOMAS	6/2/2015 2015-06668	Billing	Closed - No further Action Required	Confirmed customer was renewed and new rate took effect as it should have. No adjustments warranted.	6/19/2015 ICC
ANDREW SZLACHTA	6/3/2015 2015-CONSC-00397020	Notifications	Closed - No further Action Required	No adjustments needed	6/19/2015 Attorney (Law Firm)
BARB BLOOMINGBURG	6/3/2015 00225830	Products	Closed - No further Action Required	Placed on the DNK list.	6/12/2015 CUB
Ari S Nowacek	6/4/2015 10653165	Sales Tactics	Closed - No further Action Required		6/12/2015 BBB
Jones And Otto Neighborhood D	6/4/2015 225850	Billing	Closed - No further Action Required	Confirmed customer was not affected by OBW. Balance is due.	6/15/2015 CUB
Nancy Gardner	6/5/2015 2015-06795	Billing	Closed - No further Action Required	Confirmed customer was affected by OBW. Payment plan has already been set for this customer.	6/19/2015 ICC
Megan Cline	6/5/2015 00225541	Billing	Closed - No further Action Required	valid charges	6/15/2015 CUB
Yeva Fisher	6/8/2015 2015-06891 / 2015-06894	Cancellations	Closed - No further Action Required	Confirmed valid enrollment. No adjustments warranted. Customer agreed to variable pricing.	6/22/2015 ICC
Rosaura Islas	6/9/2015 2015-06933	Sales Tactics	Closed - No further Action Required	Confirmed valid enrollment. No adjustments are due.	6/23/2015 ICC
Jorge Maya	6/9/2015 10660105	Billing	Closed - No further Action Required	Confirmed customer was affected by the OBW. Payment plan has been set up already.	6/19/2015 BBB
Gerald Luptak	6/9/2015 2015-06950	Cancellations	Closed - No further Action Required	Spark continued to receive readings after cancellation response from Nicor	6/23/2015 ICC
BRAD THOMSON	6/9/2015 225951	Billing	Closed - No further Action Required	Confirmed customer was affected by OBW. Payment arrangement was already offered and she declined. OBW team will reach out again to the customer.	6/19/2015 CUB
Eulalia Bustos	6/9/2015 2015-06980	Billing	Closed - No further Action Required	Confirmed customer was affected by the OBW. Customer was already given 30% discount on the balance. Payment arrangement and re-rate will be processed 04/29-06/29/2015	6/23/2015 ICC
Laurel Foglia	6/15/2015 00226063	Billing	Closed - No further Action Required	Confirmed customer was affected by OBW for one bill. Also confirmed that B&T has corrected the double bill. No adjustments required.	6/25/2015 CUB
Haley Aynessazian	6/11/2015 10663613	Billing	Closed - No further Action Required		6/22/2015 BBB

CONSTANCE STEWART Johann Castillo	6/12/2015 00226017 6/18/2015	Cancellations Sales Tactics	Closed - No further Action Required Closed - No further Action Required	Confirmed account has been cancelled and was affected by OBW. Confirmed valid enrollment. Confirmed drop has been submitted.	6/22/2015 CUB 6/24/2015 INTEGRYS GROUP
Victor Fernandez	6/18/2015	Cancellations	Closed - No further Action Required	Confirmed customer was affected by OBW. Will offer payment arrangements and discount on balance.	6/24/2015 INTEGRYS GROUP
REFUGIO ROA	6/19/2015 2015-07439	Billing	Closed - No further Action Required		7/1/2015 ICC
SOL PACHECO	6/19/2015 2015-07442	Sales Tactics	Closed - No further Action Required	Confirmed someone other than account holder authorized the enrollment. Offered re-rate Spark will process a cost analysis once the account has been terminated and the final usage has been received Refund amount is 311.29	7/1/2015 ICC
JUAN COLON	6/22/2015 2015-07537	Sales Tactics	Closed - No further Action Required		7/6/2015 ICC
MIAN MOHAMMAD SHARIF GALINA VORONINA DAVID SANTOS	6/22/2015 2015-07565 6/23/2015 2015-07627 6/23/2015 2015-07639	Cancellations Billing Billing	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	Confirmed account has been dropped.	7/6/2015 ICC 7/7/2015 ICC 7/7/2015 ICC
BRYAN KVETON JOSE ANTONIO HERRERA	6/23/2015 10683191 6/26/2015	Billing Cancellations	Closed - No further Action Required Closed - No further Action Required	OBW- Will continue to offer reduction in balance and payment arrangements No action required	7/2/2015 BBB 6/26/2015 INTEGRYS GROUP
KAYLA ANDERSON ALEC EBERHARDT	6/25/2015 00226312 6/26/2015 10687348	Sales Tactics Billing	Closed - No further Action Required Closed - No further Action Required	Confirmed valid enrollment. Waive ETF as a courtesy. ETF will be waived	7/6/2015 CUB 7/6/2015 BBB
Thomas Murrin ROSE FURMANEK RAFAEL NUNEZ	6/29/2015 2015-07837 6/23/2015 6/23/2015	Sales Tactics Sales Tactics Sales Tactics	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	No enrollment located. Agents have been identified. Confirmed valid enrollment Confirmed valid enrollment.	7/10/2015 ICC 6/30/2015 INTEGRYS GROUP 6/30/2015 INTEGRYS GROUP
Reyna Rojas	6/30/2015 10692417	Sales Tactics	Closed - No further Action Required	Confirmed that account holder did not authorize the enrollment. Offered re-rate for entire period. Forwarded to Marketing.	7/9/2015 BBB
Hugo Mejia	6/30/2015 10693188	Sales Tactics	Closed - No further Action Required	Enrollment cancelled Confirmed valid enrollment. Customer did not request to cancel electric account. No adjustments are due	7/9/2015 BBB 7/10/2015 BBB
Simon Griffeth	6/30/2015 10693122	Sales Tactics	Closed - No further Action Required	Confirmed enrollment was cancelled Waived ETF. Confirmed valid enrollment	7/6/2015 INTEGRYS GROUP
JOSE ACOSTA	7/2/2015	Cancellations	Closed - No further Action Required	Marketing aware.	7/16/2015 ICC
DIANE MORRIS ALEXANDER Dave Hoover	7/7/2015 2015-08202 7/7/2015	Sales Tactics Sales Tactics	Closed - No further Action Required Closed - No further Action Required	Account was dropped 6/9- re-rate will be processed.	7/24/2015 Attorney (Law Firm)
Danielle Jackson	7/8/2015 2015-08289	Cancellations	Closed - No further Action Required	\$53.88 credit will be applied	7/22/2015 ICC

Account will be dropped 7/22

Julie Harding	7/8/2015	2015-08317	Cancellations	Closed - No further Action Required	re-rate	7/22/2015	ICC
Barbara Seawall	7/14/2015	10713560	Billing	Closed - No further Action Required	OBW	7/24/2015	BBB
Bhagwant Randhawa	7/13/2015	201508565	Sales Tactics	Closed - No further Action Required	Confirmed valid enrollment.	7/27/2015	ICC
Kofi Kwarteng	7/10/2015	2015-08495	Sales Tactics	Closed - No further Action Required	Drop Submitted. Confirmed valid enrollment.	7/23/2015	ICC
David Mccurdy	7/14/2015	2015-08625	Sales Tactics	Closed - No further Action Required	Sent to Marketing for review. Confirmed new letter was sent out.	7/28/2015	ICC
Israel Villafane	7/17/2015	201508824	Sales Tactics	Closed - No further Action Required	Confirmed valid enrollment. No mention of free electricity	7/30/2015	ICC
Ulisia Darby	7/17/2015	201508843	Cancellations	Closed - No further Action Required	Drop Submitted. No record of customer calling in to cancel prior to complaint being received.	7/30/2015	ICC
Rufus Mc Gee	7/20/2015	2015-08911	Billing	Closed - No further Action Required	OBW issue.	8/3/2015	ICC
Kurt Carlisle	7/21/2015	2015-09024	Sales Tactics	Closed - No further Action Required	Confirmed that multiple potential customers were sent solicitation when they were not supposed to have received it.	8/4/2015	ICC
IGNACIA GOMEZ	7/21/2015	00226860	Billing	Closed - No further Action Required		7/31/2015	CUB
Jody Arms	7/28/2015	10737270	Sales Tactics	Closed - No further Action Required	Drop Submitted	8/7/2015	BBB
Yanira Rivas	7/24/2015	201509270	Sales Tactics	Closed - No further Action Required	Unable to Locate Account	8/6/2015	ICC
Jody Arms	7/27/2015	201509371	Cancellations	Closed - No further Action Required	Drop Submitted. Customer was offered a discount on his balance.	8/6/2015	ICC
DENNIS BELOGORSKI	7/27/2015		Billing	Closed - No further Action Required	B&T has corrected the account balance.	8/4/2015	INTEGRYS GROUP
Tomas Reyes	7/21/2015	2015-CONSC-00005351	Billing	Closed - No further Action Required	OBW issue. Account has already terminated.	8/3/2015	Attorney General
DIANE MORRIS ALEXANDER	7/21/2015	2015-CONSC-00001374	Sales Tactics	Closed - No further Action Required	Confirmed valid enrollment. No adjustments are warranted.	7/29/2015	Attorney General
LUCINO AYALA	7/22/2015	2015-CONSC-00005347	Billing	Closed - No further Action Required	OBW issue	8/3/2015	Attorney General
ROBERTO RENDON	7/21/2015		Billing	Closed - No further Action Required	OBW issue	7/29/2015	Attorney General
David Wisz	7/28/2015	2015-09407	Billing	Closed - No further Action Required	Drop was submitted as requested.	8/11/2015	ICC
Mark Cooper	7/29/2015	201509465	Sales Tactics	Closed - No further Action Required	Drop Submitted.	8/12/2015	ICC
Eva Escutia	7/29/2015		Sales Tactics	Closed - No further Action Required	Confirmed valid enrollment.	7/30/2015	INTEGRYS GROUP
Jesus Lemus	7/28/2015	2015-CONSC-00000960	Sales Tactics	Closed - No further Action Required	Account has been dropped.	8/6/2015	Attorney General
FRANK KAWUCHA	8/3/2015	2015-09753	Sales Tactics	Closed - No further Action Required	The gas enrollment was cancelled and the electric account will be cancelled on 8/24/2015. Spark will process a re-rate.	8/14/2015	ICC
FRANK KAWUCHA	8/3/2015	00227180	Sales Tactics	Closed - No further Action Required	Re-Rate	8/13/2015	CUB
Attorney General	7/28/2015		Sales Tactics	Closed - No further Action Required	Edwin will set up meeting.	7/31/2015	Attorney General
HUGO MEJIA	8/3/2015	2015-CONSC-00006359	Sales Tactics	Closed - No further Action Required	Customer did not authorize the enrollment	8/4/2015	Attorney General
Nancy Gardner	8/3/2015	2015-CONSC-00005114	Billing	Closed - No further Action Required	OBW issue. Payment arrangements have been set up.	8/4/2015	Attorney General

SANDRA TREVINO	8/4/2015 10748406	Billing	Closed - No further Action Required	OBW issue.	8/14/2015 BBB
				Confirmed no adjustments are warranted. Electric account was renewed and customer agreed to MSF and ETF. As a courtesy it was waived. Gas account was dropped due to non payment.	
VANESSA TYLER ARTHUR NAJERA	7/31/2015 2015-09701 8/4/2015 00227245	Cancellations Sales Tactics	Closed - No further Action Required Closed - No further Action Required	Valid TPV Customer was not charged supply charges from Spark. Account has been dropped.	8/12/2015 ICC 8/14/2015 CUB
ROSEMARY REIS Christine Komperda Bernice Powe	8/3/2015 2015-CONSC-00005881 8/3/2015 2015-CONSC-00001497 8/3/2015 2015-CONSC-00005111	Billing Billing Billing	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	OBW OBW	8/13/2015 Attorney General 8/13/2015 Attorney General 8/13/2015 Attorney (Law Firm)
Lakeview Agency	8/6/2015 2015-09949	Billing	Closed - No further Action Required	Confirmed that payments have been reversed. Generated billing history and sent it to the customer. he will be responsible for all usage charges on the account.	8/27/2015 ICC
REYNALDO SANCHEZ Evelyn Ferrer FRANCIS STRULOVICH	8/6/2015 2015-09963 8/4/2015 2015-CONSC-00006522 8/5/2015 2015-CONSC-00004398	Sales Tactics Sales Tactics Billing	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	OBW issue.	8/20/2015 ICC 9/22/2015 Attorney General 8/17/2015 Attorney General
				Confirmed that refund check has been mailed out to the customer. They were disconnected due to credit not being sent to ComEd. Per B&T both payments were reversed and the balance on the account is correct.	
Basima Ghouleh	8/7/2015 2015-10020	Billing	Closed - No further Action Required		8/21/2015 ICC
Lakeview Agency ALEXIS ORTIZ	8/10/2015 8/10/2015 2015-10124	Billing Billing	Closed - No further Action Required Closed - No further Action Required	Forwarded to Marketing. Need additional information to identify the agent.	8/24/2015 INTEGRYS GROUP 8/24/2015 ICC
Mike Scott Belinda Neff	8/12/2015 10763035 8/13/2015 10765362	Sales Tactics Sales Tactics	Closed - No further Action Required Closed - No further Action Required	OBW OBW. ETF was waived and adjustment was applied to the account. Customer will only be responsible for \$150.00.	8/21/2015 BBB 8/21/2015 BBB
Ricardo Villegas	8/13/2015 10765756	Billing	Closed - No further Action Required	Confirmed valid enrollment. No adjustments warranted	8/21/2015 BBB
CALVIN UTLEY	8/14/2015 2015-10384	Sales Tactics	Closed - No further Action Required	Confirmed valid enrollment. No adjustments warranted	8/27/2015 ICC
CALVIN UTLEY Maranda Lofton	8/15/2015 10766685 8/19/2015 2015-10554	Sales Tactics Cancellations	Closed - No further Action Required Closed - No further Action Required	Drop Submitted	8/25/2015 BBB 8/31/2015 ICC
				Unable to locate the account	
Melinda Miller	8/19/2015 2015-10559	Billing	Closed - No further Action Required	Will have to contact customer to obtain additional information	8/31/2015 ICC
Donna Miller	8/25/2015 2015-10834	Billing	Closed - No further Action Required	Customer filed previous complainit with similar issue. OBW issue	9/14/2015 ICC

Lakeview Agency SCOTT FOSTER	8/27/2015 2015-10963 8/27/2015 10785827	Cancellations Billing	Closed - No further Action Required Closed - No further Action Required	Confirmed account was not dropped as requested. Customer was already re-rated. No additional adjustments are due. waived ETF	9/2/2015 ICC 9/3/2015 BBB
Marrie Herrick	8/28/2015 00228031	Notifications	Closed - No further Action Required	Confirmed customer was sent a renewal notice prior to contract expiring.	9/2/2015 CUB
SANDRA CHRISTIAN Patricia Allen AGUSTIN GONZALEZ	8/31/2015 2015-11093 9/3/2015 2015-11342 9/3/2015 00228202	Billing Billing Billing	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	Customer wants account cancelled- full balance is owed OBW	9/22/2015 ICC 9/17/2015 ICC 9/9/2015 CUB
ANTHONY CERRITO	9/3/2015 2015-11355	Cancellations	Closed - No further Action Required	adjustment is not warranted at this time. Mrs. Cerrito only requested to have her gas services cancelled and not her electric service Placed on DNK list as well as sent to marketing	9/10/2015 ICC
Paul Sorensen David Austin Dennis Vogel Rick Allegretti	9/8/2015 2015-11477 9/9/2015 2015-11505 9/10/2015 2015-CONSC-00008571 9/11/2015 201511664	Sales Tactics Collections Billing Billing	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	Refund Check will be sent out Confirmed account holder did not authorize the enrollment. Account will be re-rated. Dropped account	9/16/2015 ICC 9/30/2015 ICC 9/17/2015 Attorney General 9/23/2015 ICC
Maria Lopez LUCIANA ACOSTA	9/14/2015 9/9/2015	Sales Tactics Cancellations	Closed - No further Action Required Closed - No further Action Required	Spark believes that an adjustment is not warranted at this time. NO ACTION REQUIRED	9/15/2015 INTEGRYS GROUP 9/17/2015 Attorney (Law Firm)
DAVID TORRES ELOY RENTERIA LUIS BAILON	9/18/2015 2015-11952 9/19/2015 9/18/2015 2015-CONSC-00005604	Billing Cancellations Sales Tactics	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	NEED TO ADD Salinas Jasmin TO FINAL INTERACTION NO ACTION REQUIRED	9/28/2015 ICC 9/21/2015 INTEGRYS GROUP 9/23/2015 Attorney General
ADELA TOVALIN STEVEN REARDON	9/21/2015 2015-12023 9/21/2015	Sales Tactics Cancellations	Closed - No further Action Required Closed - No further Action Required	We'd like to confirm that Spark has placed Mr. Paul Sorensen's address of 1206 Simpson St. Evanston, IL 60201 onto to our "Do Not Solicit" list. Spark would like to also confirm that Ms. Arthur has not been switched from her current supplier Homefield Energy to Spark.	9/28/2015 ICC 9/21/2015 INTEGRYS GROUP
Elizabeth Arthur	9/25/2015 00228606	Sales Tactics	Closed - No further Action Required	Confirmed that the ETF has been waived.	10/2/2015 CUB
Carolyn Murphy Richard Carlson	9/25/2015 00228608 9/29/2015 00228670	Products Billing	Closed - No further Action Required Closed - No further Action Required	Confirmed this was an OBW customer. Needs to call in for payment arrangements and possible adjustments.	9/29/2015 CUB 9/30/2015 CUB
Julia Diego	9/30/2015 2015-CONSC-00010263	Billing	Closed - No further Action Required		9/30/2015 Attorney General

				Spark provided the cust w incorrect info stating the acct was cancelled on 8/3/15 when it had been reinstated . spark will do a cost analysis and if the charges are more then spark will refund the customer via check.	
Elisa Jacquinde	10/2/2015 5476391013	Cancellations	Closed - No further Action Required	refund for \$7.61 being sent to customer in form of a check. Per B&T re-rate complete and \$41.94 refund will be sent via check.	10/5/2015 CUB
MICHAEL QUIRK	10/6/2015 2015-12711	Cancellations	Closed - Awaiting Closure from Commission	Confirmed valid enrollment. No adjustments due.	10/9/2015 ICC
Diana Guillen	10/7/2015	Sales Tactics	Closed - No further Action Required	Re-Rate	10/7/2015 INTEGRYS GROUP
Maria Marquina	10/7/2015 2015-12828	Billing	Closed - No further Action Required	Drop Submitted	10/21/2015 ICC
Virgil Elson	10/8/2015 201512872	Cancellations	Closed - No further Action Required	Drop Submitted, submitted cost analysis. Per B&T: If rerate to the utility rate is completed on the account customer would owe. Did not process rerate due to utility rate is higher.	10/15/2015 ICC
Kristina Cruz	10/9/2015 201512933	Cancellations	Closed - Awaiting Closure from Commission	Agent failed to contact customer back.	10/14/2015 ICC
Diana Guillen	10/9/2015 2015-12954	Cancellations	Closed - No further Action Required	Rebuttal, a credit of \$181.80 was given once cost analysis was processed taking bill balance from \$1463.10 to \$1281.30. cust is responsible.	10/19/2015 ICC
Rhonda Thomas	10/12/2015 10854647	Billing	Closed - Awaiting Closure from Commission	re-rated account from 09/02 - 11/03	10/20/2015 BBB
Marie Albue	10/12/2015 00228904	Sales Tactics	Closed - No further Action Required	OBW customer.	10/15/2015 CUB
Evan Hunt	10/13/2015	Billing	Closed - No further Action Required		10/14/2015 INTEGRYS GROUP
Mary Scarboro	10/15/2015 201513239	Cancellations	Closed - Awaiting Closure from Commission	As it stands, Ms. Scarboro does not have an early termination fee on either account; however, she will be responsible for the supplier charges due to Spark until the cancellation is complete on the electric account.	10/16/2015 ICC
Nanette Borzewski	10/16/2015 00229069	Pricing	Closed - No further Action Required	Contacted Customer- No further questions	10/19/2015 CUB
Kristine Heyman	10/16/2015 2015-CONSC-00012500	Billing	Closed - No further Action Required	No adjustments warranted	10/29/2015 Attorney General

Carlos Aruma	10/22/2015 2015-12796	Billing	Closed - No further Action Required	OBW. Account is dropped as of May Valid charges	10/22/2015 ICC
Johnny Kuttab	10/21/2015 10870102	Billing	Closed - Awaiting Closure from Commission	Refunded \$50 eTF as customer moved and should not be charged, also advised cust balance is \$0 as	10/22/2015 BBB
Jesus Urbina	10/23/2015 2015-13618	Billing	Closed - No further Action Required	there was a billing error. no adjustments needed	10/28/2015 ICC
Marie Albue	10/23/2015 2015-13653	Sales Tactics	Closed - No further Action Required	Re-Rate will be processed	10/28/2015 ICC
Johnny Walker	10/23/2015 00229336	Pricing	Closed - No further Action Required	submitted drop and advised 1-2 billing cycles , advised due to move and phone systems no calls reflected due to limitations. no ETF associated w the acct but cust is responsible for the bill.	10/27/2015 CUB
Corinne Blum	10/27/2015 36116558	Billing	Closed - No further Action Required	gave 30% discount on 637.11 taking \$191.33 decreasing the bill to \$445.78 as cust consumed gas and is responsible. also advised spark does not determine cancellation date.	10/29/2015 BBB
Susan Lopez	10/27/2015 2015-13782	Pricing	Closed - No further Action Required	Customer confirms in the complaint that she opted for the month to month variable rate. No adjustments are warranted.	10/29/2015 ICC
Saul Solis	10/29/2015	Billing	Closed - No further Action Required	Confirmed he is OBW affected. accts are cancelled and ETF has been waived.	10/29/2015 INTEGRYS GROUP
Maria Leonardi	10/28/2015 2015-CONSC-00011780	Billing	Closed - Awaiting Closure from Commission	Drop Submitted	10/29/2015 Attorney General
Rose Henry	11/3/2015 2015-14054	Billing	Closed - No further Action Required	ETF will be removed Sent to B&T and they confirmed payments were not posted. Account now shows a zero balance.	11/3/2015 ICC
Megan Cline	10/29/2015	Billing	Closed - No further Action Required	cancellation pending 11-24-15, acct was enrolled under a dif name and address but w same meter numb. Spark will do a cost analysis to determine if a refund is due. submitted cost analysis request checking account for rerate 12/4/15	11/3/2015 INTEGRYS GROUP
Roy Bernard	11/5/2015	Cancellations	Closed - Awaiting Closure from Commission	Re-rate and refund \$134.98.	11/13/2015 CUB
Rose Neri	11/5/2015 10938948	Billing	Closed - No further Action Required	etf waived	11/10/2015 BBB

Phyllis Heckman	11/6/2015 2015-14246	Cancellations	Closed - Pending Termination Date	submitted gas cancellation and apologized for phone system upgrade as we are making improvements, also gave contact#, email address and hours of operation to cancel the electric acct. Mr. Zatar's account was terminated on 2/13/2015 as determined by the utility company. Spark believes that further adjustments are not warranted at this time and that Mr. Zatar was charged correctly per the terms agreed upon.	11/10/2015 ICC
Nedal Zatar	11/4/2015 2015-14152	Billing	Closed - No further Action Required		11/10/2015 ICC
Nedal Zatar	11/4/2015 00229578	Billing	Closed - No further Action Required	No further adjustments warranted	11/10/2015 CUB
Joyce Fijimoto	11/9/2015 2015-14382	Billing	Closed - No further Action Required	No adjustments warranted	11/10/2015 ICC
Kimball Anderson	11/13/2015 2015-14571	Transactions	Closed - No further Action Required	\$25.00 gift card Account holder did not authorize.	11/25/2015 ICC
Marie Lester	11/13/2015 2015-14584	Cancellations	Closed - Pending Re Rate	Re-Rated account	11/16/2015 ICC
Efrain Lopez	11/16/2015 2015-14614	Cancellations	Closed - No further Action Required	Drop Submitted	11/30/2015 ICC
				Once the final usage has been received, Spark will process a re-rate from 11/13/2015 to 1/21/2016. The reason we are only re-rating from 11/13 is because we have no record of the customer calling Spark to cancel prior to 11/2015. We did receive a drop from utility, however they cancelled that drop and reinstated the customer.	
Donald Kesman	11/16/2015 2015-14628	Cancellations	Closed - Pending Re Rate		11/30/2015 ICC
Phyllis Heckman	11/18/2015	Cancellations	Closed - No further Action Required	The cancellation of Spark was submitted on 11/6/2015 with an effective date from the utility of 11/30/2015. Ms. Heckman will solely be back with Comed on the date supplied above. Account Dropped	11/18/2015 ICC
Nat Zorach	11/30/2015 2015-15207	Sales Tactics	Closed - No further Action Required	Customer will be responsible for all usage charges Account is dropped	12/2/2015 ICC
Erika Wilson	12/1/2015 2015-CONSC-00014187	Billing	Closed - No further Action Required	Jonathan alexander-final interaction No action required. Sent in as an FYI only.	12/7/2015 Attorney General
Chandan Nayak	12/2/2015 36117609	Sales Tactics	Closed - No further Action Required		12/2/2015 BBB
Robert Steginski	12/8/2015	Sales Tactics	Open - Researching Complaint		ICC

Jesus Urbina
JOHN FAULKENBERRY

12/4/2015 N/A
12/9/2015

Billing
Sales Tactics

Closed - No further Action Required
Closed - No further Action Required

Sent to B&T for assistance.
Confirmed valid enrollment.

12/4/2015 INTEGRYS GROUP
12/10/2015 INTEGRYS GROUP



**Oasis Energy, LLC
2015 Informal Complaints**

Agency	2015 Total
ICC	3
Grand Total	3

Oasis Energy, LLC 2015 Illinois Informal Complaints

Customer Name	Date Received	Complaint #	Complaint Reason	Status	Response Comments	Date Responded	Agency
Louann Lawson	12/15/2015	2015-15817	Cancellation Request	Pending Response	Customer Cancellation Submitted	Due: 12/22/2015	ICC
Anna Vatsyuk	1/26/2015	2015-00959	Slamming Allegation	Closed - No further Action Required	Valid Enrollment and Charges	1/30/2015	ICC
Janice Kuzel	1/26/2015	2015-00708	Slamming Allegation	Closed - No further Action Required	Valid Enrollment and Charges	2/2/2015	ICC