

#	Sales Agent	Customer Name	Address	Enrollment Date	Complaint Date	Complaint	Clearview's Investigation
1	18KENT 1000071991			10/5/2016	11/16/2016	<p>Complaint reported to Unitil 10/7/16:</p> <p>Mr. [REDACTED] says he was approached by an agent and he is fearful that they enrolled him without his consent. He is elderly. The same complaint was made to Clearview – agent states that they work for Unitil. Clearview says they reviewed the enrollment and did not find any signs of misrepresentation.</p>	<p>Clearview has identified the sales agent who submitted Mr. [REDACTED]'s enrollment as [REDACTED] (ID# 1000071991). [REDACTED] is no longer active on Clearview's campaign; therefore, we are unable to obtain his statement related to this complaint.</p> <p>According to our records, Mr. [REDACTED] enrolled with Clearview on October 5, 2016. He selected a promotional variable rate product, and participated in a third-party verification (TPV) to authorize Clearview as his supplier. We have reviewed the TPV and did not find any signs of misrepresentation. In the TPV, the verifier correctly identified and described Clearview and Mr. [REDACTED]'s chosen product. The verifier also explained to Mr. [REDACTED] that Clearview is an independent licensed supplier in New Hampshire, and not affiliated with Unitil.</p> <p>On October 7, 2016, Mr. [REDACTED] contacted our Customer Service department and requested to cancel his account. Our representative processed a drop order, and the enrollment was immediately cancelled.</p> <p>Placed Mr. [REDACTED] on Clearview's internal Do Not Call/Solicit list.</p>
2	18K UNKNOWN	UNKNOWN UNKNOWN	[REDACTED], [REDACTED]	N/A	11/16/2016	<p>Complaint reported to Unitil 10/8/16:</p> <p>Customer complained that a man wearing a Unitil lanyard identified himself as a Unitil representative. He said the guy asked to see his electric bill, so he called to confirm whether this was a valid Unitil representative.</p>	<p>Clearview had several agents who were working in [REDACTED] in October 2016. However, none of our sales agents were wearing Unitil lanyards or any items with the Unitil name or logo. All agents are required to wear three pieces of uniform with the Clearview name on it, including our Clearview ID badge. The sales manager is adamant that the sales team is not claiming to be affiliated with Unitil in any way. In response to this complaint, the sales manager has coached the sales team to inform the consumer 3 to 5 times during their sales pitch that they are with Clearview.</p> <p>Placed address on Clearview's internal Do Not Call/Solicit list.</p>
3	18KENT 1000043400		[REDACTED], [REDACTED]	10/8/2016	11/16/2016	<p>Complaint reported to Unitil 10/8/16:</p> <p>Mr. [REDACTED] complained that a convincing Clearview man told him that the town of [REDACTED] had a town vote to vote them in as their electric company.</p>	<p>Clearview has identified the sales agent who submitted Mr. [REDACTED]'s enrollment as [REDACTED] (ID# 1000043400). [REDACTED] is no longer active on Clearview's campaign; therefore, we are unable to obtain his statement related to this complaint.</p> <p>According to our records, Mr. [REDACTED] enrolled with Clearview on October 8, 2016. He selected a promotional variable rate product, and completed a third-party verification (TPV) to authorize the change in his suppliers to Clearview. We have reviewed Mr. [REDACTED]'s TPV and did not find any signs of misrepresentation. In the TPV, the verifier correctly identified and described Clearview and Mr. [REDACTED]'s chosen product.</p> <p>On October 10, 2016, Mr. [REDACTED] contacted our Customer Service department and requested to cancel his account. Our representative processed a drop order, and the enrollment was immediately cancelled.</p> <p>Placed Mr. [REDACTED] on Clearview's internal Do Not Call/Solicit list.</p>

4	18K UNKNOWN	UNKNOWN UNKNOWN	UNKNOWN ADDRESS, NH	N/A	11/16/2016	<p>Complaint reported to Unitil 10/8/16:</p> <p>Customer called to complain about Clearview agent coming to her house on Unitil's behalf. She stated that the guy said Unitil gave authorization for Clearview to go through them as a supplier. She said that they are forcing people in her apartment building to sign up with Clearview. She is concerned about the elderly people in her building. She said the agent was taking photos of graphs on bills, but she did not feel he needed any of that information. No address or account information was obtained from this customer.</p>	<p>Clearview had several agents who made sales within apartment complexes in New Hampshire on October 8, 2016. However, we are unable to identify a specific agent without additional information. We have reviewed this complaint with each sales agent and manager who made sales within an apartment complex and they have all advised that they do not say they are knocking on Unitil's behalf. All agents are in Clearview uniform at all times, and have no reason to be taking photos of customer's bills. Being that this was a fairly new market, many customers were confused about deregulation and the concept of enrolling with a supplier, while keeping their utility. All agents mentioned will be retrained and the sales manager will go over their pitches with them to ensure that there is no confusion.</p>
5	18K 1000071991	[REDACTED]	[REDACTED]	10/11/2016	11/16/2016	<p>Complaint reported to Unitil 10/11/16:</p> <p>Per customer, agent said he was working for Unitil and asked for the customer's account number to ensure the account was in compliance with a new law that states they could not change their electric rates in the winter. Customer requested that his account number was changed after this encounter.</p>	<p>Clearview has identified the sales agent who submitted Mr. [REDACTED]'s enrollment as [REDACTED] (ID# 1000071991). [REDACTED] is no longer active on Clearview's campaign; therefore, we are unable to obtain his statement related to this complaint.</p> <p>According to our records, Mr. [REDACTED] enrolled with Clearview on October 11, 2016. Mr. [REDACTED] selected a promotional variable rate product, and completed a third-party verification to authorize the change in his suppliers. We have reviewed the TPV and did not find any signs of misrepresentation. In the TPV, the verifier correctly identified and described Clearview and Mr. [REDACTED]' chosen product. The verifier also informed Mr. [REDACTED] that Clearview is an independent licensed supplier in New Hampshire, and not affiliated with Unitil.</p> <p>The same day of enrollment, Mr. [REDACTED] contacted our Customer Service department and requested to cancel his account. At this time, our representative placed a block in our system to prevent Mr. [REDACTED] enrollment from being processed.</p> <p>Placed Mr. [REDACTED] on Clearview's internal Do Not Call/Solicit list.</p>

6	18KENT 1000036004	[REDACTED]	[REDACTED], [REDACTED], [REDACTED]	10/11/2016	11/16/2016	<p>Complaint reported to Unitil 10/12/16:</p> <p>Mrs. [REDACTED] wanted to ensure he was not enrolled with Clearview Energy. He states that the sales agent was "very schemy" while talking with her husband who has difficulty hearing. She was concerned that they had been roped into changing their energy plan.</p>	<p>Mr. [REDACTED] filed a complaint with the New Hampshire Public Utilities Commission on 10/13/16. Below are the results of Clearview's investigation into Mr. [REDACTED]'s complaint.</p> <p>On October 11, 2016, Mr. [REDACTED] enrolled with Clearview in a variable rate plan, and participated in a third-party verification (TPV) to authorize the change in his suppliers to Clearview. Please find a copy of the TPV attached for your review.</p> <p>On October 12, 2016, Mrs. [REDACTED] contacted our Customer Service department and requested to cancel the account. Our representative processed a drop order, and the enrollment was immediately cancelled.</p> <p>Clearview apologizes for any confusion. However, our review finds that Mr. [REDACTED] completed a TPV to authorize Clearview as his supplier. We have identified the sales agent who submitted Mr. [REDACTED]'s enrollment as [REDACTED] (ID# 1000036004). We documented this occurrence in our complaint database, and provided the information to the Sales Manager to be reviewed with [REDACTED]. The Sales Manager explained that his team has been trained to explain to customers that they now have the opportunity to choose their electricity supplier due to deregulation. [REDACTED] is a brand new representative and stated that he said something along the lines of the city voted in to being part of deregulation. The Sales Manager believes this was an honest mistake on his part and definitely a misunderstanding. [REDACTED] was very forthcoming and apologetic for any confusion he may have caused. In response to this complaint, the Sales Manager has provided additional training and coaching to [REDACTED] to ensure he is using the proper wording and pitch. We will also be monitoring [REDACTED] closely for the development of any trends. Lastly, we have placed the [REDACTED]'s on Clearview's internal Do Not Call/Solicit list.</p>
7	18K 1000035839	UNKNOWN UNKNOWN	[REDACTED], [REDACTED], [REDACTED]	N/A	11/16/2016	<p>Complaint reported to Unitil 10/14/16:</p> <p>Complaint is that there was a representative with a Unitil shirt on and the gentleman identified himself as a Unitil employee. When questioned further, he informed the customer that his Unitil truck was parked down the street</p>	<p>Clearview has searched its customer database and are unable to locate any records for the address provided. We have, however, identified the sales agent who was working in this area as [REDACTED] [REDACTED] (ID# 1000035839), and obtained his statement. [REDACTED] stated that he does not own any clothing with the Unitil name or logo. [REDACTED] does not recall any interaction with a consumer in which a truck was discussed, and denied telling anyone that he has a Unitil truck. The sales manager believes there is a lot of confusion due to this being a new market; however, she is retraining all reps to ensure that these types of complaints cease.</p>

8	18KENT 1000071991	[REDACTED]	[REDACTED], [REDACTED] [REDACTED]	10/8/2016	11/16/2016	<p>Complaint reported to Unitil 10/14/16:</p> <p>Mr. [REDACTED] reported that a Clearview representative came to his home wearing a Unitil badge and had a copy of a Unitil electric bill on his clipboard. He said the gentleman introduced himself and said he was with Unitil. The agent explained that Unitil didn't want to lose him as a customer and that the utility would continue to serve him and that he could save money by enrolling with Clearview as his supplier.</p>	<p>Clearview has identified the sales agent who submitted Mr. [REDACTED] enrollment as [REDACTED] (ID# 1000071991). [REDACTED] is no longer active on Clearview's campaign; therefore, we are unable to obtain his statement related to this complaint.</p> <p>According to our records, Mr. [REDACTED] enrolled with Clearview on October 8, 2016. He selected a promotional variable rate product, and participated in a third-party verification (TPV) to authorize Clearview as his supplier. We have reviewed the TPV and did not find any signs of misrepresentation. In the TPV, the verifier correctly identified and described Clearview and Mr. [REDACTED] chosen product. The verifier also explained to Mr. [REDACTED] that Clearview is an independent licensed supplier in New Hampshire, and not affiliated with Unitil.</p> <p>On October 10, 2016, Mr. [REDACTED] contacted our Customer Service department and requested to cancel his account. Our representative processed a drop order, and the enrollment was immediately cancelled.</p> <p>Placed Mr. [REDACTED] on Clearview's internal Do Not Call/Solicit list.</p>
9	18K UNKNOWN	Unknown Unknown	[REDACTED], [REDACTED] [REDACTED], [REDACTED]	N/A	11/16/2016	<p>Complaint reported to Unitil 10/14/16:</p> <p>Complained that someone showed up to their home saying he was connected with Unitil and wanted to talk about Clearview about how it could save them money. He asked to see their electric bill so he could tell them how much money they could save.</p>	<p>Clearview has searched its customer database and are unable to locate any records for the address provided. We have identified several agents who made sales in [REDACTED] on October 14, 2016; however, none of these agents made sales on [REDACTED]. We are not sure who would have interacted with this consumer but all agents confirm they are not telling anyone that they are affiliated with Unitil. The sales manager confirmed that all representatives in this market are being retrained.</p> <p>Placed address on Clearview's internal Do Not Call/Solicit list.</p>



***Electric Power Supplier
New Hampshire Docket #15-514***

Insert photo here

Name of Marketer

Agent Code: 000

This badge certifies that the holder is an authorized representative of
Clearview Energy

1 (800) 746-4702

www.clearviewenergy.com

