

Appendix B

Direct Energy Regulated Services - EUB Inquiries

COMPLAINT RECEIVED			COMPLAINT ACKNOWLEDGED		COMPLAINT DESCRIPTION	COMPLAINT RESOLUTION			
Date	Time	Method	Date	Time	TYPE	Resolution / Action	Date	Hours	Status
20/May/04	1:30pm	Phone	20/May/04	1:30pm	Why gas was turned off after only 2 days notice, and why a deposit was assessed to him as a home builder.	Called EUB rep Karen, and left a message to call me back to discuss DE's processes/policies - contacted Karen May 21 at 8:10 gave her the processes that we followed - we issued a card May 14 which indicates 5 days from May 14 which was the 19 the gas would be shut off	20/May/04	60 min	Closed
31/May/04	11:44 AM	Email	31/May/04	3:45 PM	Customer contacted the EUB in regards to his requested security deposit.	Provided the EUB with explanation of why security deposit was requested, and options for paying or having deposit waived.	31/May/04	0.75	Closed
2/Jun/04	11:05	Phone	2/Jun/04	11:05	Karen wanted to clarify that account numbers are changing.	I advised her that yes, DERS will assign new account numbers to each customer, but in regards to electronic banking the change is automatic.	2/Jun/04	0.05	Closed
3/Jun/04	4:22 PM	Email	3/Jun/04	5:15 PM	Michelle wanted clarification on how credit reference could be provided.	Clarified for Michelle that Customer would have to request his credit reference himself, DERS cannot do so on his behalf.	3/Jun/04	0.25	Closed
3/Jun/04	2:45pm	Phone	3/Jun/04	2:45pm	Michelle called with follow-up questions regarding Customer business account and what is required in order to have deposit waived.	Advised Michelle that the deposit may be waived upon receipt of documentation supporting satisfactory credit history with a like utility.	3/Jun/04	15 min	Closed
7/Jun/04	10:30	Phone	7/Jun/04	10:30	Customer stated that she called ATCO Gas to disconnect service for May 14 and she is still billing at the property.	Called Sylvia (EUB) and advised that this is an ATCO Gas issue - happened before transition to DERS.	7/Jun/04	10min	Closed
10/Jun/04	14:15	Phone	10/Jun/04	14:15	Customer was upset that gas was shut off at both her home and her business and is going to take up to 5 days to be reconnected.	I explained to EUB about HFO/SPI procedure, cards were mailed to both properties but no one called to apply for service. I provided Customer with all the info he requested/ shut offs are valid/connection fees will not be waived.	10/Jun/04	0.25	Closed
11/Jun/04	8:45	Phone	11/Jun/04	8:45	Customer was upset that gas was shut off at both her home and her business and is going to take up to 5 days to be reconnected.	Advised Customer that I would discuss with Cheri-Lyn as he had spoken with her yesterday as to what will happen in this case.	11/Jun/04	0.25	Closed
11/Jun/04	11:00	Phone	11/Jun/04	11:00 AM	Customer was upset that gas was shut off at both her home and her business and is going to take up to 5 days to be reconnected.	Customer called back, I confirmed for him that DERS followed all correct procedures and no errors had occurred. DERS will not waive the reconnection fees as the customer has requested	11/Jun/04	0.25	Closed

11/Jun/04	3:55	Phone	11/Jun/04	3:55	Sylvia called to inquire about a customer address. She said the customer told her that the gas was off.	Advised her that we did not have any information that the gas was off. We do not have any orders to request to turn the gas off. She is going to contact distribution to see if it was off.	11/Jun/04	3 min	Closed
15/Jun/04	9:50	Phone	15/Jun/04	9:50am	Customer had questions regarding his first billing	Currently being investigated.	15/Jun/04	5 min	Open
15/Jun/04	9:27	Phone	15/Jun/04	9:27	Maria wanted to clarify for customer if there will be meter readings showing on the bill.	Currently being investigated.	15/Jun/04	4 min	Open
17/Jun/04	10:55	Phone	17/Jun/04	10:55	EUB asked what happens with commercial accounts that had a deposit with ATCO, and if old ATCO customer are assigned new acct #'s	Advised that the deposit will automatically transfer to DE, depending on the individual company situation. I also advsied that the customer will be assigned a new account number automatically as well.	17/Jun/04	3 min	Closed
17/Jun/04	14:05	Phone	17/Jun/04	14:05	Customer has filed a formal complaint with EUB and Sask registry about DERS not having the appropriate license.	I assured EUB that DERS was investigating and would get the licensing if it was required. Also provided customer with some general information on deposits, estimates and the 2 cycle difference between AG and DERS.	17/Jun/04	25 min	Closed
18/Jun/04	8:50	Phone	18/Jun/04	8:50 AM	EUB wanted to clarify what is happening to the deposit. Customer thought she had to pay another deposit	I explained to the EUB that we have to show the deposit as being requested, but there was a credit from AG.	18/Jun/04	4 min	Closed
18/Jun/04	9:25	Phone	18/Jun/04	9:25	Maria wanted me to send her an e-mail to advise that the customer won't be assessed a late fee while his account is under investigation	Sent Maria an e-mail advising her that customer will not be charged a late fee.	18/Jun/04	2 min	Closed
18/Jun/04	10:35	Phone	18/Jun/04	10:35	Customer received high bill for June at \$472+ for a residential address	Advised John I will investigate and call him back. June 21 - Left message with John explaining.	18/Jun/04	5 min	Closed
18/Jun/04	2:00	Phone	18/Jun/04	2:00	AEUB called to ask some questions regarding bills. She said that her customer called and said that he got two bills from us and one of the bills got charges and the other one does not.	I explained to her that we only send out one bill and that the customer is probably getting that bill mixed up with a final bill from ATCO and maybe a reminder letter.	18/Jun/04	5 min	Closed
21/Jun/04	9:27	Phone	21/Jun/04	9:27	AEUB called regarding customers concerns about the usage on his bill	I advised her that I will investigate this for her, call the customer back, and update Maria as to what has transpired	21/Jun/04	3 min	OPEN
21/Jun/04	9:10	Phone	21/Jun/04	9:15	AEUB called regarding customers concerns about the usage on his bill	Called Customer back as per request from EUB. I explained how consumption was calculated, but he is not happy with the bill format. He does not want parts of his bill calculated. He wants to see to and from readings on the bill.	23/Jun/04	20 min	Closed
22/Jun/04	7:38	Phone	22/Jun/04	7:38 AM	AEUB chcking to see if account was adjusted	Advised John I will call him and the customer once the account is adjusted.	22/Jun/04	5 min	OPEN

18/Jun/04	9:56	Email	22/Jun/04	16:30	Customer complained that he had not rec'd his statement yet and that he was refused access to his mother's account.	We have advised the board that his statement was mailed on June 11/04, Canada Post delivery times are up to 10 business days so the statement may still be on it's way. We also advised the EUB that Customer is listed as an ARP so he should have no trouble accessing his mother's account.	22/Jun/04	20 min	Closed
22/Jun/04	13:45	Email	22/Jun/04	5:44 PM	Customer has contacted the board to complain that we are billing him for more usage than ATCO Gas sent us.	I have explained to the board that we estimate a portion of the charges in ADDITION to the usage AG sends us. Also explained how consumption is allocated over the rate change using degree days.	22/Jun/04	20 min	OPEN
23/Jun/04	8:49	Phone	23/Jun/04	8:49	Karen from AEUB called to say she was speaking to Customer and he threatened to come down to hurt someone at DE.	I took the call from her and told her I would inform my team lead as well to put a note on Customer's account.	23/Jun/04	2 min	Closed
23/Jun/04	11:00am	Phone	23/Jun/04	11:00am	Customer called for general information regarding deposits - no customer information provided.	Advised Customer of the deposit requirements. Advised if new customer with DERS, no deposit will be charged.	23/Jun/04	10 min	Closed
23/Jun/04	8:23	Email	23/Jun/04	9:45	Customer complained about consumption figures.	Provided EUB with explanation of how distribution is allocated over a rate change.	23/Jun/04	10 min	OPEN
23/Jun/04	1:00	Phone	23/Jun/04	1:00	Customer called to inquire what our address is.	Gave her address.	23/Jun/04	2 min	Closed
23/Jun/04	1:30	Phone	23/Jun/04	1:30 AM	Customer wanted to forward a letter to DE and wanted a contact.	Advised her that Aaron would be the contact.	23/Jun/04	2 min	Closed
23/Jun/04	11:48	Email	23/Jun/04	3:12 PM	Customer has complained about his consumption calculated over the rate change.	Provided EUB with explanation of how distribution is allocated over a rate change.	23/Jun/04	10 min	OPEN
24/Jun/04	9:25	Phone	24/Jun/04	9:25	Michelle needs to know who responds to e-mails that are sent to dersinquiry@directenergy.com. Customer had sent an e-mail to them and cc'd the AEUB.	I told Michelle I would find out for her and give her a call back.	24/Jun/04	2 min	Closed
24/Jun/04	1:15	Phone	24/Jun/04	1:15	Customer called back to confirm the message I left for regarding this customer's corrected bill.	Advised of the corrected bill and that the corrections would show on the next statement.	24/Jun/04	5 min	Closed
24/Jun/04	13:47	Phone	24/Jun/04	1:47 PM	Michelle wanted to know if we had received her e-mail in the public folder.	I advised her I did receive it and I have to check with our R&C dept to see if they have sent anything as we haven't received the e-mail.	24/Jun/04	1 min	Closed
24/Jun/04	2:10	Phone	24/Jun/04	2:10	Maria called from the EUB to discuss this account. Customer was upset over the customer service and the information he received. She ask if I would give him a call to explain his bill and answer his questions.	I called Customer and answered his questions. He was mostly upset over the information he received from ATCO. On his bill where it say last meter reading provided from AG and then the usage that was way out of line.	24/Jun/04	15 min	Closed
24/Jun/04	3:16 PM	Email	24/Jun/04	3:47 PM	Customer has complained that we are billing him for consumption he paid for last month.	I have explained to the EUB that we are billing him for 15.30 GJ, not 21.59 GJ as Customer thinks, and that the 21.59 GJ is the # since his last ACTUAL reading, not the # he is being billed for.	24/Jun/04	15 min	Closed

25/Jun/04	9:55 AM	Phone	24/Jun/04	9:55 AM	Customer is upset with estimates as he says he shut his valve off himself.	I advised her that ATCO Gas provided 1 GJ actual usage, and that 2.9 was an estimate. She feels the estimate is completely unreasonable. I tried to explain to her that estimates are based on annual usage, but she said no they are based on temperature.	25/Jun/04	10 min	Closed
25/Jun/04	11:19 AM	Phone	25/Jun/04	11:19 AM	Customer wanted an email address they could forward emails to.	Provided her with the ders_inquiries@directenergy.com address.	25/Jun/04	1 min	Closed
25/Jun/04	11:47	Email	25/Jun/04	3:05 PM	Customer contacted board about her complaints.	I have provided the EUB with an explanation of total consumption (actual and estimated) and explained how consumption is distributed over the rate change.	25/Jun/04	10 min	Closed
25/Jun/04	11:44 AM	Email	25/Jun/04	3:05 PM	Customer has complained to the EUB that DERS did not show where his credit of \$10.76 went.	We have advised both Customer and the EUB that it appears that he did not receive his May 28th statement showing this credit, and have arranged to send him another copy	25/Jun/04	5 min	Closed
25/Jun/04	N/A	Email	26/Jun/04	3:21	Customer had concerns about how her bill was calculated.	Customer called back Saturday June 26 and another agent helped her with her questions so she does not require a supervisor callback. Forwarded to Aaron to ensure CET advised Karen with the EUB of this	26/Jun/04	1 min	Closed
28/Jun/04	11:30	Email	28/Jun/04	11:30	Customer wanted explanation of his bill and charges.	Called and left message.	28/Jun/04	3 min	Closed
28/Jun/04	9:50 AM	Email	28/Jun/04	19:45 PM	Customer said that she couldn't get through on the ph # and wanted someone to call her back.	I did so, and all she wanted to know was why her telephone banking would not allow her to change to DE. I advised her that this will automatically be done, and she was very happy. She wanted to pay her current DERS bill, so I told her to go ahead and pay the old account number and that the money would be directed to the proper company.	28/Jun/04	5 min	Closed
28/Jun/04	2:41 PM	Email	28/Jun/04	8:10 PM	Customer has contacted EUB with concerns over his billed usage.	We have explained how usage is allocated over a rate change, actual vs estimate portions, and advised the EUB that charges are correct.	28/Jun/04	10 min	Closed
28/Jun/04	4:26 PM	Email	28/Jun/04	6:00 PM	Customer feels that DERS in not honouring existing vacancy agreements, energize requests are taking too long, they are receiving duplicate bills, and they are billing at properties that don't belong to them.	I have advised EUB that DERS is honouring all existing vacancy agreements, but properties in questions did not possess a vacancy agreement. Asked for addresses of properties where they took 10 days so that we can investigate. Also explained why more than one statement goes out on a finalled account.	28/Jun/04	30 min	Closed
28/Jun/04	2:33 PM	Email	28/Jun/04	7:35 PM	Customer is upset that deposit amount is \$215.00. Says AG told him \$100.00.	I checked with distribution, amount of deposit did convert correctly. Have advised EUB that deposit amount is correct, and that we cannot address what AG may or may not have told the customer. Also gave options for payment/or possible review to have deposit waived.	28/Jun/04	10 min	Closed
28/Jun/04	N/A	Mail	28/Jun/04	N/A	Customer sent letter (copy to EUB), with concerns he has not received confirmation of payments made. Letter addressed to both AG and DERS.	Have sent response to customer advising that DERS has not received any payments yet, having only produced one monthly statement dated June 10, with a due date of June 29. Copy sent to the EUB.	29/Jun/04	15 min	Closed

29/Jun/04	11:19	Email	30/Jun/04	9:20	Called customer as per email from EUB. He wanted to question the layout of the bills and he did not understand what we are billing him for exactly.	I explained his statement in detail, (he also had some bpp questions), and advised him that I will forward his comments & concerns on the statement layout to head office. He wants to see changes for next month, the biggest ones being he wants to see the meter readings he is being billed to, including our estimated period, and he wants no estimated period at all if possible. ***customer called back later, and I agreed to lower his annual usage so that any future estimates are more reasonable***	30/Jun/04	15 min	Closed
29/Jun/04	9:42 AM	Email	30/Jun/04	8:30 AM	Customer is upset with estimated period and amount.	We have advised the EUB that we have been in contact with customer and will be providing him with a written explanation of how estimates are calculated and why there is an estimated portion of billing period. ***Letter mailed June 30, copy provided to EUB***	30/Jun/04	30 min	Closed
30/Jun/04	8:45	Phone	30/Jun/04	8:45	Customer called EUB and wanted to know why DERS charged them a deposit.	Called customer back to go over issues. Customer is very upset that she was told that her deposit was based on 30 percent of someone else's usage.	30/Jun/04	30 min	Closed
30/Jun/04	2:50	Phone	30/Jun/04	2:50	Customer called the EUB with concerns over his statement. Stated that he is getting the run around from DERS and ATCO Gas.	Maria would like us to call the customer to address his concerns.	30/Jun/04		Open