

From: P [mailto: @hotmail.com]

Sent: Wednesday, February 09, 2011 11:50 AM

To: Attorney General

Subject: Energy Plus Holdings supplier for CL&P

Hello,

I am a residential customer of CL&P who signed up for "competitive" generation services with Energy Plus Holdings LLC several months ago. They offered airline miles to switch.

The generation rates over the last 4 months are as follows:

Statement dates-

Nov 1: 0.1094

Dec 2: 0.1194

Jan 4: 0.1399

Feb 3: 0.1490

I believe that they are taking advantage of Connecticut customers. When I called them today to cancel, they said that they would, but I was with them until at least the next billing cycle. I was offered a rate of 0.11 to stay with them, which I declined because several suppliers are offering rates below .09 (Ref: Ctenergyinfo.com website).

They say "Oh there must have been a spike, we buy at a daily rate", but if that is the case, why could they offer me a lower rate to stay? The trend is for escalating rates that don't reflect the other suppliers. I am apprehensive about next months rate.

Can you please get to the bottom of this? Thank you!

P W

Work 860

From:

Sent: Thursday, May 12, 2011 7:43 AM

To: Attorney General

Subject: Electric supplier rates and misinformation

Two months ago, I switched my supplier to Energy Plus. They claimed they would provide a rate around 10% less than CL&P and www.ctenergyinfo.com showed a rate less than CL&P's rate. And they did for two months, providing a rate of \$.085. Imagine my surprise when this month's electric bill showed a rate of \$.14 from Energy Plus! I'm very unsure about the rate they charged. They claim that it is variable based on the market, but ctenergyinfo.com shows every other supplier offering between \$.0815 and \$.1089 (and the last rate is 100% renewable - a claim Energy Plus cannot make). In fact, ctenergyinfo.com lists Energy Plus with a rate of \$.0948. It is very misleading, or even unethical that Energy Plus would say they are currently charging one rate and then charge a rate that is 50% higher! I hope you can investigate this to see how this could happen. If I had known they would raise the rates this much, I would have shopped around sooner instead of, perhaps blindly, having faith in the numbers listed on ctenergyinfo.com. I also hope the ACTUAL rates they are charging (or gouging?) customers is listed on ctenergyinfo.com.

A V

860

From: S [mailto: @gmail.com]

Sent: Tuesday, May 24, 2011 3:36 PM

To: Attorney General

Subject: Huge Residential Electrical Price Increases - May 2011

Dear Attorney General Jepsen,

I switched my electric supplier from CL&P to Energy Plus (Philadelphia) about six months ago. Since that time, Energy Plus has raised my rates every month by about 10%, so in 6 months I was paying 50% more than CL&P. Their rate is variable, but electricity hasn't gone up 50% in 6 months. This is deceptive and fraudulent. The 10% monthly increase wasn't enough each month to notice. I cancelled my contract with them, but other people will fall into this trap.

The whole point of giving the consumer a choice in electrical suppliers was to save money over CL&P, not get scammed by some out of state provider.

Thank you.

- S

West Hartford, CT 06107

From: S [mailto: @yahoo.com]

Sent: Wednesday, February 01, 2012 9:42 AM

To: Attorney General

Subject: Energy Plus

I would like to lodge a formal complain against Energy Plus for supplying energy at ridiculous and unfair rates. Although I understand it is my choice to pick a supplier, I firmly believe they are over-charging what it costs them to supply energy. Since August 2011, I am paying an additional 5 cents per kWh - it was already 10 cents, so now I am paying a full 15 cents. This is double what CL&P would have charged me. I have called and complained to them in the past, and they immediately dropped my rate back to the 8 cent range. I stopped looking at my bill and just recently noticed they are way higher than they should be for a house with all gas heating.

Can you please look into this because I feel consumers are being hurt by their deceptive practices.

Sincerely,

S S