

JOHN A. LAWRENCE
STATE REPRESENTATIVE
13TH LEGISLATIVE DISTRICT



HOUSE OF REPRESENTATIVES
COMMONWEALTH OF PENNSYLVANIA
HARRISBURG

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WEST GROVE, PA 19390
PHONE: (610) 869-1602

Ken Hartwick
President and CEO
Commerce Energy
PO Box 2210
Buffalo, NY 14240

June 8, 2012

Dear Mr. Hartwick –

Over the past few weeks, I have received a number of letters and telephone calls from residents of Oxford Village, a mobile home community less than one mile from my district office. The calls have all been in reference to a series of individuals soliciting homeowners on behalf of Commerce Energy.

Without exception, the residents have reported pushy salesmen, suspicious behavior, and in some cases criminal activity. The State Police have been called out more than once. I have attached several accounts provided by residents of Oxford Village – the letters speak for themselves.

In particular, I find it amazing that these contractors would ask to use the restroom in a private home, light up a cigarette in a private home, peer through windows to see if anyone is home, knock several times at the same door, etc. Some of the enclosed letters describe scenes where contractors approached young children, for what reason I cannot begin to imagine.

The folks who live in Oxford Village are good, honest, hard working people. I know many of them personally – some for a number of years. The utter disregard shown by these contractors towards the residents of Oxford Village is simply inexcusable. Upon review, I am sure you will agree that the actions taken by individuals selling electrical services on your behalf are disgraceful. A cursory review of the Internet shows similar high-pressure sales techniques from questionable Commerce Energy salesmen in other communities.

I would like to know what remedy you are pursuing with regard to your sales force and their continued actions. Please respond in writing to the Jennersville office at the address listed above. I look forward to your response.

Sincerely,

A handwritten signature in blue ink, appearing to read "John Lawrence".

John Lawrence

cc: Residents of Oxford Village