



PO Box 2210  
Buffalo, New York, 14240-2210

T 1.877.226.7439  
F 1.888.548.7690

John A. Lawrence  
State Representative  
13<sup>th</sup> Legislative District  
1 Commerce Blvd., Suite 200  
West Grove, PA 19390

June 19, 2012

**RE: Oxford Village**

Dear Mr. Lawrence,

Commerce Energy (“CE”) would like to thank you for bringing the concerns of the Residents of Oxford Village to our attention.

Commerce Energy takes special care to ensure that all sales representatives are trained to be professional, courteous, and transparent as to the nature and purpose of their visits with prospective customers and do not condone behavior that is contrary to our training.

The sales presentation should always begin with the reason and purpose of the visit followed by the complete and accurate information about the terms and agreement that Commerce Energy is offering. The sales representatives must review the agreement with the potential customer and allow them to raise any concerns they may have prior to proceeding with any contract submission. CE sales representatives are to always remain professional during every visit and instructed to respect the consumer’s wishes should they decline to hear the sales presentation. By no means do we condone any type of pressure tactics and/or abrasive behavior.

Commerce Energy does not discriminate against solicitation to senior citizens, however we do have the proper measures in place to ensure that during the enrollment call that is required at every visit, CE grants the customer the opportunity to consult with family members and/or responsible parties of the commodity prior to proceeding with the enrollment. CE ensures that should a customer not fully understand what is being conveyed to them or requests not to proceed, the enrollment gets rejected.

Please be assured that the feedback has been recorded and communication has been sent to our sales force to ensure the appropriate sales techniques are being used while presenting the program to potential customers. The appropriate remedial action is always taken with the sales representative in question should Commerce Energy validate any consumer claims.

Commerce Energy has added the Oxford Village Mobile Home Park to our Do Not Solicit list to ensure that no future visits are made as requested by the residents. The address added is as follows:

2 Dolinger Drive  
West Grove, PA 19390  
(610)869-8707





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Should you have any questions or concerns in the future, please feel free to contact us directly at:

Commerce Energy

E-mail: [PA\\_customerfeedback@commerceenergy.com](mailto:PA_customerfeedback@commerceenergy.com)

Toll Free: 1-866-359-6067 ext. 78422

Toll Free Fax: 1-866-299-3749

Regards,

Commerce Energy

Corporate & Consumer Relations Department

