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March 5, 2018

Muriel LeClerc
Spark Energy d/b/a Electricity Maine
P.O. Box 1150
Auburn, Maine 04210
(via e-mail)

Re: Request for Information, Docket No. 2010-00256

Dear Ms. LeClerc:

On January 22, 2018, I sent a letter to Spark Energy d/b/a Electricity Maine stating that Central Maine Power (CMP) had notified the Commission that a number of its customers have contacted CMP with concerns related to marketing efforts by agents of Electricity Maine. Specifically, recent door-to-door marketing and enrollment efforts by Electricity Maine employees or agents have raised concerns relating to allegations of: (1) employees or agents misrepresenting themselves as representatives of a transmission and distribution (T&D) utility; (2) employees or agents failing to properly identify themselves; and (3) an instance where the employee or agent identified himself as an auditor with the local T&D utility and stating that the purpose of his visit was to provide a refund check to the customer due to the customer being overbilled by the T&D utility.

To evaluate the validity of these allegations, the MPUC Staff asked that Electricity Maine respond to requests for specific information regarding Electricity Maine's door-to-door marketing activities. On February 9, 2018, Electricity Maine provided its response to the information requests.

The MPUC Staff appreciates Electricity Maine's response to the information requests and will not seek Commission action at this time. However, the complaints that have been received are extremely serious and if such activity continues in the future, the MPUC Staff will ask the Commission to initiate a proceeding to consider specific sanctions, including license suspension, license revocation and/or monetary fines.

Please contact me if you would like to discuss this matter.

/s/ Mitchell Tannenbaum

Mitchell Tannenbaum
General Counsel

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