



New Jersey Board of Public Utilities

Division of Customer Assistance
44 South Clinton Avenue
P.O. Box 350
Trenton, NJ 08625-0350
(609) 341-9188
(800) 624-0241

E-Mail: Tps.ca-response@bpu.state.nj.us

Third Party Energy Supplier ("TPS") Complaint Form

Complaint Reported By:

Complaint Reported Against:

Your Name: _____
Address: _____
City: _____
State: _____ Zip: _____
Home Telephone Number: _____
Work/Cell Telephone Number: _____
Email Address: _____
Utility Provider: _____
Account No.: _____

Business Name: _____
Gas Electric
Address: _____
City: _____
State: _____ Zip: _____
Telephone Number: _____
Fax Number: _____
E-Mail Address: _____
Website: _____

Complaint Information

DID YOU AUTHORIZE AND/OR APPROVE THE SWITCH FROM YOUR ORIGINAL GAS/ELECTRIC SUPPLIER TO THE TPS YOU ARE COMPLAINING ABOUT? Yes No

If no, which service was switched without your knowledge, authorization or approval?

Gas Electric

Please explain (use additional pieces of paper, if needed): _____

HOW DID YOU FIND OUT ABOUT TPS?

- e-mail web search direct mail
- door-to-door salesperson telephone solicitation
- while reviewing your utility bill other _____

WERE YOU PROMISED ANY SAVINGS? \$ _____ per / month / year _____% per / month / year

WERE YOU PROMISED ANY INCENTIVES TO SIGN WITH THIS TPS? THESE COULD INCLUDE BUT NOT BE LIMITED TO GIFT CARDS, AIRLINES/ MILES, ETC.

Yes No

WERE THOSE INCENTIVES PROVIDED AS PROMISED? Yes No

PLEASE DESCRIBE THOSE INCENTIVES: _____

DO YOU HAVE ANY PROMOTIONAL AND/OR ADVERTISING MATERIAL? Yes No

****If Yes, please provide a copy/copies of the materials along with this Complaint Form****

WHEN DID YOU SIGN UP FOR THE TPS SERVICES? _____ / _____ / 20_____

HOW DID YOU SIGN UP?

over the phone through mail website face-to-face

other _____

A. If you signed up over the phone:

- Were you provided with the name, company association and position of the salesperson?
 Yes No Don't remember
- Was your conversation recorded? Yes No Don't remember
- Was your order verified by a 3rd party? Yes No Don't remember
- Did you receive a copy of your contract or terms and conditions of your service?
 Yes No Don't remember
- Did you receive any other communication from TPS, either by direct or electronic mail?
 Yes No Don't remember

B. If you signed up through TPS web site:

- Were you offered Terms and Conditions of the service before you agreed to switch?
 Yes No Don't remember
- Did you receive a copy of your contract or terms and conditions of your service?
 Yes No Don't remember
- Did you receive any other communication from TPS, either by direct or electronic mail?
 Yes No Don't remember

C. If you signed up face-to-face:

- Were you provided with the name, company association and position of the salesperson?
 Yes No Don't remember
- Were Terms and Conditions explained to you before signing the contract?
 Yes No Don't remember
- Were you provided any written information that would explain services offered to you in more detail?
 Yes No Don't remember
- Did you sign a contract?
 Yes No Don't remember
- Did you retain a copy of the contract?
 Yes No
- Did you receive any forms or notices that would allow you to either cancel the contract or advise you of your rights as a consumer?
 Yes No Don't remember
- Did you receive any other communication from TPS, either by direct or electronic mail?
 Yes No Don't remember

D. Notification:

- Did you receive any communications from your utility company about the Switch/Change?
 Yes No Don't remember
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