



Control Number: 58372



Item Number: 1

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**COVER PAGE**

**Public Utility Commission of Texas  
Complaint Submission**

**Complainant:**

Joey Man  
Donut Palace  
305 E Central  
Comanche, TX 76442  
Email: joeyman903@gmail.com  
Phone: (254) 964-8246

**Respondents:**

TXU Energy  
Integrity Energy Broker

**Subject: Complaint regarding breach of verbal agreement, misrepresentation, spoliation of evidence, billing dispute, and threat of wrongful disconnection.**

**Attachments:**

- **Formal Demand Letter**
- **Email Correspondence (Integrity Energy & TXU Energy)**
- **Audio Recording Evidence**
- **Billing Documents**
- **Timeline Summary**

**Purpose:** To request intervention and relief regarding unlawful business practices, service protection during dispute, and rectification of contractual violations.

### EXHIBIT INDEX

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**1. Email Message Body (Copy & Paste into your email)**

**Subject: Submission of Evidence for Complaint – TXU Energy and Integrity Energy Broker**

**Dear Public Utility Commission of Texas,**

I respectfully submit the attached evidence package in support of my complaint against TXU Energy and Integrity Energy Broker. This complaint concerns breach of verbal agreement, misrepresentation of payment terms, spoliation of evidence, and the risk of wrongful disconnection of my electricity service.

**The attached evidence includes:**

- A formal demand letter sent to Integrity Energy.
- Email communications with Integrity Energy and TXU Energy.
- An audio recording confirming acknowledgment of the demand letter by TXU Energy.
- Billing documents.
- A detailed timeline summarizing the dispute.

I respectfully request the Commission's review of these materials and intervention to ensure the protection of my service during this dispute, along with remedies for the violations described.

Please let me know if any further documentation or clarification is needed.

Thank you for your time and attention to this matter.

Sincerely,

Joey Man

Donut Palace

305 E Central, Comanche, TX 76442

(254) 964-8246

Joey Man

Date: 7/2/2025

Donut Palace

305 East Central

Comanche, TX 76442

Email: joey\_man@live.com

Phone: (254) 964-8246

To:

**Public Utility Commission of Texas**

Customer Protection Division

P.O. Box 13326

Austin, TX 78711-3326

Email:

Fax: (512) 936-7003

## FORMAL COMPLAINT

Complaint Number (Informal): CP2025040355

Complainant: Joey Man

Business Name: Donut Palace

Address: 305 East Central, Comanche, TX 76442

Email:

Phone: (254) 964-8246

**Respondents:**

1. Integrity Energy LTD
2. TXU Energy Retail Company LLC

### I. Statement of the Case

This formal complaint is filed pursuant to 16 Tex. Admin. Code §22.242 following the inadequate resolution of Informal Complaint No. CP2025040355. The complaint stems from a series of serious actions taken by Integrity Energy LTD and TXU Energy that have resulted in significant financial harm, misrepresentation, emotional distress, and ongoing billing and

contractual issues. This includes a breach of verbal contract, deletion of material evidence, procedural failure during the informal complaint process, and the mishandling of sensitive customer information.

The complainant seeks a formal administrative hearing, investigative enforcement, and remedies as authorized under Texas law and PUCT rules.

## **II. Jurisdiction**

This Commission has jurisdiction under the Texas Utilities Code Chapters 17 and 39, and the applicable Substantive Rules, including §25.485 (Informal Complaints), §25.483 (Disconnection of Service), and administrative procedure under 16 Tex. Admin. Code §22.242 (Formal Complaints).

## **III. Factual Background**

1. On June 10, 2024, I entered into an electricity service agreement via Integrity Energy LTD, acting as a broker, for TXU Energy services.
2. During a recorded telephone call, the Integrity broker made multiple unequivocal verbal assurances that I could pay my electricity bills by credit card with **no additional fees**. I asked this question three separate times during the call, and each time the broker confirmed there would be **no fees**.
3. This call was explicitly stated to be recorded, and I was told a disclosure would follow. I consented based on those verbal terms. These assurances were the **decisive factor** in my decision to accept and execute the agreement.
4. Upon receiving my first invoice and attempting to make a credit card payment, TXU informed me that credit card payments **would incur fees**, contradicting what the broker promised.
5. When I contacted the broker to clarify, I was first told they would investigate and review the recording. Weeks passed without a response. I was later informed that due to a **system change**, the audio recording was **deleted**.
6. I then filed informal complaints against both Integrity and TXU with PUCT (CP2025040355 and CP2025040354). However, the investigator (Sarah Gonzalez) prematurely **closed both complaints** without properly reviewing an email I had sent with

evidence on **April 28, 2025**, claiming she never received it. I had sent the email to **consumer@puc.texas.gov** — the official address.

7. During a phone conversation with Sarah (which I documented), she admitted the call might have existed, but closed the file anyway. She also discouraged me from expecting any further action. This contradicted statements from other PUCT representatives (Jay and Udon) who confirmed that additional evidence could reopen the case.
8. In a subsequent call with **Lauren Perez from TXU**, which I recorded, she stated that TXU would now accept **credit card payments without fee** as a courtesy. She also noted that the service would be **split into residential and commercial accounts**, and the contract rate would remain in effect until June 30, 2029.
9. However, when I asked Lauren about correspondence, she revealed that my previously mailed **demand letter** was likely misrouted to TXU's payment processing center, not the correct business/legal address.
10. Meanwhile, Integrity's representative Princess Lepasana emailed me that **no reimbursements would be given**, and stated that TXU would proceed with disconnection. This statement was misleading and misrepresents TXU's current position.
11. The formal PUCT response from **Complaint Program Supervisor Harold Kohl** confirmed that Integrity had deleted the recording due to a new dialer system and had nothing more to provide. He recommended I proceed with a formal complaint.

#### **IV. Legal Violations and Issues**

##### **1. Fraudulent Inducement**

Integrity Energy made knowingly false assurances to induce agreement. These statements materially influenced my consent to contract.

##### **2. Violation of Texas DTPA**

Misrepresentations regarding credit card fees and subsequent deletion of the evidence constitute deceptive practices and unconscionable actions.

##### **3. Spoliation of Evidence**

The call was deleted after the dispute arose, demonstrating bad faith and preventing access to crucial evidence.

**4. Procedural Unfairness by PUCT Staff**

Failure to consider timely evidence, arbitrary case closure, and contradictory communication violated procedural norms. This has directly contributed to prolonged harm.

**5. Breach of Verbal Contract**

A contract was formed with material oral terms (no fees for credit card). Integrity's refusal to honor those terms constitutes breach.

**6. Consumer Harm and Business Interruption**

Misrepresentations disrupted payments, threatened disconnection, and affected my credit, finances, and business operations.

**V. Relief Requested**

I respectfully request the following from the Commission:

1. **A formal investigation and hearing** into Integrity Energy's conduct.
2. A finding that the verbal agreement and subsequent deletion of evidence constituted:
  - o Misrepresentation
  - o Breach of contract
  - o Violation of PUCT rules and Texas law
3. **Sanctions or penalties** imposed on Integrity Energy LTD for spoliation and bad faith.
4. **Corrective orders** requiring:
  - o Integrity Energy to disclose all policies on call retention and verbal assurances
  - o Future preservation of all recordings and email chains
  - o A written apology and public explanation of the deletion
5. **Remedial compensation** for:
  - o Out-of-pocket electricity overcharges
  - o Lost credit card cashback (\$4,800)
  - o Investment losses (\$1,373.66)
  - o Emotional distress and business harm (\$10,000)
  - o Legal fees (\$2,000+)

6. An order preventing any credit damage, service interruption, or disconnection until this matter is resolved.
7. Preservation of my rights to pursue **civil damages** and DTPA claims separately.

#### **VI. Supporting Documents**

(Will be submitted with formal complaint)

- Original Demand Letter to Integrity Energy
- USPS delivery confirmation of letter
- Email from Princess Lepasana (Integrity)
- Email from Lauren Perez (TXU)
- April 28, 2025 email to PUCT (with delivery proof)
- Call transcript with Sarah (PUCT)
- Audio recording transcript of Lauren (TXU)
- Response letters from Sarah Gonzalez (PUCT)
- Email from Harold Kohl (PUCT Supervisor)
- TXU & Integrity billing documentation

#### **VII. Declaration**

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge.

**Joey Man**

Donut Palace

Sing: Joey Man

Date: July 2, 2025

Date: March 6, 2025

**Donut Palace**

**Joey Man**

305 E Central

Comanche, TX 76442

joey\_man@live.com

(254) 964-8246

**To:**

**Dianca Williams**

Integrity Energy

5711 Grant Avenue

Cleveland, OH 44105

**SUBJECT: FORMAL DEMAND FOR RESOLUTION OF BREACH OF VERBAL AGREEMENT DATED ON 06/10/2024. MISREPRESENTATION. AND UNFAIR BUSINESS PRACTICES**

**Dear Ms. Williams,**

I am writing to formally demand resolution to a dispute involving your company "Integrity Energy's" failure to honor verbal assurances made by your broker regarding payment terms for my energy services agreement. This matter includes serious allegations of breach of verbal contract, misrepresentation, spoliation of evidence, and violations of the **Texas Deceptive Trade Practices–Consumer Protection Act (DTPA)** (Tex. Bus. & Com. Code § 17.41 et seq.).

The following details outline the facts, legal issues, and my demands for a timely and fair resolution.

### **Factual Background**

#### **1. Verbal Agreement Assurances:**

Your broker made explicit verbal assurances during a recorded call that I could pay my energy bill using a credit card without incurring additional fees. I sought confirmation of

this assurance three separate times during the same call, which the broker confirmed unequivocally. These statements were made while the call was recorded, as your company informed me.

**2. Failure to Honor Verbal Agreement:**

Upon attempting to pay my bill, I was informed that credit card payments could only be made if I amended the agreement to include additional fees, as the original contract was structured as a “cash discount.” This directly contradicts the verbal assurances provided, which formed a critical factor in my decision to agree to the service.

**3. Mismanagement and Spoliation of Evidence:**

After raising this issue with the same broker, she initially dismissed my concerns but agreed to review the audio recording of the call and promised to follow up. Weeks passed without any response. Upon my subsequent inquiry, another representative stated that a third party would review the issue for security purposes. However, I later received an email from your company stating that due to a “new system,” all previous recordings had been deleted, effectively closing my case.

**Legal Issues**

Your company's actions raise several legal issues under Texas law:

**1. Breach of Verbal Agreement**

Under Texas law, verbal agreements are enforceable when they involve clear terms, mutual assent, and consideration (see *David J. Sacks, P.C. v. Haden*, 266 S.W.3d 447, 450 (Tex. 2008)). The broker's repeated verbal assurances during a recorded call established a binding agreement regarding payment terms. Your company's subsequent refusal to honor these assurances constitutes a breach of contract.

**2. Fraudulent Inducement and Misrepresentation**

The broker's assurances regarding the lack of credit card fees constituted a material representation that induced me to agree to the contract. Under the **Texas DTPA**, false, misleading, or deceptive acts or practices—including misrepresentations about the terms of a contract—are actionable. The broker's statements meet this standard (Tex. Bus. & Com. Code § 17.46(b)).

### **3. Spoliation of Evidence**

Your company's failure to preserve the audio recording of the call raises serious concerns regarding evidence spoliation. If the recording was deleted after you were aware of this dispute, courts may infer that its content was unfavorable to your position (*Brookshire Bros., Ltd. v. Aldridge*, 438 S.W.3d 9, 21 (Tex. 2014)). The deletion of critical evidence is not only suspect but could be grounds for adverse inferences and sanctions should litigation arise.

### **4. Violation of the Texas DTPA**

Your company's conduct—making false verbal assurances, refusing to honor those assurances, mishandling my case, and failing to provide transparency—violates the **Texas DTPA**, which prohibits unfair or deceptive business practices (Tex. Bus. & Com. Code § 17.46(a)). These actions have caused me financial harm and undermined my trust in your business.

### **Demands for Resolution**

To resolve this matter amicably, I demand the following:

#### **1. Immediate Honor of the Verbal Agreement:**

Allow me to pay my bill using a credit card without incurring additional fees, as promised during the recorded call.

#### **2. Preservation and Release of Evidence:**

If the audio recording still exists, I demand its release for my review. If it no longer exists, I require a written explanation detailing the circumstances of its deletion, including the timeline and justification.

#### **3. Remediation of Harm:**

Provide a written acknowledgment of your company's failure to honor the verbal agreement and mishandling of this matter, along with assurance that corrective actions have been taken to prevent similar issues.

#### **4. Transparency in Practices:**

Implement and publicly disclose internal changes to ensure that brokers and representatives provide accurate and reliable information to customers.

**5. Compensation for Damages:**

Due to the financial losses and emotional distress caused by your company's deceptive actions, I demand compensation totaling **\$27,957.17**, which includes:

**1. Current Electricity Bill Due: \$9,783.51**

**2. Cashback and Investment Losses:**

- I was entitled to **5% cashback** on my credit card for electricity payments, amounting to **\$80/month**.
- Over my **5-year (60-month) contract**, this totals **\$4,800** in lost **cashback**.
- If properly reinvested in the **S&P 500 at a historical 10% return**, this amount would have grown to **\$6,173.66**, causing a loss of **\$1,373.66** in potential gains. (*See attached chart for supporting evidence*)

**3. Inconvenience and Emotional Distress: \$10,000**

- The handling of this issue has caused severe stress, and my family now believes my efforts to resolve this are unnecessary, making me feel like integrity and accountability are no longer valued.

**4. Legal Fees: \$2,000**

- To ensure my rights are protected, I have consulted legal counsel, incurring significant expenses.

This amount reflects the total financial damages I have incurred due to your company's actions. Additionally, I demand the **reversal of all TXU-related fees** immediately.

**Further Concerns Regarding Evidence Handling**

During my interactions with Integrity Energy, a representative named **Princess Analyn Lepasana** stated that no mention of the credit card was found in prior communications. However, when I asked if I could listen to the recordings myself, she stated that only a manager could access them. Upon further questioning, she admitted that she had **not personally reviewed the recordings**. Shortly after this conversation, I received an email stating that all previous call recordings had been deleted due to a new system. The potential loss of crucial evidence is deeply concerning and raises questions about Integrity Energy's transparency and record-keeping.

### **Notice of Intent to Litigate**

If I do not receive a satisfactory response by March 15, 2025 via registered mail from the date of this letter, I will take the following actions:

**1. File a Complaint with the Texas Attorney General:**

I will report this matter as a violation of the Texas Deceptive Trade Practices Act.

**2. Pursue Litigation:**

I will initiate legal proceedings against your company for breach of contract, fraudulent inducement, misrepresentation, and violations of the Texas DTPA. In addition to damages, I will seek attorney's fees and costs as allowed under Tex. Bus. & Com. Code § 17.50(d).

**3. Publicly Address the Issue:**

I reserve the right to share this dispute with consumer advocacy organizations and other relevant entities to raise awareness about your company's practices.

### **Preservation of Evidence**

This letter serves as formal notice of my intent to pursue legal action. I demand that you preserve all evidence related to this matter, including but not limited to:

- The audio recording of the call, if it exists.
- Emails, notes, and internal communications pertaining to my account and dispute.
- Documentation of your company's policies on payment terms and evidence retention.

Failure to preserve this evidence will constitute spoliation and may result in adverse legal consequences.

### **Communication**

*"For the avoidance of doubt, I will not engage in any discussions or respond to any communications regarding this matter unless they are sent via registered mail to my designated address. Any attempts to contact me through phone, email, or any other informal means will be considered an attempt at coercion, and I will document such actions accordingly."*

**Conclusion**

Your company's conduct has caused financial harm, emotional distress, and significant inconvenience. I hope to resolve this matter without the need for further escalation. I look forward to receiving your response and a satisfactory resolution via registered mail by March 15, 2025 from the date of this letter.

Sincerely,

**Joey Man**

**On Behalf of Donut Palace**

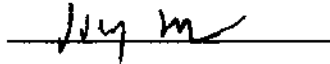
305 E Central

Comanche, TX 76442

joey\_man@live.com

(254) 964-8246

Signature:

A handwritten signature, appearing to be "Joey M", is written over a horizontal line.

7021 0350 0000 9832 4754

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☐ Return Receipt (electronic)

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☐ Certified Mail Restricted Delivery

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☐ Adult Signature Required

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☐ Adult Signature Restricted Delivery

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\$2.04

Total Postage and Fees

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\$10.99

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03/06/2015

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Street and Apt. No., or PO Box No.

City, State, ZIP+4®

PS Form 3800, April 2015 PSN 7530-02-000-9047

See Reverse for Instructions



Joey Man &lt;joeyman903@gmail.com&gt;

**Payment Concern - Donut Palace - TXU Energy / Oncor**

1 message

**Princess Analyn Lepasana** <palepasana@integrityenergy.com>

Mon, Dec 9, 2024 at 2:33 PM

To: "joeyman903@gmail.com" &lt;joeyman903@gmail.com&gt;

Cc: William Jaros &lt;wjaros@integrityenergy.com&gt;

Hi Joey,

Thank you for speaking with me on the phone today. As discussed, you can currently pay via check, ACH, or debit card. To pay via credit card, TXU would need to remove the cash discount built into the contract. The price change is as follows:

- From: **\$0.07999**
- To: **\$0.08227**

I will go ahead and inform Diane about this and have her reach out to you to discuss the matter. Her contact number is (216) 650-3015, and her email address is [diane@integrityenergy.com](mailto:diane@integrityenergy.com).

Thank you,

**Princess Analyn Lepasana**  
**Customer Service Specialist**

Fax- 1-440-551-3503

Phone- 216-495-0165

[palepasana@integrityenergy.com](mailto:palepasana@integrityenergy.com)<https://www.integrityenergy.com>**Price To Compare**Follow us!  <https://www.integrityenergy.com>

15



Joey Man &lt;joeyman903@gmail.com&gt;

**Past Due Invoice - Donut Palace - TXU Energy / Oncor**

4 messages

Princess Analyn Lepasana <palepasana@integrityenergy.com>  
To: "joeyman903@gmail.com" <joeyman903@gmail.com>  
Cc: William Jaros <wjaros@integrityenergy.com>

Thu, Mar 27, 2025 at 8:24 AM

Good Morning Joey,

My name is Princess, and I am the Customer Relations Specialist with Integrity Energy. We are the broker who assisted in contracting your Oncor electric account with TXU Energy.

I tried calling you today but reached your voicemail. I'm reaching out because TXU Energy has notified us that your electric account is past due and is in danger of being disconnected.

Were you aware that your account is currently past due?

A past due status can lead to disconnection and early termination fees, so it's crucial to address this promptly. I'm here to assist you in resolving this matter before it escalates further.

Please contact TXU as soon as possible to arrange payment of the past-due amount. Once you've made the payment, kindly provide me with confirmation so I can ensure your account is removed from the drop list.

If you have any questions or need additional information, please don't hesitate to reach out to me.

Thank you for your attention to this matter.

**Princess Analyn Lepasana**  
**Customer Service Specialist**

Fax- 1-440-551-3503

Phone- 216-495-0165

Integrity Energy is a subsidiary of TXU Energy.  
For more information, please visit [www.integrityenergy.com](http://www.integrityenergy.com)

**COMPARE**

Follow us!

Follow us!



2024-06-10-Donut Palace.pdf  
423K

16

**Princess Analyn Lepasana** <palepasana@integrityenergy.com>  
 To: "joeyman903@gmail.com" <joeyman903@gmail.com>  
 Cc: William Jaros <wjaros@integrityenergy.com>

Mon, Mar 31, 2025 at 10:55 AM

Good Morning,

I tried calling you today but reached your voicemail. I'm following up on my previous email regarding your past due invoice. We haven't received a response and want to ensure that our email regarding this matter has reached you.

Please let me know if a payment has been made so we can advise TXU accordingly.

Looking forward to your response.

Thank you,

**Princess Analyn Lepasana**  
**Customer Service Specialist**

Fax- 1-440-551-3503  
 Phone- 216-495-0165

palepasana@integrityenergy.com  
 12700 Woodloch Forest Dr, Suite 100, Cleveland, OH 44130



COMPARE

Follow us!

Follow us!

**From:** Princess Analyn Lepasana <palepasana@integrityenergy.com>  
**Sent:** 27 March 2025 21:24  
**To:** "joeyman903@gmail.com" <joeyman903@gmail.com>  
**Cc:** William Jaros <wjaros@integrityenergy.com>  
**Subject:** Past Due Invoice - Donut Palace - TXU Energy / Oncor

[Quoted text hidden]

**Joey Man** <joeyman903@gmail.com>  
 To: Princess Analyn Lepasana <palepasana@integrityenergy.com>  
 Cc: William Jaros <wjaros@integrityenergy.com>

Mon, Mar 31, 2025 at 3:45 PM

Dear Princess,

I appreciate your email and your time in addressing this matter. I wanted to follow up regarding the demand letter that was sent via registered mail to Integrity Energy. According to tracking, it was delivered on Monday. If you haven't had a chance to review it yet, you may want to check with Diana, as she should have received it.

Please let me know once you've had the opportunity to go through it, and we can discuss the next steps accordingly. Looking forward to your response.

4/24/25, 4:58 PM

Gmail - Past Due Invoice - Donut Palace - TXU Energy / Oncor

Best regards,  
Joey Man

[Quoted text hidden]

10 attachments



**INTEGRITY**  
ENERGY

Outlook-vt1fuyfx.png  
8K



**COMPARE**

Outlook-btd0ehxd.png  
10K

Outlook-y43yqrva.png  
3K

Outlook-i0pmk5pe.png  
2K



Outlook-e3dygt4m.png  
3K



**INTEGRITY**  
ENERGY

Outlook-2oy10jqx.png  
8K



**COMPARE**

Outlook-kolg32fm.png  
10K

Outlook-udnninp2.png  
3K

Outlook-ipfqzsge.png  
2K



Outlook-nkxt00vn.png  
3K

Princess Analyn Lepasana <palepasana@integrityenergy.com>  
To: Joey Man <joeyman903@gmail.com>  
Cc: William Jaros <wjaros@integrityenergy.com>

Wed, Apr 2, 2025 at 11:06 AM

Integrity has received your letter regarding your request for credits and compensation. Please be advised that TXU will proceed with disconnecting your service due to nonpayment. Unfortunately, no reimbursements or credits will be applied to your account.

Thank you,

[illegible]

**Follow us!** 

[Quoted text hidden]



**TXU Energy 900068017228**

5 messages

**Perez, Lauren** <Lauren.Perez@vistracorp.com>  
**To:** joey\_man@live.com <joey\_man@live.com>

Mon, Apr 28, 2025 at 4:53 PM

Dear Joey Man,

I have attempted to reach out to you with no success. We'd like to speak with you regarding your concerns about your PUC complaint and account.

Please contact me using my contact information shown below. I am available Monday through Friday during the hours of 8 a.m. to 5 p.m. If I am away from my desk or on the phone with another customer, please leave a detailed message so that I can call you back.

From all of us at TXU Energy, we appreciate the opportunity to assist you.

Thank you,

Lauren Perez

**VICTORA**

Lauren Perez  
PUC/BBB Regulatory Response  
Lauren.Perez@vistracorp.com

o 469.935.7665  
f 833.723.1403

**Joey Man** <joey\_man@live.com>  
**To:** Perez, Lauren <Lauren.Perez@vistracorp.com>

Mon, Apr 28, 2025 at 5:06 PM

Hi Lauren Perez  
Could we communicate via email please?

Joey Man

 **image001.png**  
2 KB

**Perez, Lauren** <Lauren.Perez@vistracorp.com>  
**To:** Joey Man <joey\_man@live.com>

Mon, Apr 28, 2025 at 5:15 PM

We are currently setting up your account to enable credit card payments. Please note that we cannot accept credit card information via email. Once your account setup is complete, you can either make your payment through MyAccount or we can process the payment for you over the phone and send you a payment confirmation via email. We will follow up via email once your account is ready to process credit card payments.

**VICTORA**

20

Lauren Perez  
PUC/BBB Regulatory Response  
lauren.perez@vistracorp.com

o 469.935.7665  
f 833.723.1403

**From:** Joey Man <joey\_man@live.com>  
**Sent:** Monday, April 28, 2025 5:06 PM  
**To:** Perez, Lauren <lauren.perez@vistracorp.com>  
**Subject:** Re: TXU Energy 900068017228

EXTERNAL EMAIL

Hi Lauren Perez  
Could we communicate via email please?

On Mon, Apr 28, 2025, 4:53 PM Perez, Lauren <lauren.perez@vistracorp.com> wrote:

[Quoted text hidden]

**Perez, Lauren** <Lauren.Perez@vistracorp.com>  
**To:** Joey Man <joey\_man@live.com>

Tue, Apr 29, 2025 at 11:07 AM

Good afternoon,

We have updated your online account to enable credit card payments. Could you please confirm that you can successfully make the payment through your online MyAccount? If you encounter any issues, don't hesitate to let us know, and we will reach out to you directly to assist with processing the payment.

[Quoted text hidden]

**Perez, Lauren** <Lauren.Perez@vistracorp.com>  
**To:** Joey Man <joey\_man@live.com>

Wed, May 7, 2025 at 10:47 AM

Good morning,

I have some updates regarding your account. Could you please contact me at your earliest convenience.

[Quoted text hidden]



**CP 2025040354 CP 2025040355 Submission of evidence for Complaint - TXU Energy and integrity Energy Broker**

6 messages

joey man <joey\_man@live.com>  
To: consumer@puc.texas.gov

Mon, Apr 28, 2025 at 9:45 AM

Dear Public Utility Commission of Texas,

I respectfully submit the attached evidence package in support of my complaint against TXU Energy and Integrity Energy Broker. This complaint concerns breach of verbal agreement, misrepresentation of payment terms, spoliation of evidence, and the risk of wrongful disconnection of my electricity service.

The attached evidence includes:

- A formal demand letter sent to Integrity Energy.
- Email communications with Integrity Energy and TXU Energy.
- An audio recording confirming acknowledgment of the demand letter by TXU Energy.
- Billing documents.
- A detailed timeline summarizing the dispute.

I respectfully request the Commission's review of these materials and intervention to ensure the protection of my service during this dispute, along with remedies for the violations described

Please let me know if any further documentation or clarification is needed.

Thank you for your time and attention to this matter.

Sincerely,  
Joey Man  
Donut Palace

(254) 964-8246

Joey Man <joey\_man@live.com>  
Draft To: consumer@puc.texas.gov

Fri, May 23, 2025 at 11:50 AM

my apologies I forgot to add payment arrangement sent via registered mail to TXU and other supporting documents

On Mon, Apr 28, 2025 at 9:45 AM joey man <joey\_man@live.com> wrote:  
Dear Public Utility Commission of Texas,

I respectfully submit the attached evidence package in support of my complaint against TXU Energy and Integrity Energy Broker. This complaint concerns breach of verbal agreement, misrepresentation of payment terms, spoliation of evidence, and the risk of wrongful disconnection of my electricity service.

The attached evidence includes:

- A formal demand letter sent to Integrity Energy.
- Email communications with Integrity Energy and TXU Energy.
- An audio recording confirming acknowledgment of the demand letter by TXU Energy.
- Billing documents.
- A detailed timeline summarizing the dispute.

I respectfully request the Commission's review of these materials and intervention to ensure the protection of my service during this dispute, along with remedies for the violations described.

Please let me know if any further documentation or clarification is needed.

Thank you for your time and attention to this matter.

Sincerely,  
Joey Man

22

Donut Palace  
305 E Central, Comanche, TX 76442  
(254) 964-8246

joey man <joey\_man@live.com>  
To: consumer@puc.texas.gov

Mon, Apr 28, 2025 at 10:48 AM

My apologies I forgot to add the remaining supporting documents

joey man <joey\_man@live.com>  
To: consumer@puc.texas.gov

Mon, Apr 28, 2025 at 10:49 AM

attached to the other.

Consumer Service <consumer@puc.texas.gov>  
To: joey man <joey\_man@live.com>

Tue, Apr 29, 2025 at 2:44 PM

Good afternoon:

Thank you for contacting the Public Utility Commission of Texas. This information will be added to your complaint.

Feel free to contact us if you have additional comments or questions.

Sincerely,



Consumer Protection Division

Public Utility Commission of Texas

P.O. Box 13326

Austin, TX 78711-3326

Toll-Free: (888) 782-8477|Fax: (512) 936-7003

**From:** joey man <joey\_man@live.com>  
**Sent:** Monday, April 28, 2025 10:47 AM  
**To:** Consumer Service <consumer@puc.texas.gov>  
**Subject:** CP 2025040354 CP 2025040355 Submission of evidence for Complaint - TXU Energy and integrity Energy Broker

You don't often get email from

**WARNING: EXTERNAL SENDER.** Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.

joeyman@live.com

23

Consumer Service <consumer@puc.texas.gov>  
to: joey man <joey\_man@live.com>

Tue, Apr 29, 2025 at 2:44 PM

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From: joey man < >  
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To: Consumer Service < >  
Subject: CP 2025040354 CP 2025040355 Submission of evidence for Complaint - TXU Energy and Integrity Energy Broker

You don't often get email from

joey man <joey\_man@live.com>

My apologies i forgot to add the remaining supporting documents

Spoke to Sarah (pcu investigator)

Sarah(Puc): in short concluded that we lost

Joey(me) got the email? (They one we sent 28th)

Sarah no

Joey did I send it the right one? consumer@puc.texas.gov

Sarah yes thats it

Joey two other reps confirmed it too  
Yet no email

Sarah tell me what did you send

Joey let me find it so I can send it to your work email

Sarah go head and just tell me what's it about

Joey spoke for 20mins and got stopped at  
I wish I had it recorded the part of the contract being fee free when paying with credit card

Sarah they won't keep records of all the recordings just the recording involving the contract

Joey yes they deleted it though cause they have a new system

Sarah they can't record that if it's not part of the contract

Joey Diane even stated a disclosure about how I would then say yes or no and how it was recorded

Sarah well yeah then they should have it

Joey they stated its gone though

Sarah do you want to hear it?

Joey yes do you have it ?

Sarah no but they can play it for you

Joey well that's great cause then it would be finalized then  
But I will go ahead and send the info to your work email so it's more of a solid picture

Sarah case is closed and it wouldn't matter unless it is documented

Joey thought it could reopen if new info was received

Sarah no it is final

Joey two reps before you Jay and Udon said it would

Sarah they don't know what they are talking about they set up appointments and email investigators to get in touch with

Sarah you could send it but the case is closed

Joey so there is no way to appeal it then ?

Sarah yeah but it doesn't really matter

You need to call TXU and set up ways to pay before they disconnect because it is supposed to be split into two accounts residential and commercial and TXU had no way of knowing it

Joey I told Integrity it was residential and commercial and I was even in disbelief they could lump both of the accounts together

Sarah well there is no way for them to know so give them a call

Joey ok thanks please check on the audio recording from integrity and let me know

Sarah ok (in a sigh being released of being hassled or annoyed)

Felt defeated cause she doesn't even care about this matter

I wanted to ask for another rep or boss cause I felt like she was one sided on this matter

I looked it up and they can change the investigator but no guarantee and I feel like they would notify her and now have mixed feelings about all this and still be against me

Then Txu called today with Lauren and I have a recording of it but in short

Lauren we can set up for you to pay with credit card

Joey no fee?

Lauren I can arrange for that

Joey I want it writing

Lauren so if in writing no fee and pay full amount then we can do it?

Joey no I need to know I'm out of the contract with integrity also and I need them to acknowledge that factor

Lauren why i dont see the problem we already offered the ability to pay with card no fee

Joey i understsnd this but you don't hold the contract integrity does

Lauren well we sent the contract to PUC and they said for you to pay it too

Joey i understand this and I will be willing to pay it but first we need to get some things straight especially when I'm still waiting on INTEGRITY ENERGY and how they are about to release the recording cause Puc said they would

Lauren I don't understand we already offered you the ability to pay with card no fee

Joey well how bout future payments and how bout we get a new contract as the commercial and residential need to be split up cause you already stated they can't be lumped together

Lauren I don't really know I need to get more details  
Do u have any more questions?

Joey did you get any communication from me other than emails?

Lauren no

Joey so no registered mail?

Lauren what address did u send it to?

Joey the one online at  
TXU po box 650700

Lauren u need to send it to the one in my email on Sierra drive cause you send that one to the payment place

Joey I sent it to the one TXU said on the website to send it to

**[Complaint No:CP2025040355] - Joey Man**

Trans:Jagor

**Sarah Gonzalez** <Sarah.Gonzalez@puc.texas.gov>  
To: joey man <joey\_man@live.com>

Thu, May 1, 2025 at 1:59 PM

Good afternoon,

Thank you for the additional information. I will forward your concerns to the company for handling. However, given that CPD has concluded the informal complaint process, you may dispute the issue(s) further by filing a formal complaint through the commission. An informational brochure explaining the formal complaint process is enclosed.



Sarah Gonzalez

**Investigator**

Consumer Protection Division

Public Utility Commission of Texas

**(512) 936-7168**

**From:** joey man < >  
**Sent:** Thursday, May 1, 2025 10:44 AM  
**To:** Sarah Gonzalez < >  
**Subject:** CP 2025040354

>; PUCComplaints <

>

\*\*\*\*\* Forwarded message \*\*\*\*\*

**From:** joey man < >  
**Date:** Apr 28, 2025 9:45 AM  
**Subject:** CP 2025040354 CP 2025040355 Submission of evidence for Complaint - TXU Energy and integrity Energy Broker  
**To:**  
**Cc:**

Dear Public Utility Commission of Texas,

I respectfully submit the attached evidence package in support of my complaint against TXU Energy and Integrity Energy Broker. This complaint concerns breach of verbal agreement, misrepresentation of payment terms, spoliation of evidence, and the risk of wrongful disconnection of my electricity service.

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The attached evidence includes:

- A formal demand letter sent to Integrity Energy.
- Email communications with Integrity Energy and TXU Energy.
- An audio recording confirming acknowledgment of the demand letter by TXU Energy.
- Billing documents.
- A detailed timeline summarizing the dispute.

I respectfully request the Commission's review of these materials and intervention to ensure the protection of my service during this dispute, along with remedies for the violations described.

Please let me know if any further documentation or clarification is needed.

Thank you for your time and attention to this matter.

Sincerely,

Joey Man

Donut Palace

(254) 964-8246

Joey man <joey\_man@live.com>  
To: Sarah Gonzalez <Sarah.Gonzalez@puc.texas.gov>

Thu, May 1, 2025 at 3:52 PM

Hi Sarah  
Did we ever get the audio recording of integrity energy and I discussing the contract?  
9:20 AM CDT

Sarah Gonzalez <Sarah.Gonzalez@puc.texas.gov>  
To: joey man <joey\_man@live.com>

Fri, May 2, 2025 at 7:40 AM

Good morning,

The company submitted the contract only and did not obtain an audio recording. The decision was made on the written agreement.

Regards,

Joey Man

Joey Man <joey\_man@live.com>  
To: Sarah Gonzalez <Sarah.Gonzalez@puc.texas.gov>

Fri, May 2, 2025 at 1:36 PM

Could we possibly see if they have the audio recording?

Joey Man

Sarah Gonzalez <Sarah.Gonzalez@puc.texas.gov>  
To: Joey Man <joey\_man@live.com>

Fri, May 2, 2025 at 2:08 PM

Unfortunately, the utility only obtained an electronic enrollment. You may file a formal dispute if you do not agree.

Thank you,



Sarah Gonzalez

*Investigator*

Consumer Protection Division

Public Utility Commission of Texas

(512) 936-7168

From: Joey Man <joey\_man@live.com>  
Sent: Friday, May 2, 2025 1:37 PM  
To: Sarah Gonzalez <Sarah.Gonzalez@puc.texas.gov>  
Subject: Re: [Complaint No:CP2025040355] - Joey Man

TRANSMISSION REPORT: A report was received from a customer regarding a power outage in the area of [redacted] on May 1, 2025. The report was received at 1:30 PM. The outage was reported to the field office at 1:35 PM. The field office was dispatched to the area at 1:40 PM. The field office arrived at the area at 1:45 PM. The field office was unable to locate the customer at the time of the report. The field office was unable to locate the customer at the time of the report. The field office was unable to locate the customer at the time of the report.

Could we possibly see if they have the audio recording?

Joey Man

[Complaint No:CP2025040355] -  
Joey Man



Harold Kohl 12:10 PM

to me ▾



Dear Mr. Man,

Integrity Energy LTD (Integrity) maintains that it no longer has access to telephone recordings due to its transition to a new dialer system and that it has no further information to provide. If you would like to pursue the matter further, you have the right to file a formal complaint at the Public Utility Commission of Texas. A brochure regarding formal complaints and how to file one at the Commission is attached for your review. Please be sure to include your informal complaint number CP2025040355 in your initial filing if you choose to do so.

I also confirmed with TXU Energy that Lauren Perez has been in contact with you about your service and that your account has been updated to accept credit card payments. TXU Energy is in the process of transitioning the services to the correct product types, with the apartment being residential and the shop now being considered small business (small non-residential because the service will no longer have non-residential services with electric demand greater than 50 kW). However, TXU Energy will honor the original rate of the service through the end of the contracted term of 6/30/2029. If you have not done so already, I recommend reaching out to Lauren Perez at 469-935-7665 for more information regarding the status of the changes.

Regards,

Harold Kohl  
Complaint Program Supervisor  
Consumer Protection Division  
Public Utility Commission of Texas  
W: (512) 936-7017 | Toll Free: (888) 782-8477



Customer Name: DONUT PALACE  
Account Number: 900068017228  
Invoice Number: 054728648696  
Invoice Date: 05/21/2025

## Account Summary

Previous Balance	Credits/Payments	Balance Forward	Current Charges	Amount Due	Due Date
\$12,849.90	\$0.00	\$12,849.90	\$1,572.08	<b>\$14,421.98</b>	<b>06/05/2025</b>

See remaining pages for invoice details.

## Customer Communications



Scan for MyAccount

As temps rise, A/Cs use more energy to keep you comfortable. See how temps affect your usage anytime in MyAccount.

## How to Contact Us

### Account Service Manager

Commercial Support Team

Phone: (866) 898-3465

Email: [commercialsupport@txu.com](mailto:commercialsupport@txu.com)

Customer Service: 8:30AM - 5:30PM M-F

### Power Outage Notification:

Oncor Electric Delivery - 1-888-313-4747

REP Certificate: #10004

Please return this portion with your payment in the enclosed envelope. Make checks payable to TXU Energy. Do not include correspondence with your payment.

The TXU Energy Aid<sup>SM</sup> program helps families in critical situations with bill payment assistance.

For Donations Only

One-time gift to TXU Energy Aid<sup>SM</sup> program \$ \_\_\_\_\_  
Recurring monthly donation to TXU Energy Aid<sup>SM</sup> program \$ \_\_\_\_\_

### Account Number:

900068017228

Amount Due

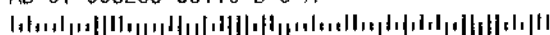
**\$14,421.98**

Due Date

**06/05/2025**

To ensure proper payment posting, please provide this number (900068017228) on all payments and send to the address directly below.

AB 01 003289 09110 B 9 A



DONUT PALACE  
305 E CENTRAL AVE  
COMANCHE TX 76442-3214



TXU ENERGY  
PO BOX 650638  
DALLAS, TX 75265-0638

21900068017228000144219800012849905

32

003289 1/2

Customer Name: DONUT PALACE  
Account Number: 900068017228  
Invoice Number: 054728648696  
Invoice Date: 05/21/2025

Page 2 of 4

### Important Information

Your satisfaction is our top priority. Do you have feedback? Email us at [txuexec@txu.com](mailto:txuexec@txu.com) or write us at TXU Energy Executive Feedback, PO Box 650764, Dallas, TX 75265-0764. The amount billed may include price changes allowed by law or regulatory actions. See an unauthorized charge on your bill? Call us toll-free at 1-866-698-3465 (8:30AM - 5:30PM M-F), and we'll work to resolve any issues. If you're not satisfied with the resolution, you may file a complaint with the Public Utility Commission of Texas PO Box 13326, Austin, TX 78711-3326; (512) 936-7120 or toll-free in Texas (888) 782-8477. Hearing and speech-impaired individuals with text telephones (TTY) may contact the Public Utility Commission of Texas at (800) 735-2988.

### Account Summary Detail

Previous Balance	\$	12,849.90
Credits/Payments	\$	0.00
Balance Forward	\$	12,849.90
Debits/Charges		
Late Payment Penalty	\$	248.34
<b>Subtotal</b>	<b>\$</b>	<b>248.34</b>

12/1/2025

DST 00072061



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Customer Name: DONUT PALACE  
Account Number: 900068017228  
Invoice Number: 054728648696  
Invoice Date: 05/21/2025

Page 3 of 4

**ESI ID Detail:**

**Service Address:**

305 E CENTRAL AVE COMANCHE, TX 76442-3214

**ESI ID:** 10443720002435298

**Product:**

Fixed Price

Meter ID	Days	Read Type	Previous Read Date	Previous Meter Read	Current Read Date	Current Meter Read	Multiplier	Usage (kWh)	Actual kW/kVA	Billed kW/kVA
163212356LG	30	Actual	04/16/2025	77883	05/15/2025	83876	1.00	5993	43	43
<b>TOTAL</b>								<b>5993</b>	<b>43</b>	<b>43</b>

**Electric Service Commercial**

Service Period: 04/16/2025 to 05/15/2025

TXU Energy Fixed Price

Base Usage	5993 kWh @	\$ 0.07999	\$479.38
Market Securitization (Debt) Financing			\$3.27
PUC Assessment			\$0.81
Gross Receipts Reimb			\$5.22

Sales Tax	\$40.32
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<b>Total Commercial Charges</b>	<b>\$529.00</b>
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**Electric Service Distribution**

Service Period: 04/16/2025 to 05/15/2025

Base Charge			\$11.13
Meter Charge			\$21.30
Distribution System Charge	43 kW @	\$ 5.96933	\$256.68
Transmission Cost Recov Factor	43 kW @	\$ 4.675281	\$201.04
Distribution Cost Recovery	43 kW @	\$ 1.036859	\$44.58
Nuclear Decommission	43 kW @	\$ 0.045	\$1.94
Energy Efficiency	5,993 kWh @	\$ 0.000223	\$1.34
PUC Assessment			\$0.90
Gross Receipts Reimb			\$5.80

Sales Tax	\$44.78
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<b>Total Distribution Charges</b>	<b>\$589.49</b>
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<b>TOTAL CHARGES FOR ESI ID</b>	<b>\$1,118.49</b>
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003239 2/2

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