

STATE OF NORTH CAROLINA  
WAKE COUNTY

IN THE GENERAL COURT OF JUSTICE  
SUPERIOR COURT DIVISION  
NO. 14 CVS \_\_\_\_\_

STATE OF NORTH CAROLINA, ex rel. )  
ROY COOPER, Attorney General, )

Plaintiff, )

v. )

CAROLINA ENERGY GREEN )  
SOLUTIONS, LLC, WILLIAM )  
BERKELHAMMER, individually and in )  
his capacity as owner and manager of )  
CAROLINA ENERGY GREEN )  
SOLUTIONS, LLC, MICHAEL )  
STAPLETON, individually and in his )  
capacity as manager of CAROLINA )  
ENERGY GREEN SOLUTIONS, LLC, )

Defendants. )  
)  
)  
)

**COMPLAINT**

(Temporary Restraining Order Requested)

**INTRODUCTION**

Plaintiff State of North Carolina, ex rel. Roy Cooper, Attorney General, brings this deceptive trade practices case against Defendants, alleging they devised and operated a home energy savings business that did not provide any significant savings to homeowners' energy bills. Plaintiff further alleges violations of the Unfair and Deceptive Trade Practices Act, N.C. Gen. Stat. § 75-1.1, and related marketing practice statutes and regulations. Plaintiff seeks temporary, preliminary, and permanent injunctive orders prohibiting Defendants from harming other North Carolina home owners, as well as restitution for victims, civil penalties, and other remedies available under that Act.

## PARTIES

1. Plaintiff is the State of North Carolina, on relation of its Attorney General, Roy Cooper, who brings this action pursuant to authority found in Chapters 75 and 114 of the North Carolina General Statutes.

2. Defendant Carolina Energy Green Solutions, LLC, is a North Carolina limited liability corporation which has its principal place of business in Greensboro, North Carolina. As of July 1, 2014, Defendant Carolina Energy Green Solutions (“CEGS”) is listed as currently active by the North Carolina Secretary of State.

3. Upon information and belief, Defendant William Berkelhammer (hereinafter “Defendant Berkelhammer”) is a resident of Guilford County, North Carolina.

4. Upon information and belief, Defendant Michael Stapleton (hereinafter “Defendant Stapleton”) is a resident of Mecklenburg County, North Carolina.

5. At all times relevant to this action, Defendant Berkelhammer has been the managing member and principal officer of Defendant Carolina Energy Green Solutions, LLC. He implemented and controlled the business practices of CEGS described below.

6. At all times relevant to this action, Defendant Stapleton has been the manager and active member of Defendant Carolina Energy Green Solutions, LLC. He implemented and controlled the business practices of CEGS described below.

7. Defendant Berkelhammer and Defendant Stapleton are being sued in their capacity as agents and principal officers of Defendant Carolina Energy Green Solutions, LLC.

## FACTUAL BACKGROUND

8. During the past three years, it has been CEGS’ regular business practice to sell and install insulation materials in homes.

9. To induce sale, CEGS guaranteed consumers a savings of 25% on home energy bills after the use and installation of its product.

10. Upon information and belief, CEGS' employees and/or sales agents would target elderly North Carolina consumers through telephone calls performing a home insulation survey.

11. Upon information and belief, during the supposed survey calls CEGS would offer to send a representative to the consumer's home, at no cost, to perform an in-home analysis.

12. Upon information and belief, during the in-home analysis, the CEGS representative would perform a walkthrough in a person's house and would state the person has leaks throughout their house and point out areas where a person will need to use CEGS insulation materials in order to save 25% on their home energy bills.

13. After walkthrough, the same CEGS representative would offer to install their products and would guarantee each homeowner would receive a yearly 25% energy savings on natural gas, electric, oil or propane.

14. Upon information and belief, the price is agreed upon during the in-home analysis. After the price is agreed upon, often as early as the next morning, a CEGS representative would return to the house with a work crew and begin installing their product and talking to the homeowner concerning the price and financing.

15. Upon information and belief, as the homeowner reviews the contract, CEGS' work crew simultaneously begins installing the insulation materials.

16. Upon information and belief, CEGS' work crew would staple foam-like reflective material (known as the "radiant barrier") inside the ceiling in the attic, and sometimes provide a water heater blanket, outlet insulators, and pipe insulators.

17. Homeowners usually pay the contract in cash or through loans which CEGS arranges for them through Aqua Finance Inc. Included in the financing/contract paperwork, CEGS has homeowners sign a lien on their real property.

18. Typically, after the installation, consumers notice the product does not provide a 25% reduction on their monthly home energy bills. At most, some homeowners have saved 5% in energy costs for the whole year.

19. Consumers who did not get the 25% promised savings on energy bills were not provided a full refund from the company. Consumers attempted to contact CEGS to return the materials and get a refund were unsuccessful.

20. Included among the sales documents presented to the homeowners are forms limiting to \$500.00 the maximum amount that can be recovered from CEGS for failure to obtain a 25% energy savings. This limitation is not included in the initial sales pitch.

21. CEGS' business practices and tactics described in paragraphs 8 through 19, above, were knowingly devised and carried out by Defendants with full awareness of the problems those practices and tactics caused to CEGS' customers.

22. The business practices and tactics described above were in and affecting commerce in North Carolina and have had a substantial and negative impact thereon.<sup>1</sup>

**EXPERIENCE OF LYNWOOD DICKENS  
NASH COUNTY, NORTH CAROLINA**

23. As shown by the attached Affidavit of Lynwood Dickens, age 83, of Nash County, North Carolina (**Exhibit 1**), in January 2014, a representative of CEGS called and offered to set up an appointment to check Mr. Dickens' home for heat loss. On February 7, 2014, a representative of CEGS arrived and claimed Mr. Dickens' insulation was out of date and offered

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<sup>1</sup> Attached as **Exhibit 5** is the Affidavit of Julie D. Daniel, Consumer Protection Specialist at the North Carolina Department of Justice, attaching consumer complaints received by the Consumer Protection Division.

to update his insulation which would save at least 30% on his electric and gas bills. After inquiry, the CEGS representative told Mr. Dickens that he was affiliated with and worked with all the power companies in the area including Duke Power. Mr. Dickens was quoted a price of \$8,500.00, but after negotiations, the final price of the installation was \$5,600.00. Mr. Dickens financed it through Aqua Finance Inc. At around 6:00 a.m. the next morning, the work crew arrived and began stapling insulation material inside the attic. To this date, Mr. Dickens has not realized any savings in his home energy bill.

**EXPERIENCE OF CAROLYN ZIGLAR  
FORSYTH COUNTY, NORTH CAROLINA**

24. As shown by the attached Affidavit of Carolyn Ziglar, age 65, of Forsyth County, North Carolina (**Exhibit 2**), in February 2012, a representative of CEGS called and offered a free home energy survey. Ms. Ziglar, assuming CEGS represented Duke Energy based on notices she received, agreed to the offer. On February 25, 2012, a CEGS representative came to her house, did some tests and stated the home had energy loss and he could install a “Solex Platinum Shield” insulation material in her attic that would save her 25% on her energy bills. The CEGS representative showed Ms. Ziglar a Better Business Bureau accreditation seal, which made her feel the company could be trusted. Ms. Ziglar agreed to have the work performed on two of her houses. To this date, Ms. Ziglar has not saved 25% on energy bills for either house.

**EXPERIENCE OF LARRY KEARNS  
DAVIDSON COUNTY, NORTH CAROLINA**

25. As shown by the attached Affidavit of Larry Kearns, age 72, of Davidson County, North Carolina (**Exhibit 3**), in January 2013, a CEGS representative came by Mr. Kearns’ house to talk about CEGS and set up an appointment for a sales representative to come by and provide him with more information about their product. A CEGS representative arrived and pointed out

areas in the house where Mr. Kearns was losing heat. The CEGS representative showed a sample of the insulation material and offered to put the material in the attic to keep the heat inside. The representative stated that material is the same material used to make astronaut suits. The representative stated Mr. Kearns would save around \$500.00 a year on his heating bill. Mr. Kearns agreed to a price of \$4,878.00 and financed with no interest for three months. The next morning, while it was still dark out, the CEGS work crew arrived and began installing the product in the attic. To this date, Mr. Kearns never saved anywhere near the \$500.00 that was promised to him.

**EXPERIENCE OF PEARL KLOSTER  
DURHAM COUNTY, NORTH CAROLINA**

26. As shown by the attached Affidavit of Pearl Kloster, age 77, of Durham County, North Carolina (**Exhibit 4**), in May 2013, she received a cold call from a CEGS representative who offered a free home energy analysis. On May 14, 2013, the representative arrived and stated CEGS was associated with the Jimmy Carter Foundation and a member of the Better Business Bureau. The representative and offered to put insulation in her attic and guaranteed a 25% savings on her gas and electric bills within the first year. Ms. Kloster agreed to a price of \$3,100 which included CFL light bulbs, water heater blanket, outlet insulators, an energy savings showerhead, attic blanket, and weather stripping for the doors. The CEGS work crew arrived at 6:30 a.m. the next morning and began installing the materials. To this date, Ms. Kloster has not saved 25% on her home energy bill.

**FIRST CLAIM FOR RELIEF: UNFAIR AND DECEPTIVE TRADE PRACTICES;**  
**N.C. GEN. STAT. § 75-1.1**

27. Plaintiff incorporates herein by reference paragraphs one through twenty-six, above, and alleges further that each of Defendants' aforesaid acts, practices, representations and

omissions violate the North Carolina Unfair and Deceptive Trade Practices Act, N.C. Gen. Stat. § 75-1.1, *et seq.* Plaintiff is therefore entitled to the relief requested below.

**SECOND CLAIM FOR RELIEF: VIOLATION OF THE NORTH CAROLINA  
TELEPHONE SOLICITORS ACT, N.C. GEN. STAT. § 75-100, ET SEQ.**

28. Plaintiff incorporates herein by reference paragraphs one through twenty-six, above, and alleges further that the telephone calls that defendants placed to home owners in order to secure sales were regularly placed to North Carolina telephone numbers enrolled in the national Do Not Call Registry.

29. Before calling numbers in a particular area code, defendants failed to obtain from the Federal Trade Commission the numbers in that area code that were enrolled in the national Do Not Call Registry and then delete them from their calling lists.

30. Calling numbers enrolled in the Do Not Call Registry instead of deleting them from their calling lists rendered defendants in violation of subsection 102(a) of the North Carolina Telephone Solicitations Act, N.C. Gen. Stat. § 75-100, *et seq.* Pursuant to N.C. Gen. Stat. § 75-105(a), plaintiff is entitled to injunctive relief barring further violations of the Telephone Solicitations Act, plus civil penalties of up to \$5000.00 per illegal call.

**REQUEST FOR TEMPORARY RESTRAINING ORDER UNDER  
N.C. GEN. STAT. § 75-14**

31. As established by this Complaint, the attached affidavits of some of Defendants' North Carolina customers, and the attached consumer complaints, Defendants' above alleged practices, misrepresentations and omissions are ongoing and illegal. Plaintiff respectfully asks the Court to issue a Temporary Restraining Order against Defendants under N.C. Gen. Stat. § 75-14 and N.C. Gen. Stat. § 75-105 so that additional harm to the public and further violations of state law might be prevented while this action is pending.

WHEREFORE, PLAINTIFF PRAYS THE COURT for the following relief:

1. That Defendants, together with their agents, employees, representatives, successors and assigns, be temporarily restrained under N.C. Gen. Stat. § 75-14 and N.C. Gen. Stat. § 75-105 from performing or offering to perform home insulation work for North Carolina homeowners, collecting money from homeowners for home insulation jobs, or violating the Telephone Solicitors Act.

2. That the Court schedule a hearing within ten days to determine whether the Temporary Restraining Order, or some reasonable modification thereof, should not be continued in the form of a Preliminary Injunction pending the final adjudication of this cause;

3. That, upon final adjudication of this cause, the terms of the Preliminary Injunction continue in the form of a Permanent Injunction, pursuant to N.C. Gen. Stat. § 75-14 and N.C. Gen. Stat. § 75-105(a);

4. That the Court require Defendants to make restitution to their North Carolina homeowner victims, as provided in N.C. Gen. Stat. § 75-15.1;

5. That Plaintiff recover civil penalties of \$5000.00 from Defendants for each Unfair and Deceptive Trade Practice found by the Court, pursuant to N.C. Gen. Stat. § 75-15.2;

6. That all of Defendants North Carolina contracts for installing home insulation be cancelled and that Defendants be ordered to return all funds to purchasers of their services, pursuant to N.C. Gen. Stat. §§ 75-14 and 75-15.1;

7. That Defendants be ordered to pay civil penalties for each violation of the Telephone Solicitors Act, as provided in N.C. Gen. Stat. § 75-105(a)(1)

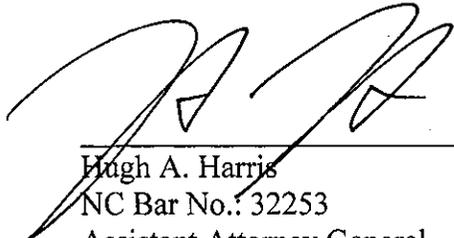
8. That Defendants be ordered to reimburse Plaintiff for its attorneys fees and litigation expenses in this action, pursuant to N.C. Gen. Stat. § 75-16.1 and N.C. Gen. Stat. § 75-105(d);

9. That the costs of this action be taxed to Defendants; and

10. That Plaintiff be granted such other and further relief as to the Court seems just and appropriate.

This is the \_\_\_\_ day of July, 2014.

ROY COOPER  
ATTORNEY GENERAL

A handwritten signature in black ink, appearing to read 'H. Harris', is written over a horizontal line.

Hugh A. Harris  
NC Bar No.: 32253  
Assistant Attorney General  
Consumer Protection Division  
North Carolina Department of Justice  
P.O. Box 629  
Raleigh, NC 27602  
Tel. 919.716.6817  
hharris@ncdoj.gov

**STATE OF NORTH CAROLINA**

**COUNTY OF NASH**

**AFFIDAVIT OF LYNWOOD DICKENS**

I, Lynwood Dickens, being first duly sworn, state as follows:

1. I am 83 years old and reside in Nash County, North Carolina.

2. Around the first of 2014, a lady from Carolina Energy Green Solutions (CEGS) called and said she was calling in response to my inquiry. She asked if her company could send someone to check my home for heat loss. Some time before that I had responded to a card that Duke Power had sent to me saying they would help pay for bringing insulation up to an R21 value. I assumed that was the inquiry she was talking about so I agreed to have them come to my house.

3. John Housen called to set up an appointment and came to the house on February 7, 2014. He looked around my house and attic and said the insulation was way out of date due to the home's age of 40 years. Mr. Housen said if we allowed CEGS to update my insulation I would save at least 30% on my electric and gas bills. If I didn't, he said, they would pay me for the savings I was supposed to see. I asked Mr. Housen if he worked for Duke Power. He said yes, he was affiliated and worked with all the power companies in North Carolina, so I assumed he was authorized by Duke Power.

4. After looking around, Mr. Housen asked, "Would you like to know a price?" then quoted a price of \$8,500 to bring my insulation value up to R21. I told him he could forget it. He then said, "I can maybe get them to do better," and proceeded to call someone. Then he offered a cut price, but I still said to forget it. Finally he said they would do it for \$5,600 if I had the work done the next day. He said that was because they already had workers in the area. So I



agreed. A true and accurate copy of the sales agreement is attached as Exhibit A. I also agreed to financing with a company called Aqua Finance Inc. because they offered six months financing with no interest. A true and accurate copy of the Promotional Credit Plan Addendum is attached as Exhibit B.

5. Workers came the next morning around 6:00 and brought biscuits for my wife and me. They were all Mexicans and spoke only Spanish, except for one woman who spoke a little bit of English. I asked her if they had been doing other jobs in the area, and she said no, they had driven from Greensboro.

6. The workers stapled some material to my roof rafters. An electrician also came later that day and installed something above my power box, with wires running down into it. I was told that would slow the meter down and that was how I would realize savings on my bills.

7. Sometime later I saw the same type material as what was installed at my house at Lowe's Home Improvement Store in Rocky Mount, NC. I asked the salesman there about it and he said it had no R value. I got the name of the manufacturer off the material, Energy Star (1-800-879-3645), and called them and spoke with Monty Millspaugh. He also said it had no R value and that it was only a heat reflector.

8. I then called CEGS and spoke to Daniel Keaton. I told him what I had found out and there would have to be money back or he could come and get his materials. He assured me it had an R16 value. I asked for the name of the material and the company that made it. He sent me a Specification Sheet that looked like it could have been made up by anyone and did not name the manufacturer. A true and accurate copy of that sheet is attached as Exhibit C. Mr. Keaton stated he would have to talk to the general manager and owner and that I would hear from him by lunch time the next day. He did not get back to me so I called Mr. Keaton again

and asked what they were going to do, and he hung up on me. That was the last time I was able to speak with him or anyone at CEGS. Now when I call, there is recording that says to leave a message in his mailbox, but the mailbox is full.

9. My 6 months no interest, no payment deferral finance plan expires on August 15. I plan to mail my full payment to the finance company around 2 weeks in advance to make sure I do not incur any interest charges.

10. I feel like I was misled when I agreed to have CEGS's product installed in my home. The material is not what was represented to me, and I have not realized any savings in my energy bill, much less the 30% that was promised. I also called Duke Power and asked if John Housen was authorized by them. The person at Duke said that he was not approved by them and that they would be turning this over to their legal department.

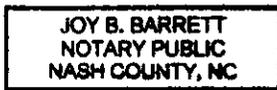
Lynwood Dickens 7-18-2014  
Lynwood Dickens Date

Sworn to and subscribed before me

This the 18 day of July, 2014

Joy B. Barrett  
(Notary Public)

My Commission Expires: 8-28-16



Michael Stapleton

# Carolina Energy Green Solutions

John Houser  
Leanne V. A.R.C.

Daniel Newton

3107-B South Elm-Eugene St., Bldg. B • Greensboro, NC 27406 • 336-275-6411 / www.carolinaenergygreensolutions.com

Date 7-15-17  
 Name Lynwood & Emma Dickson  
 Address 4617 Hoch, Guilford County, NC  
 City, State, Zip Winterville 27591  
 Phone: Home \_\_\_\_\_  
 Bus. 252 446 1818  
 Cell: 252 343 1818

Lead Source \_\_\_\_\_

### DIRECTIONS TO CUSTOMER'S HOME

HARDEN  
4 BACON Egg + Cheese  
DISCU-5

6 Months  
**SPECIFICATIONS:**  
 Home:  Brick  Frame  
 Garage:  Yes  No  
 Attic:  Pulldown  Walkin  Ladder  
 Current Insulation:  Fiberglass  Cellulose  
 Age of Home (Approximate): \_\_\_\_\_  Years  Months  
 HVAC Location:  Attic  Crawl Space  Closet  Garage  
 Heat:  Gas  Electric  Geo Thermal  
 Roof:  A-Frame  Hip  
 Shingles:  Asphalt  Tile  Metal

PRODUCT	COST
1. Green Solutions T.P.S.	\$ <u>5649</u>
2. Platinum Home Energy Makeover	\$ N/C

- CFL Light Bulbs 2
- Water-Heater Blanket
- Outlet Insulators
- Pipe Insulators
- Shower Head 2
- Attic Blanket
- Other Water Strip 2 Doors

HVAC

Subtotal 5649<sup>00</sup>  
 Installation 49¢ sq ft. = \_\_\_\_\_  
 Doc. Fee \$49.00  
 Down Payment 25% \_\_\_\_\_  
 TOTAL BALANCE 5649<sup>00</sup>

The Purchaser, after thorough examination, buys and accepts delivery of the above-described services and goods needed to provide service, and agrees to pay to the Seller or Holder the Total of Payments in accordance with the payment schedules set forth hereon. This contract is the entire agreement between Seller and purchaser. The terms and conditions of this contract supersede all terms and conditions contained in prior agreements, letters, oral agreements, promotional or advertising materials.

YOU, THE BUYER, MAY CANCEL THIS TRANSACTION AT ANY TIME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY AFTER THE DATE OF THIS TRANSACTION.

Purchase Price \$ 5649<sup>00</sup>  
 Date to be Delivered-Installed 7-16-17 Time 6:30  
 Company Representative Houser  
 Purchaser Lynwood Dickson Date 7-15-17  
 Purchaser Emma Dickson Date \_\_\_\_\_

To cancel this transaction, mail or deliver a signed copy of this cancellation notice or any other written notice.  
 3107-B South Elm-Eugene St., Bldg. B  
 Greensboro, NC 27406  
 336-275-6411  
 No LATER THAN MIDNIGHT OF \_\_\_\_\_ (Date)  
 I HEREBY CANCEL THIS TRANSACTION.  
 NOT A TRIAL PERIOD.  
 Signature \_\_\_\_\_ Date \_\_\_\_\_

WHITE - Office YELLOW - Customer

EXHIBIT  
A

# Promotional Credit Plan Addendum - Revolving Credit Only

Buyer shall have the promotional option selected for the purchase made as of the date noted below under the Credit Agreement of the same date.

## Promotion Type Applicable to the Purchase Represented by the Revolving Credit Sales Slip:

6 Months No Interest, No Payment during the Deferral Period:

No interest if paid in full in 6 months. If the balance is not paid in full in 6 months, interest will be imposed 6 months after the date of purchase at a rate of 13.99% as disclosed on your Revolving Credit Agreement. Your first regular monthly payment will be due 6 months from the contract date. Payments may be made at any time to pay the promotional balance in full before the end of the promotion term.

I/We acknowledge that I/we have read, understand, and have received a copy of this addendum to the Credit Agreement of the same date:

Date: 2 / 7 / 2014

Buyer's Signature \_\_\_\_\_

LYNWOOD DICKENS

Print Buyer's name

CAROLINA ENERGY GREEN

Name of Dealer

Co-Buyer's Signature \_\_\_\_\_

EMMA DICKENS

Print Co-Buyer's name

Authorized Sales Person's Signature \_\_\_\_\_

Dealer Number: 530132.000



# Green Solutions Thermal Protection System Specification Sheet

- R-value 16 (one sheet)
- R-value 21 (two sheets)
- Thickness 13/64 inch
- Perm Rating- Class 1 vapor barrier (ASTM-E96)
- 19db impact noise reduction
- Flame Spread Index 25 or less (E84-10)
- Smoke Developed Index 45 or less (E84-10)
- ICC-ES Recognized
- Energy Star Qualified
- Complies with International and Residential Code (IBC) 2006 and 2009
- Approvals and Certifications Include UL 723, UBC-8-1, NFPA 255, US Green Building Council (USGBC), ISO-9001, ESR-2350, BASC, Miami Dade County, and INTECO



STATE OF NORTH CAROLINA

COUNTY OF FORSYTH

AFFIDAVIT OF CAROLYN ZIGLAR

I, Carolyn Ziglar, being first duly sworn, state as follows:

1. I am 65 years old and reside in Forsyth County, North Carolina.

2. In February 2012 I talked with a representative of a company called Carolina Energy Green Solutions (CEGS). The representative talked about doing an energy survey of my home. I thought they were representing Duke Energy because I had seen notices before about Duke Energy performing energy audits on homes to help find ways to save on electric bills.

3. A representative of CEGS by the name of Philip Greer came to our home on February 25, 2012, and did some tests for energy loss in our house. He said we had air leaking around our windows and doors and that we needed new door seals. He also said that they could put Solex Platinum Shield insulation in our attic that would cut our energy bills by at least 25%.

\* See footnote  
4. Mr. Greer showed us a paper that listed items such as "Written Lifetime Warranty," "Written Energy Guarantee," and "Labor Warranty," among others. In the bottom right-hand corner of that paper was the Better Business Bureau seal, along with the statement "Accredited Business." Seeing the BBB accreditation made me feel that the company could be trusted. A true and accurate copy of that paper is attached as Exhibit A.

5. My husband and I agreed to have our home in Rural Hall, and a rental home we own in Winston-Salem in which my daughter lived at the time, done on one contract for a

We were never given the Written Lifetime Warranty as stated on their flyer. (cg) 7/21/14 (Exhibit A)

EXHIBIT

2

reduced price of \$6,600. We decided to pay cash, although I had to move some money from my retirement account to do so. A true and accurate copy of the sales agreement we signed (which also has the BBB accreditation on it) is attached as Exhibit B.

6. The workers arrived within a couple of days and completed both homes in one day. The material they installed in the attic looked like a layer of black foam between two layers of aluminum foil--sort of like a car reflective visor.

7. The money that I had to transfer in order to pay CEGS had not yet settled on the day of installation, but CEGS called us on March 1 and insisted on being paid in full right then even though they had originally agreed to wait for my transferred funds to settle. So I wrote a check for \$2,000, and we had to put the rest, \$4,600, on a credit card.

8. On March 20, 2012, I called CEGS because we had not received the Assurance Guarantee or the Energy Savings Guarantee. I spoke with Daniel, who said he would check on it and call me back. He did call on March 21 to say he had not forgotten about me and was still working on it. Finally, on March 22 he called to say he had my documents and would be mailing them that day. True and accurate copies of those documents are attached as Exhibits C and D.

9. Since the insulation product was installed by CEGS, our energy bills have shown little reduction, mainly normal fluctuations during seasonal changes. We are under an equal payment plan with Duke Energy, and our monthly bill has gone down less than \$3.00, with a total yearly savings of only around \$30.00. My daughter also did not see any savings in the rental home in Winston-Salem following installation of the CEGS product.

10. I did not learn until after the work was done that CEGS was in reality not accredited by the BBB.

11. I feel like CEGS made promises to me that they did not keep and misrepresented their business by claiming to be an accredited BBB business.

Carolyn Ziglar 7/22/14  
Carolyn Ziglar Date

Sworn to and subscribed before me

This the 22 day of July, 2014

Tracy Johnson  
(Notary Public)

**TRACY JOHNSON**  
Notary Public, North Carolina  
Forsyth County  
My Commission Expires  
October 02, 2017

My Commission Expires: October 2, 2017

# GREEN SOLUTIONS™

Thermal Protection System

**Protection... For A Lifetime of Satisfaction**

- \* **Written Lifetime Warranty** *Did not get <sup>7/21/14</sup> (cy)*
- \* **Written Energy Guarantee**
- \* **Public Liability**
- \* **Worker's Compensation**
- \* **Property Damage Protection**
- \* **Labor Warranty**
- \* **Peace of Mind**





# Carolina Energy Green Solutions

Notes on back side →

# COPY

203 South Elm St. • Greensboro, NC 27401 • 336-275-6411 / www.carolindenergysolutions.com

Date 02-25-2012 Vinyl Siding & Tin Roof  
 Name Carolyn Ziglar  
 Address 8010 McGee County Forsyth  
 City, State, Zip Rural Hall, NC 27045  
 Phone: Home 336-969-0267  
 Bus. \_\_\_\_\_  
 Cell: 336-830-0522

Lead Source \_\_\_\_\_

### DIRECTIONS TO CUSTOMER'S HOME

B  
 Rental (Brick all around) Attic Crawl  
771 Faircloth Ave, Winston-Salem, NC 27101

### SPECIFICATIONS:

Vinyl Siding & Tin Roof  
 Home:  Brick  Frame  
 Garage:  Yes  No  
 Attic:  Pulldown  Walkin  Ladder  
 Current Insulation:  Fiberglass  Cellulose  
 Age of Home (Approximate): \_\_\_\_\_  Years  Months  
 HVAC Location:  Attic  Crawl Space  Closet  Garage  
 Heat:  Gas  Electric  Geo Thermal  
 Roof:  A-Frame  Hip  
 Shingles:  Asphalt  Tile  Metal  
w/ vented soffit for eaves

### PRODUCT

PRODUCT	COST
1. <u>Green Solutions T.P.S.</u>	\$ <u>6600</u>
2. <u>Platinum Home Energy Makeover</u>	\$ <u>NC</u>

- CFL Light Bulbs
- Water Heater Blanket 2 make 1 3' miniature water heater
- Outlet Insulators
- Pipe Insulators
- Shower Head
- Attic Blanket
- Other \_\_\_\_\_

Subtotal \_\_\_\_\_  
 Installation 49¢ sq. ft. = \_\_\_\_\_  
 Doc. Fee \$49.00  
 Down Payment 25% \_\_\_\_\_  
 TOTAL BALANCE 6600 for best job combined

The Purchaser, after thorough examination, buys and accepts delivery of the above-described services and goods needed to provide service, and agrees to pay to the Seller or Holder the Total of Payments in accordance with the payment schedules set forth hereon. This contract is the entire agreement between Seller and purchaser. The terms and conditions of this contract supersede all terms and conditions contained in prior agreements, letters, oral agreements, promotional or advertising materials.

YOU, THE BUYER, MAY CANCEL THIS TRANSACTION AT ANY TIME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY AFTER THE DATE OF THIS TRANSACTION.

Purchase Price \$ 6600.00  
 Date to be Delivered-Installed 02-27-2012 Time 9am  
 Company Representative Philip Greer  
 Purchaser Carolyn D. Ziglar Date 2/25/12  
 Purchaser \_\_\_\_\_ Date \_\_\_\_\_

To cancel this transaction, mail or deliver a signed copy of this cancellation notice or any other written notice, or send a telegram to:

203 S. Elm Street  
 Greensboro, NC 27401  
 336-275-6411

No LATER THAN MIDNIGHT OF \_\_\_\_\_ (Date)

I HEREBY CANCEL THIS TRANSACTION

NOT A TRIAL PERIOD

Signature \_\_\_\_\_

EXHIBIT

B

Received \$50



## Assurance Guarantee

In addition to the comprehensive Green Solutions factory warranty, your local Green Solutions dealer offers this further Guarantee of Assurance:

After the purchase and installation of the Green Solutions Thermal Protection System, the customer has thirty (30) days from the date of installation to compare their new Green Solutions Thermal Protection System with any other brand of reflective insulation. If, by the end of thirty (30) days, the customer can locate a comparable reflective insulation product that meets all of the following three conditions, the undersigned Green Solutions dealer will not only refund the purchase price in full, but will let the customer keep their new Green Solutions Thermal Protection System with their compliments.

- Proof of a price lower than the newly installed Green Solutions Thermal Protection System.
- Proof of another product with all the product performance specifications exceeding those of the installed Green Solutions product.
- Proof of a factory warranty that meets or exceeds the Green Solutions factory warranty.

Carolina Energy Green Solutions  
Authorized Green Solutions Dealer

MICHAEL & CAROLYN ZIGLAR  
Green Solutions Customer

William Berkelhammer  
Authorized Dealer Representative

8010 MCGEE RD, RURAL HALL 27045  
Address

2/25/12

Date

EXHIBIT

C

tabbler

# GREEN SOLUTIONS

Thermal Protection System

## 25%

### ENERGY SAVINGS GUARANTEE

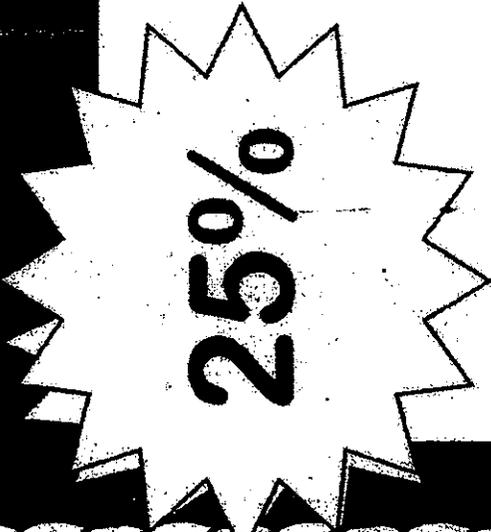
(Natural Gas, Electric, Oil or Propane)

A home can lose up to 90% of its heat through the attic in the winter, and in the summer months, attic temperatures can soar to up to 140°. With proper installation, Green Solutions Thermal Protection System guarantees to the original purchaser, a first year savings of 25% up to \$500 on energy costs relating to heating and cooling their home.

Customer MICHAEL & CAROLYN ZIGLAR

Address 8010 MEGEE RD. CITY RURAL HALL st NC zip 27045

Authorized C.E.G.S. Representative PHILLIP GREER Date 2/25/12



EXHIBIT

D

tabbles

**STATE OF NORTH CAROLINA**

**COUNTY OF DAVIDSON**

**AFFIDAVIT OF LARRY KEARNS**

I, Larry Kearns, being first duly sworn, state as follows:

1. I am 72 years old and reside in Davidson County, North Carolina.
2. In January of 2013 a man came by my house to talk to me about a company called Carolina Energy Green Solutions (CEGS). He set up an appointment for a sales representative to come back and give me more information.
3. A man by the name of Gabriel Gordon came back to my house on January 15, 2013, and brought along some material and a big book full of contracts and other paperwork. He walked around my house to point out where I was losing heat, like through the wall receptacles and out the attic. My house is solid brick and has lots of blown-in insulation in the ceiling, so I really didn't think much air came in, but I was really interested in finding ways to save more on my heating bill.
4. Mr. Gordon pulled out a sample of the material he said they could put in the attic to keep the heat inside. He turned on my stove and laid the material on top of the burner, then laid his hand on top of that to show me how the material could keep the heat from passing through. Then he told me that the material was the same material used to make suits for the astronauts. He convinced me that I could save around \$500 a year on my heating bill by installing their product. I thought about how if I saved that much I could give it to the church or to the poor.



5. Mr. Gordon gave me a list of other people who had bought their product and who could tell me how well it worked for them, but I never called any of those people. He talked to me for about an hour convincing me that there was no other way to go to cut down on my bills. After listening to him, I thought their product would pay for itself in no time. We agreed on a price of \$4,878. Mr. Gordon then told me about their special financing where I could pay for it within 3 months without any interest being charged. A true and accurate copy of the contract we agreed on is attached as Exhibit A. A true and accurate copy of the finance agreement is attached as Exhibit B. A true and accurate copy of the Promotional Credit Plan is attached as Exhibit C.

6. The next morning, around 6:30 while it was still dark, a white van with five or six Mexican men and women came to my house to begin work. They went straight up to my attic and were only there for about an hour before the work was complete. I never heard them making much noise and wondered how they could be doing much work so quietly.

7. The first utility bill I got after CEGS installed their product did not show that I had saved any money. As the months went by, sometimes the bill would be higher than the same month the previous year and sometimes lower, but when it was lower, it was only by a little bit. Over the period of the year after installation, I never saved anywhere near the \$500 that Mr. Gordon had promised me.

8. I never tried to contact CEGS to let them know I was not saving on my heating and air conditioning bills because I thought I was the only one who had this problem with CEGS. I thought somehow it was my own stupid fault.

9. I trusted the sales representative from CEGS because he seemed like one of the nicest guys in the world. But after paying almost \$5,000 for something that has not saved me

anything, I think this is the worst deal I ever made. I paid off my financing within three months so I wouldn't have to pay interest, but I would really like to get my money back for the useless product that CEGS sold me.

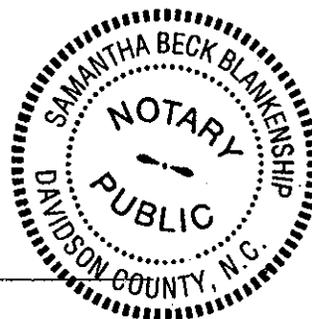
Larry R. Kearns  
Larry Kearns Date

Sworn to and subscribed before me

This the 22<sup>nd</sup> day of July, 2014

Samantha Beck Blankenship  
(Notary Public)

My Commission Expires: 9-5-15



# Carolina

## Energy Green Solutions

203 South Elm St. • Greensboro, NC 27401 • 336-275-6411 / www.carolinaenergygreensolutions.com

Date 1-16-13  
 Name LARRY R. Gordon's  
 Address 512 Old Thomacville County  
 City, State, Zip Winston-Salem NC 27107  
 Phone: Home 336-767-9033  
 Bus. \_\_\_\_\_  
 Cell: \_\_\_\_\_

Lead Source \_\_\_\_\_

**DIRECTIONS TO CUSTOMER'S HOME**

- Do brick part of home only - do NOT insulate car port
- ACCESS Through car port

**SPECIFICATIONS:**

Home:  Brick  Frame  
 Garage:  Yes  No  
 Attic:  Pulldown  Walkin  Ladder  
 Current Insulation:  Fiberglass  Cellulose  
 Age of Home (Approximate): 48  Years  Months  
 HVAC Location:  Attic  Crawl Space  Closet  Garage  
 Heat:  Gas  Electric  Geo Thermal oil  
 Roof:  A-Frame  Hip  
 Shingles:  Asphalt  Tile  Metal

**PRODUCT**

**COST**

- |                                  |    |             |
|----------------------------------|----|-------------|
| 1. Green Solutions T.P.S.        | \$ | <u>4829</u> |
| 2. Platinum Home Energy Makeover | \$ | N/C         |

- CFL Light Bulbs
- Water Heater Blanket
- Outlet Insulators
- Pipe Insulators
- Shower Head
- Attic Blanket
- Other \_\_\_\_\_

Subtotal	<u>4829</u>
Installation 49¢ sq ft. =	<u>          </u>
Doc. Fee	<u>\$49.00</u>
Down Payment 25%	<u>          </u>
<b>TOTAL BALANCE</b>	<u>4878</u>

The Purchaser, after thorough examination, buys and accepts delivery of the above-described services and goods needed to provide service, and agrees to pay to the Seller or Holder the Total of Payments in accordance with the entire agreement between Seller and purchaser. The terms and conditions of this contract, including all attachments, letters, oral agreements, promotional or advertising materials, shall govern this transaction.

YOU, THE BUYER, MAY CANCEL THIS TRANSACTION AT ANY TIME PRIOR TO THE COMPLETION OF THIS TRANSACTION.

Purchase Price \$ 4878  
 Date to be Delivered-Installed 1-16-13 Time 10:00  
 Company Representative Gabriel Gordon  
 Purchaser Larry R. Gordon Date 1-15-13  
 Purchaser N/A Date \_\_\_\_\_

To cancel this transaction, the purchaser must notify the Seller in writing, No LATER THAN 5 business days prior to the date of completion of the transaction.

Signature \_\_\_\_\_

Date \_\_\_\_\_

**GABRIEL GORDON**

PH-682-9055

Carolina Energy Green Solutions  
 203-South Elm St.  
 Greensboro NC, 27401  
 Phone - 336-275-6411



## RETAIL INSTALLMENT CONTRACT & SECURITY AGREEMENT

Buyer's Last Name <b>KERNS</b>		First Name <b>LARRY</b>	MI <b>R</b>	Seller's Name <b>CAROLINA ENERGY GREEN SOLUTIONS</b>	
Address <b>512 OLD THOMASVILLE ROAD</b>				Address <b>203 S ELM ST</b>	
City <b>WINSTON SALEM</b>	State <b>NC</b>	Zip <b>27107</b>	City <b>GREENSBORO</b>	State <b>NC</b>	Zip <b>27410</b>
Telephone: <b>336-769-9033</b>		Cell Phone:		Telephone: <b>336-275-6411</b>	
Co-buyer Last Name		First Name		MI	
Address (if different from above)				Dealer Number: <b>530132.000</b>	
				DEALER SIGNATURE: <i>[Signature]</i>	

CREDIT SALE AGREEMENT	ITEMIZATION OF AMOUNT FINANCED		
The words "Buyer", "you", "your", or "yours" refer to each person who signs this contract as a buyer or co-buyer. The words "Seller", "we", "our", and "us" refer to the dealer who made the sale or any assignee currently holding the contract. We agree to sell and you agree to buy the goods described below in accordance with all terms on both sides and all pages of this contract. By your signature below, you acknowledge this obligation is incurred in the interest of your marriage or family.  Description of Goods or Services Purchased:  <b>THERMAL PROTECTION SYSTEM</b>	(a) Cash Price	<b>\$ 4878.00</b>	(a)
	(b) Down payment: Cash \$ 0.00 + Net Trade-in \$ 0.00 =	<b>-\$ 0.00</b>	(b)
	(c) Unpaid Balance of Cash price (a-b)	<b>\$ 4878.00</b>	(c)
	Trade-in Description:		
	(d) Amounts paid to others on my behalf which are being financed:		
	(1) To public officials for:	<b>\$ 0.00</b>	
	(2) Sales Tax	<b>\$ 0.00</b>	
	(3) Non-filing insurance premium	<b>\$ 0.00</b>	
	(4) To others	<b>\$ 0.00</b>	
	Total Amounts Paid to Others (sum of (1) through (4))	<b>\$ 0.00</b>	(d)
(e) Amount Financed (c + d)	<b>\$ 4878.00</b>	(e)	

### FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALES PRICE
The cost of your credit as a yearly rate. <b>17.99 %</b>	The dollar amount the credit will cost you. <b>\$ 3375.58</b>	The amount of credit provided to you or on your behalf. <b>\$ 4878.00</b>	The amount you will have paid after you have made all payments as scheduled. <b>\$ 8253.58</b>	The total cost of your purchase on credit, including your down payment of \$ 0.00 <b>\$ 8253.58</b>

Number of Payments <b>72</b>	Payment Amount <b>\$ 114.63</b>	When Payments are Made Monthly payments of principal and interest beginning <u>4</u> / <u>15</u> / <u>2013</u> and continuing on the same day of every month thereafter until paid in full.	Promo Code <b>3MODEFSAC</b>
---------------------------------	------------------------------------	--	--------------------------------

**Security:** You are giving a security interest in any goods being purchased.

**Late Charge:** If a payment is more than 10 days late we may charge you: \$10 in Florida and Tennessee; \$25 in Georgia; \$10 (\$5 if payment due is less than \$25) in Missouri; the greater of \$10 or 5% of the installment up to \$100 in Alabama; the greater of 5% of the installment due or \$10 in Kentucky; 5% of the unpaid installment due not to exceed \$5 in South Carolina, \$6 in North Carolina, or \$15 in West Virginia. If a payment is more than 15 days late, we may charge you the greater of \$5 or 4% of the unpaid installment due up to \$50 in Mississippi. If payment is more than 7 days late we may charge 5% of the installment due in Virginia.

**Prepayment:** If you pay off early, you may have to pay a penalty in Alabama, Georgia, Kentucky, North Carolina, South Carolina, Tennessee, Virginia, and West Virginia. You will not have to pay a penalty in Florida, Mississippi, and Missouri.

**Further Payment Information:** Refer to the appropriate clauses on the front or back of this contract for additional information about minimum finance charges, nonpayment, default, and acceleration of your obligation before maturity, and any other fees or charges.

**NOTICE TO BUYER: (1) DO NOT SIGN THIS CONTRACT BEFORE YOU READ IT OR IF IT CONTAINS ANY BLANK SPACES. (2) YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN. KEEP IT TO PROTECT YOUR LEGAL RIGHTS. (3) UNDER THE LAW, YOU HAVE THE RIGHT TO PAY OFF IN ADVANCE THE FULL AMOUNT DUE AND UNDER CERTAIN CIRCUMSTANCES TO OBTAIN A PARTIAL REFUND OF THE TIME CHARGE, TIME PRICE DIFFERENTIAL OR FINANCE CHARGE.**

**BUYER'S RIGHT TO CANCEL: YOU, THE BUYER, MAY CANCEL THIS TRANSACTION AT ANY TIME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY AFTER THE DATE OF THIS TRANSACTION. SEE THE ACCOMPANYING NOTICE OF CANCELLATION FORM FOR AN EXPLANATION OF THIS RIGHT.** Buyer acknowledges reading the entire contract, receiving a signed, dated and a completely filled-in copy on the date executed and that Seller orally explained the right to cancel and provided 2 copies of a Notice of Cancellation. CAUTION - IT IS IMPORTANT THAT YOU THOROUGHLY READ THE CONTRACT BEFORE YOU SIGN IT.

1/15/2013

DATE EXECUTED

BUYER'S SIGNATURE

CO-BUYER'S SIGNATURE

**Florida - BUYER'S RIGHT TO CANCEL:** This is a home solicitation sale, and if you do not want the goods or services, you may cancel this agreement by providing written notice to the seller in person, by telegram, or by mail. This notice must indicate that you do not want the goods or services and must be delivered or postmarked before midnight of the third business day after you sign this agreement. If you cancel this agreement, the seller may not keep all or part of any cash down payment. See the accompanying notice of cancellation form for an explanation of this right. **Water Treatment Notice:** If this contract involves the sale of a water treatment device, the operational, maintenance, and replacement requirements are essential for the water treatment device to perform as represented.

**Kentucky - BUYER'S RIGHT TO CANCEL:** If this agreement was solicited at your residence and you do not want the goods or services, you may cancel this agreement by mailing a notice to the seller. The notice must say that you do not want the goods or services and must be mailed before midnight of the third business day after you sign this agreement. The notice must be mailed to Seller at Seller's name and address on the Notice of Cancellation.

Seller may only assign this contract to ("Assignee"): (Dealer Financial Services is a division of Aqua Finance, Inc.)  
 Aqua Finance, Inc. - One Corporate Drive, Ste 300 - P.O. Box 844 - Wausau, WI 54402-0844 - PHONE: 800/234-3663 FAX: 715/848-6220

COPY 1 (WHITE) -Original COPY 2 (YELLOW) -Seller Copy COPY 3 (PINK) -Customer Copy COPY 4 (GOLD) -Customer Copy

PAGE 1 OF 2

AFI-100-multistate (AL, FL, GA, KY, MS, MO, NC, SC, TN, VA, WV) 1/1/11 AFI Proprietary Form - for use by AFI and approved Dealer



# Promotional Credit Plan Addendum

Buyer/s shall have the promotional option selected for the purchase made as of the date noted below under the Retail Installment Contract of the same date.

## Promotion Type Applicable to the Purchase Represented by the Retail Installment Contract:

### Same-as-Cash with Payments:

No interest if paid in full in \_\_\_\_\_ months. If the balance is not paid in full in \_\_\_\_\_ months, interest will be imposed from the date of purchase at a rate of \_\_\_\_\_ % as disclosed on your Installment Contract. Minimum payments are due monthly. Larger payments may be made at any time to pay the promotional balance in full before the end of the promotion term.

### Same-as-Cash with Deferred Payments:

No interest if paid in full in 3 months. If the balance is not paid in full in 3 months interest will be imposed from the date of purchase at a rate of 17.99 % as disclosed on your Retail Installment Contract. Your first regular monthly payment will be due 3 months from the contract date. Larger payments may be made at any time to pay the promotional balance in full before the end of the promotion term.

I/We acknowledge that I/we have read, understand, and have received a copy of this addendum to the Retail Installment Contract of the same date.

Date: 1 / 15 / 2013

Buyer's Signature	Co-Buyer's Signature
<u>LARRY R KERNS</u>	_____
Print Buyer's Name	Print Co-Buyer's Name
<u>CAROLINA ENERGY GREEN SOLUT</u>	_____
Name of Dealer	Authorized Salesperson's Signature
_____	_____
	Dealer Number: <u>530132.000</u>



**STATE OF NORTH CAROLINA**

**COUNTY OF DURHAM**

**AFFIDAVIT OF PEARL KLOSTER**

I, Pearl Kloster, being first duly sworn, state as follows:

1. I am 77 years old and reside in Durham County, North Carolina.
2. I received a cold call in May 2013 from a company called Carolina Energy Green Solutions (CEGS). The telephone representative identified the name of the company and said they would like to make an appointment to talk to me about how I could save on my energy bills. I knew that I did not have insulation in my attic, so I agreed to let them come to my home to do an energy analysis.
3. A man by the name of John Houser, representing CEGS, came to my house on May 14, 2013. He talked about the product they could install in my attic, which would be a blanket rather than blown-in insulation. He said that CEGS was affiliated with the Jimmy Carter Foundation. I knew that Jimmy Carter was interested in green energy issues, so this made sense to me. He also showed me papers that had the Better Business Bureau logo on them. He had a notebook filled with warranty and guarantee information. One of his selling-points was that if I had their products installed, I would save 25% in my gas and electric bills within the first year. Another come-on was that I could get zero percent financing for one year. He also said I could get a tax credit on my income taxes.
4. Mr. Houser quoted me a price that seemed pretty reasonable, but I bargained with him a little, and he came down on the price by around \$50 to \$3,100. This was to include CFL light bulbs, a water heater blanket, outlet insulators, an energy-saving showerhead, an attic blanket, and weather stripping for the attic door and all outside doors.



5. We arranged for the work to be done the following morning, starting at 6:30 a.m. The contract I signed that day had a notice at the bottom that said I could cancel the transaction at any time prior to midnight of the third business day after the date of the transaction, but Mr. Houser never pointed that out to me or mentioned anything about it. There was a space where the date that the right to cancel would expire should have been filled in, but it was not. A true and accurate copy of the contract is attached as Exhibit A. Before he left, Mr. Houser asked me what I would like the work crew to bring me for breakfast the next morning.

6. Early the next morning, May 15, 2013, a crew showed up at my house to install the attic blanket and perform the other work. They worked for about 3 to 3 ½ hours. About an hour or two after they left, a woman came by for me to sign the paperwork that the job had been completed and for the financing.

7. I later noticed that the weather stripping was not done to my satisfaction and the door to the attic had not been wrapped properly. I called CEGS and asked to speak with John Houser, my salesperson. They would not give me Mr. Houser's cell number nor would they agree to have him call me. Daniel Keaton did finally arrange for a worker to come back to my house to complete the work to my satisfaction.

8. I also wanted copies of the various warranties that were associated with the products they installed in my home, as well as the 25% guarantee. I had several conversations and exchanged emails with Rachel Stapleton before I was finally able to get the paperwork I requested.

9. After the work was done, I was anxious to see the savings in my gas and electric bills. However, as the months went by, I was not seeing this happening. After a full year had passed, I added up my bills and found that my gas bill had actually gone up over the previous

year; my electric bill had gone down, but only by a little for the entire year. When I totaled the two, the total for the year before the CEGS products were installed was \$1,626.61, and for the year after, \$1,610.50. This was a savings of only \$16.11 for the entire year, nowhere close to the promised 25% savings.

10. On May 27, 2014, I wrote a letter to Daniel Keaton and asked that they honor their 25% guarantee. That mail was returned to me by the Post Office. True and accurate copies of that letter and the returned envelope are attached as Exhibit B.

11. On June 19, I sent an email to Mr. Keaton with the same request. That email did not bounce back as being undeliverable, but I never received a reply from Mr. Keaton or anyone else with CEGS. A true and accurate copy of that email is attached as Exhibit C.

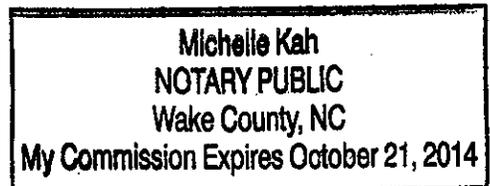
12. CEGS made a promise to me that I would see big savings in my energy bills after installation of their products. I made the decision to allow them to install them in my home based on that guarantee. The products have not lived up to the promises made by CEGS, or even come close. I made all of my payments to the finance company as agreed. I want CEGS to honor the guarantee they gave me in writing.

Pearl Kloster 7/18/2014  
Pearl Kloster Date

Sworn to and subscribed before me

This the 18 day of July, 2014

Michelle Kah  
(Notary Public)



My Commission Expires: 10/21/2014

# Carolina Energy Green Solutions

Daniel Weaver

336 553 1815

3107-B South Elm-Eugene St., Bldg. B • Greensboro, NC 27406 • 336-275-6411 / www.carolinaenergygreensolutions.com

Date 05/14/13  
 Name Pearl C. Kloster  
 Address 1520 Pleasant County Duham  
 City, State, Zip Duham N.C.  
 Phone: Home 919 544 1963  
 Bus. \_\_\_\_\_  
 Cell: 919 259 0969

Lead Source \_\_\_\_\_

**DIRECTIONS TO CUSTOMER'S HOME**

① COFFEE  
 ② Egg McMuffin

**SPECIFICATIONS:**

Home:  Brick  Frame

Garage:  Yes  No

Attic:  Pulldown  Walkin  Ladder

Current Insulation:  Fiberglass  Cellulose

Age of Home (Approximate): 50  Years  Months

HVAC Location:  Attic  Crawl Space  Closet  Garage

Heat:  Gas  Electric  Geo Thermal

Roof:  A-Frame  Hip

Shingles:  Asphalt  Tile  Metal

**PRODUCT**

**COST**

1. Green Solutions T.P.S. \$ 3051<sup>00</sup>

2. Platinum Home Energy Makeover \$ N/C

- CFL Light Bulbs
- Water Heater Blanket
- Outlet Insulators
- Pipe Insulators
- Shower Head 1
- Attic Blanket
- Other Weather outside Doors

Weather Strip  
 Attic Door

Subtotal 3051

Installation 49¢ sq ft. = \_\_\_\_\_

Doc. Fee \$49.00

Down Payment 25% \_\_\_\_\_

TOTAL BALANCE 3100<sup>00</sup>

The Purchaser, after thorough examination, buys and accepts delivery of the above-described services and goods needed to provide service, and agrees to pay to the Seller or Holder the Total of Payments in accordance with the payment schedules set forth hereon. This contract is the entire agreement between Seller and purchaser. The terms and conditions of this contract supersede all terms and conditions contained in prior agreements, letters, oral agreements, promotional or advertising materials.

YOU, THE BUYER, MAY CANCEL THIS TRANSACTION AT ANY TIME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY AFTER THE DATE OF THIS TRANSACTION.

Purchase Price \$ 3100<sup>00</sup>

Date to be Delivered-Installed 05/15/13 Time 6:30 A.M.

Company Representative Houser

Purchaser Pearl C. Kloster Date 5/14/13

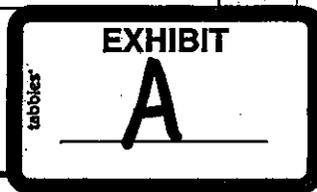
Purchaser \_\_\_\_\_ Date \_\_\_\_\_

To cancel this transaction, mail or deliver a signed copy of this cancellation notice or any other written notice, or send a telegram to:  
 3107-B South Elm-Eugene St., Bldg. B  
 Greensboro, NC 27406  
 336-275-6411

No LATER THAN MIDNIGHT OF \_\_\_\_\_ (Date)  
 I HEREBY CANCEL THIS TRANSACTION.  
**NOT A TRIAL PERIOD**

Signature \_\_\_\_\_ Date \_\_\_\_\_

WHITE - Office YELLOW - Customer



1520 Clermont Rd.  
Durham NC 27713  
May 27, 2014

R. Daniel Keaton  
Operations Manager  
Carolina Energy Green Solutions  
3107-B South Elm Eugene Street  
Suite 200  
Greensboro, NC 27406

Dear Mr. Keaton,

On May 15, 2013 I had insulation installed in my home. I am enclosing a copy of the 25% savings guarantee signed by you.

I am enclosing documentation for my heating and air conditioning bills from 5/16/2012 – 5/16/2013 and from 5/16/2013 – 5/16/2014.

The totals are as follows:

2012-2013	2013-2014
Gas Heat \$998.21	Gas Heat \$1060.31
Electric A/C \$628.40	Electric A/C \$550.19
Total: \$1626.61	Total: \$1610.50

Overall I saved \$16.11. Not even close to 25%.

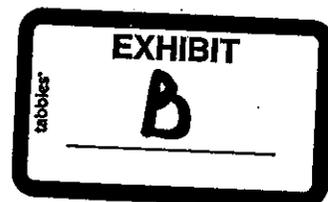
I would appreciate a speedy response to this guarantee.

Sincerely,



Pearl G. Kloster

Encs.



Kloster  
3-2410

NORRNC 274063190-1N

06/17/14

CAN0107 274063162-1513 07/02/14  
FORWARD TIME EXP RTN TO SEND  
CAROLINA ENERGY GREEN SOLUTION  
3107B E ELM EUGENE ST #200  
GREENSBORO NC 27406-5201

RETURN TO SENDER  
|||||

Beaton  
Manager

Carolina Energy Green Solutions  
3107-B South Elm Eugene Street  
Suite 200  
Greensboro NC 27406



1000



27406

U.S. POSTAGE  
PAID  
DURHAM, NC  
MAY 27 2014  
AMOUNT  
\$1.40  
0087850-08

**Subject:** Letter to R. Daniel Keaton dated May 27, 2014

**From:** Pearl Kloster <pgkbowler@nc.rr.com>

**Date:** 6/19/2014 2:46 PM

**To:** CEGSmktg@gmail.com

Dear Mr. Keaton,

On May 27, 2014 I mailed you a letter requesting you uphold your 25% savings agreement on insulation installed by your company on May 25, 2013. I enclosed a printout of both my gas and electric bills. I have attached a copy of the letter w/o attachments.

I have not received any response from you. I have also tried to called several of the numbers listed on your contract etc. Your mail boxes are all full.

I can be contacted at 919-544-1963 or by email at [pgkbowler@nc.rr.com](mailto:pgkbowler@nc.rr.com).

I will be contacting the State Attorney General's within 10 days of this notice if I do not hear from you.

Pearl G. Kloster  
1520 Clermont Rd  
Durham NC 27713

— Attachments: —

carolina green energy letter 25%.doc

22.5 KB



STATE OF NORTH CAROLINA

COUNTY OF WAKE

**AFFIDAVIT OF JULIE D. DANIEL**

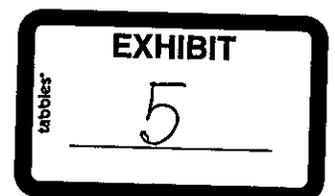
I, Julie D. Daniel, being first sworn, do hereby depose and say:

1. I am employed by the Office of the Attorney General, Consumer Protection Division. My official title is Consumer Protection Specialist. My duties include maintaining records of written consumer complaints filed with the Attorney General, conducting investigations of such complaints, and attempting to mediate complaints by corresponding with the businesses and consumers involved in the complaints.

2. I have been involved in handling complaints and telephone calls from consumers who have dealt with Carolina Energy Green Solutions (CEGS).

3. Since July of 2012, the Attorney General's Office has received seventeen complaints against CEGS. The complainants are Statler Gilfillen, Rena Tucker, Pearl Kloster, Margaret Allison, Lillie and Charles Barnes, Lynwood Dickens, Bruce Gouge, Elijah Johnson, Larry Kearns, Willie Long, Marty Rudisill, Gail Watson, Carolyn Ziglar, Michael Hyers, Andrew Kinsey, Mamie Thomas, and Samuel Steele. Ms. Kloster, Mr. Dickens, Mr. Kearns, and Ms. Ziglar submitted affidavits to the Attorney General, and they accompany this one. True and accurate copies of the complaints filed by the remaining complainants are attached and marked as Exhibit A.

4. The consumer complaints attached as Exhibit A are official records that are regularly kept and maintained by the Consumer Protection Division of the Attorney General's Office. Together with my fellow investigators and complaint mediation specialists on the Attorney General's Consumer Protection Division staff, I have compiled these records and I



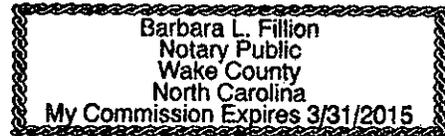
serve as their custodian. The complaints contained in Exhibit A are among the more than fifteen thousand written consumer complaints that are received and maintained by the Consumer Protection Division each year.

Julie D. Daniel  
JULIE D. DANIEL

Duly sworn/affirmed and subscribed before me

This the 24<sup>th</sup> day of July, 2014.

Barbara L. Fillion  
NOTARY PUBLIC



My Commission Expires: 3/31/2015

**Consumer**

---

**From:** consforms@ncdoj.gov  
**Sent:** Friday, July 26, 2013 4:26 PM  
**To:** Consumer  
**Subject:** Complaint 727 Gilfillen, Architect

**Your Information**

Prefix Mr \* First Name Statler  
Middle Initial \* Last Name Gilfillen, Architect  
\* Mailing Address 3302 St. Mary's Road  
\* City Hillsborough  
\* State NC \* Zip Code 27278  
Country, if not US  
Day Phone Number (including area code) 919-732-6123  
Evening Phone Number (including area code) 919-732-6123  
Cell Phone Number (including area code)  
Fax Number (including area code)  
County of Residence Orange Email Address [statlergilfillen@hotmail.com](mailto:statlergilfillen@hotmail.com)  
I am a military service member, veteran, or military spouse

**Information About Company Against Which You Are Complaining**

\* Full name of company Carolina Energy Green Solutions  
Address 3107B South Elm Eugene Street  
City Greensboro  
State NC Zip Code 27406  
Country, if not US  
Company's internet address (URL) <http://www.carolinaenergygreensolutions.com/index.html>  
\* Telephone number, including area code 336-275-6411  
Fax number, including area code



# Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service involved

Energy services

Date of purchase, service, contract

7/26/2013 12:00:00 AM

Manufacturer or brand

Model

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

Account number

Serial number

Did you sign a contract or a lease?

Start Date

End Date

Total amount paid

Amount in dispute

How was payment made: Cash

Did you buy an extended service contract? No

If yes, name of company responsible for extended service contract or warranty

## Information About the Transaction

How was initial contact made between you and the

I received a telephone call from business

Where did the transaction take place?

Over the phone

## Details of Complaint

\* Details

Limit of 2500 characters

This afternoon my wife received a call from the phone number 336-275-6411 with company name "Carolina Energy" We have received calls from this company in the past. We are on the do not call list. Person asked my wife if she would take part in a 30 second survey. When my wife asked if they were selling something, the woman said, "no." When the woman described "energy" my wife turned the phone over to me. I asked several questions including if they were part of a utility company, a charity or a political pac and was told that they are a private company. I then asked several question as to where their funding was coming from and was told that it was from private sources. The woman said "we are a for profit company." I explained

that I was an architect and fully aware of the energy requirements and that I did not need their services. When I hung up the phone I found that the phone number is listed to Carolina Energy Green Solutions 3107B South Elm Eugene Street Suite 200 Greensboro, NC 27406 336-275-6411 To me, this call was a business solicitation over the phone using the disguise of conducting a survey. I have never had a relationship with with this company. Since they called and asked for my wife. I would assume that their market model is to use residential numbers in the guise of a public interest survey to be able to solicit new commercial business. Sincerely  
Statler Gilfillen Architect

## Resolution Attempts You Have Made

Have you contacted the company with your complaint? No

If yes, name of person most recently contacted

His/her phone number, incl. area code

Results

\* What resolution would you consider fair?

To stop what I believe are unfair and probably illegal business practices. I believe that by the marketing practices they may be improperly finding people and charging them far more than is fair in the marketplace.

Do you have an attorney in this case? No

If yes, name of your attorney

Attorney's number, incl. area code

Has your complaint been heard or is it scheduled to be heard in court? No

If yes, where and when?

If already heard, what was the result?

Will you be submitting documentation by mail or fax? No

TELEMARKETING COMPLAINT

MAIL TO: CONSUMER PROTECTION ATTORNEY GENERAL'S OFFICE 9001 MAIL SERVICE CENTER RALEIGH, NC 27699-9001 TELEPHONE: (919) 716-6000 FAX: (919) 716-6050

JUL 30 2012

YOUR INFORMATION

Your Name Mr. Mrs. Ms.  Ms. RENA' TUCKER

Address 1565 FOREST GLEN LN

City KANNAPOLIS State NC Zip 28081

Phone: Home (704) 938.7620 Business ( ) N/A

Email: RENA.TUCKER67@gmail.com

Age\*: 55 (\*not required)

SPOUSAL INFORMATION (if filing the complaint jointly)

Spouse's Name Mr. Mrs. \_\_\_\_\_

Phone: Home ( ) Business ( ) \_\_\_\_\_

COMPANY OR PERSON YOU ARE COMPLAINING ABOUT

(provide as much information as you have)

Name ADVANCED DATA SOLUTIONS

Address ? CAROLINA ENERGY

City (or Canadian Province) \_\_\_\_\_ 336-553-1816

State (or Postal Code) \_\_\_\_\_ Zip \_\_\_\_\_ 413-655-1816

Country \_\_\_\_\_ 303-437-1828

Phone Number 336-553-1816 Fax Number 855-784-8378

Contact Person or Representative \_\_\_\_\_ 855-657-8366

\_\_\_\_\_ 253-382-9978

\_\_\_\_\_ 877-202-5428

\_\_\_\_\_ 855-637-8585

\_\_\_\_\_ 800-342-5788

\_\_\_\_\_ 866-213-7058

\_\_\_\_\_ 866-213-7058

\_\_\_\_\_ 866-213-7058

\_\_\_\_\_ 866-213-7058

\_\_\_\_\_ 866-213-7058

\_\_\_\_\_ 866-213-7058

\_\_\_\_\_ 866-213-7058

TELL US ABOUT YOUR COMPLAINT

Date of the Call (3x DAILY) 2 mths - JUNE - JULY

What was the product or service offered (if appropriate)?

Credit card help

Did the telemarketer say you had won money or a prize? Yes  No

How much did the telemarketer ask you to pay? didn't Ask - hung up

Did you give the telemarketer money or authorize payment? Yes  No

If yes, was payment type by:

N/A

- |  |   |
|--|---|
| <input type="checkbox"/> Cash?                           | <input type="checkbox"/> Personal Check?      |
| <input type="checkbox"/> Certified Check?                | <input type="checkbox"/> Money Order?         |
| <input type="checkbox"/> Installment?                    | <input type="checkbox"/> Visa/MasterCard?     |
| <input type="checkbox"/> Other Credit Card?              | <input type="checkbox"/> Western Union?       |
| <input type="checkbox"/> Moneygram?                      | <input type="checkbox"/> Other Wire Transfer? |
| <input type="checkbox"/> Checking/Savings Account Debit? | <input type="checkbox"/> Other?               |

Amount Paid or Lost? \_\_\_\_\_

**DESCRIBE THE TRANSACTION, THE TELEMARKETER'S PITCH, AND YOUR DESIRED OUTCOME.**

*Recording - telling you your credit card acct was in jeopardy... please hold while they send you to a real person (AMBER)? She hang up when I told her I was reporting these calls... I asked ~~wanted~~ her to take me off this call list & she said she couldn't? then hang up*

Attach additional sheets as needed and a copy of all papers involved, such as:

- |   |                    |                          |
|---|--------------------|--------------------------|
| • Bank statements                           | • Cancelled checks | • Certified checks       |
| • Counterfeit Cashier's checks              | • Money orders     | • Credit card statements |
| • Wire transfer receipts                    | • Advertisements   | • Newspaper ads          |
| • Letters from the company (with envelopes) | • Your notes       | • Tapes of phone calls   |
|   | • Demand Drafts    | • Courier receipts       |

The information I have provided is true and accurate to the best of my knowledge.

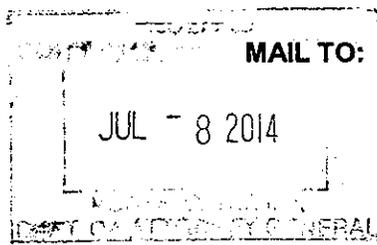
YOUR SIGNATURE *Rena Tucker*

DATE 7-28-12

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The Attorney General's Consumer Protection Division acts to protect the public from unlawful business practices. While we can often assist with the mediation of a dispute, we do not have the authority or resources to act as a lawyer for consumers in individual disputes. We encourage citizens to send us information about suspect business practices because this helps us identify areas for enforcement.

**STATE OF NORTH CAROLINA  
CONSUMER  
COMPLAINT**



**CONSUMER PROTECTION  
ATTORNEY GENERAL'S OFFICE  
9001 MAIL SERVICE CENTER  
RALEIGH, NC 27699-9001  
TELEPHONE: (919) 716-6000  
TOLL-FREE IN NC: (877) 566-7226**

**SECTION 1: Your Information**

Mr <input checked="" type="checkbox"/> Mrs.	Last name ALLISON	First name MARGARET	MI B.
Mailing address 181 ALISON LN.			
City MOCKSVILLE		State NC	Zip code 27028
Day phone number, including area code (336) 492 5787		Evening phone number, including area code ( ) Same	Fax number, including area code ( )
County of residence DAVIE		E-mail address	Cell phone, including area code (336) 909 3886

**SECTION 2: Information About Company Against Which You Are Complaining**

Full name of company CAROLINA Energy Green Solutions			
Mailing address 203 ELM ST.			
City GREENSBORO		State NC	Zip code 27401
Company's internet address (URL) WWW.carolinagreenolutions.com			
Telephone number, including area code (336) 275 6411		Fax number, including area code ( )	

**SECTION 3: Complaint Information (complete any blocks which apply to your complaint)**

Product, item, or service involved Thermal Protection System		Date of purchase, service, contract 9-11-12	
Manufacturer or brand		Model	
Account number		Serial number	
Did you sign a contract or a lease? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		If yes, please give the following <input checked="" type="checkbox"/> Starting date 9-11-12	
Total amount paid \$4000		Amount in dispute \$4000	
How was payment made: <input type="checkbox"/> Cash <input checked="" type="checkbox"/> Check <input type="checkbox"/> Credit card <input type="checkbox"/> Debit card <input type="checkbox"/> Money order <input type="checkbox"/> Wire transfer <input type="checkbox"/> Finance agreement <input type="checkbox"/> Other			
Did you buy an extended service contract? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		If yes, name of company responsible for extended service contract or warranty	

**SECTION 4: Information About the Transaction**

<p><b>How was initial contact made between you and the business?</b></p> <p><input type="checkbox"/> Person came to my home</p> <p><input type="checkbox"/> I went to company's place of business</p> <p><input checked="" type="checkbox"/> I received a telephone call from business</p> <p><input type="checkbox"/> I telephoned the business</p> <p><input type="checkbox"/> I received information in the mail</p> <p><input type="checkbox"/> I responded to radio/television ad</p> <p><input type="checkbox"/> I responded to printed advertisement</p> <p><input type="checkbox"/> I responded to a Website or e-mail solicitation</p> <p><input type="checkbox"/> I received a fax solicitation</p> <p><input type="checkbox"/> I attended a trade show or convention</p> <p><input type="checkbox"/> Other</p>	<p><b>Where did the transaction take place?</b></p> <p><input checked="" type="checkbox"/> At my home</p> <p><input type="checkbox"/> At company's place of business</p> <p><input type="checkbox"/> By mail</p> <p><input type="checkbox"/> Over the phone</p> <p><input type="checkbox"/> Via computer (website or e-mail)</p> <p><input type="checkbox"/> Trade show or hotel</p> <p><input type="checkbox"/> Other 9-11-12</p>
---	--

**SECTION 5: Details of Complaint** (use additional sheets if necessary)

Called and I told them I wasn't interested. They insisted it was just an inspection for energy flow in house. Rick Perry came to my house 9-11-12 and I told him I wasn't interested; but he "inspected" and showed his product. I told him I didn't have money for this so he came down \$2,000. He measured house including carpet which almost doubled size. The people installing came at 5:00 next morning. They only put stuff over <sup>part</sup> of attic, nothing over carpet. They messed up the back door which still doesn't close right. The "boss" came - left - came back - didn't stay. Kinda kept me occupied until they were done.

**SECTION 6: Resolution Attempts You Have Made**

Have you contacted the company with your complaint? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If yes, name of person most recently contacted Don't remember name - <sup>were office</sup> manager	His/her phone number, incl. area code (336) 275 6411
Results none - said to give it some cold mounts to check legit bill		
What result would you consider fair? at least \$3000 reimbursed		
Do you have an attorney in this case? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, name of your attorney	Attorney's number, incl. area code ( )
Has your complaint been heard or is it scheduled to be heard in court? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, where and when?		
If already heard, what was the result?		

**SECTION 7: Important Information**

- Documents provided to this office may be public record.
- In most cases your complaint will be forwarded to the business complained about for response. If the complaint falls within the jurisdiction of another local, state or federal agency, we may refer your complaint to that agency.
- Please be sure to include copies of any supporting documents you may have, such as correspondence, contracts, invoices, receipts, etc. Do not send originals.
- This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.

The information I have provided is true and accurate to the best of my knowledge.

Your signature: Margaret Allison Date: 7-5-14

STATE OF NORTH CAROLINA  
**CONSUMER  
 COMPLAINT**

MAIL TO: CONSUMER PROTECTION  
 ATTORNEY GENERAL'S OFFICE  
 9001 MAIL SERVICE CENTER  
 RALEIGH, NC 27699-9001  
 TELEPHONE: (919) 716-6000  
 TOLL-FREE IN NC: (877) 566-7226

OCT 29 2013

**SECTION 1: Your Information**

Mr. Ms. Mrs. <input checked="" type="checkbox"/> Mr.	Last name BARNES	First name Lillie + Charles	MI J
Mailing address 104 Live Oak Drive			
City Leland		State N.C.	Zip code 28451
Day phone number, including area code (910) 371-3534		Evening phone number, including area code (910) 371-3534	
County of residence Brunswick		E-mail address None	
		Fax number, including area code ( ) None	
		Cell phone, including area code (910) 622-4164	

**SECTION 2: information About Company Against Which You Are Complaining**

Full name of company Carolina Energy Green Solutions, LLC			
Mailing address 3107 B South Elm Eugene St. Suite 200			
City Greensboro		State N.C.	Zip code 27406
Company's internet address (URL) www.carolinaenergygreensolutions.com			
Telephone number, including area code (336) 275-6411		Fax number, including area code ( )	

**SECTION 3: Complaint Information (complete any blocks which apply to your complaint)**

Product, item, or service involved		Date of purchase, service, contract	
Manufacturer or brand		Model	
Account number		Serial number	
Did you sign a contract or a lease? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	If yes, please give the following <input checked="" type="checkbox"/>	Starting date Copy Attached	Expiration date
Total amount paid Nothing until Jan. 2014	Amount in dispute	How was payment made: <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit card <input type="checkbox"/> Debit card <input type="checkbox"/> Money order <input type="checkbox"/> Wire transfer <input type="checkbox"/> Finance agreement <input type="checkbox"/> Other	
Did you buy an extended service contract? Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes, name of company responsible for extended service contract or warranty		

**SECTION 4: Information About the Transaction**

<p><b>How was initial contact made between you and the business?</b></p> <p><input type="checkbox"/> Person came to my home</p> <p><input type="checkbox"/> I went to company's place of business</p> <p><input type="checkbox"/> I received a telephone call from business</p> <p><input type="checkbox"/> I telephoned the business</p> <p><input type="checkbox"/> I received information in the mail</p> <p><input type="checkbox"/> I responded to radio/television ad</p> <p><input type="checkbox"/> I responded to printed advertisement</p> <p><input type="checkbox"/> I responded to a Website or e-mail solicitation</p> <p><input type="checkbox"/> I received a fax solicitation</p> <p><input type="checkbox"/> I attended a trade show or convention</p> <p><input type="checkbox"/> Other</p>	<p><b>Where did the transaction take place?</b></p> <p><input type="checkbox"/> At my home</p> <p><input type="checkbox"/> At company's place of business</p> <p><input type="checkbox"/> By mail</p> <p><input type="checkbox"/> Over the phone</p> <p><input type="checkbox"/> Via computer (website or e-mail)</p> <p><input type="checkbox"/> Trade show or hotel</p> <p><input type="checkbox"/> Other</p>
--	---

**SECTION 5: Details of Complaint (use additional sheets if necessary)**

Contractor came to Charles & Lillie Barnes Home and told them that he would furnish & install a Reflective Attic Insulation with the name brand of Thermal Blanket @ a cost of \$2.00 per sq ft. Once they received the invoice it was for \$5,303.00 and he had charged them for 1809 sq ft. Mrs Barnes contacted my services for a comparative estimate. I wrote an estimate for the actual sq footage, which is 1532.78. The remainder of the house is not accessible, I personally called & spoke with the owner of the company @ Carolina Energy Solutions, and he gave me a

**SECTION 6: Resolution Attempts You Have Made**

Have you contacted the company with your complaint? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If yes, name of person most recently contacted By mail	His/her phone number, incl. area code ( )
Results None		
What result would you consider fair? Cost of material plus 10% O&P plus \$25.00 per hour for 8-hours		
Do you have an attorney in this case? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, name of your attorney	Attorney's number, incl. area code ( )
Has your complaint been heard or is it scheduled to be heard in court? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, where and when?		
If already heard, what was the result?		

**SECTION 7: Important Information**

- Documents provided to this office may be public record.
- In most cases your complaint will be forwarded to the business complained about for response. If the complaint falls within the jurisdiction of another local, state or federal agency, we may refer your complaint to that agency.
- Please be sure to include copies of any supporting documents you may have, such as correspondence, contracts, invoices, receipts, etc. Do not send originals.
- This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.

The information I have provided is true and accurate to the best of my knowledge.

Your signature: Lillie J. Barnes Date: 10-25-13

Price @ \$2.00 per sq ft. He stated  
that a 1500 sq ft Home would be  
\$2,950.00 He said that he would send 4 men  
to the location and that they would start  
at 05:30 AM & be done in about 2-hours  
to 3-hours. I have included my estimate  
to MR. & MRS Barnes. If you have any  
questions please feel free to contact me at  
the following.

S & S Public Adjusters LLC.

1114 Newpointe Blvd #100-103

Leland, N.C. 28451

710-229-3272 Cell

710-515-5906 Office

**STATE OF NORTH CAROLINA  
CONSUMER  
COMPLAINT**

MAIL-TO: CONSUMER PROTECTION  
ATTORNEY GENERAL'S OFFICE  
9001 MAIL SERVICE CENTER  
RALEIGH, NC 27699-9001  
TELEPHONE: (919) 716-6000  
TOLL-FREE IN NC: (877) 566-7226

MAY - 8 2013

**SECTION 1: Your Information**

<input checked="" type="radio"/> Mr. <input type="radio"/> Mrs.	Last name <b>GOUGE</b>	First name <b>BRUCE</b>	MI <b>E</b>
Mailing address <b>4945 WARNER RD.</b>			
City <b>PAFFTOWN</b>		State <b>NC</b>	Zip code <b>27040</b> Country, if not US
Day phone number, including area code (336) <b>924-2557</b>		Evening phone number, including area code (336) <b>924-2557</b> Fax number, including area code ( )	
County of residence <b>FORSYTH</b>		E-mail address <b>gougebruce@gmail.com</b> Cell phone, including area code (336) <b>418-0649</b>	

**SECTION 2: Information About Company Against Which You Are Complaining**

Full name of company <b>Carolina Energy Green Solutions</b>			
Mailing address <b>203 S. Elm Street</b>			
City <b>Greensboro</b>		State <b>NC</b>	Zip code <b>27401</b> Country, if not US
Company's internet address (URL) <b>carolinaenergygreensolutions.com</b>			
Telephone number, including area code (336) <b>275-6411</b>		Fax number, including area code ( )	

**SECTION 3: Complaint Information (complete any blocks which apply to your complaint)**

Product, item, or service involved <b>Radiant Barrier</b>		Date of purchase, service, contract <b>3/13/2012</b>	
Manufacturer or brand <b>Refer to Contract</b>		Model	
Account number <b>X401246560</b>		Serial number	
Did you sign a contract or a lease? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	If yes, please give the following <input checked="" type="checkbox"/>	Starting date <b>3/13/2012</b>	Expiration date <b>Full Payment</b>
Total amount paid <b>3/18/13 \$2,274.37</b>	Amount in dispute <b>\$5,225.68</b>	How was payment made: <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit card <input type="checkbox"/> Debit card <input type="checkbox"/> Money order <input type="checkbox"/> Wire transfer <input checked="" type="checkbox"/> Finance agreement <input type="checkbox"/> Other	
Did you buy an extended service contract? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	If yes, name of company responsible for extended service contract or warranty		

**SECTION 4: Information About the Transaction**

<p><b>How was initial contact made between you and the business?</b></p> <p><input type="checkbox"/> Person came to my home  <input type="checkbox"/> I went to company's place of business  <input checked="" type="checkbox"/> I received a telephone call from business  <input type="checkbox"/> I telephoned the business  <input type="checkbox"/> I received information in the mail  <input type="checkbox"/> I responded to radio/television ad  <input type="checkbox"/> I responded to printed advertisement  <input type="checkbox"/> I responded to a Website or e-mail solicitation  <input type="checkbox"/> I received a fax solicitation  <input type="checkbox"/> I attended a trade show or convention  <input type="checkbox"/> Other</p>	<p><b>Where did the transaction take place?</b></p> <p><input checked="" type="checkbox"/> At my home  <input type="checkbox"/> At company's place of business  <input type="checkbox"/> By mail  <input type="checkbox"/> Over the phone  <input type="checkbox"/> Via computer (website or e-mail)  <input type="checkbox"/> Trade show or hotel  <input type="checkbox"/> Other</p>
---	--

**SECTION 5: Details of Complaint (use additional sheets if necessary)**

The radiant thermal barrier was sold under the premise (a) it was a revolving line of credit and (b) guaranteed in writing to save "25%" of your monthly energy bill. On 3/13/12, the product was installed at our residence. Now one year later, 3/13/13, we have not saved anything on our energy bill. We have spent 15% - 20% more each month on our Duke Power energy bill. It was sold as a "revolving line of credit," by the company and the owner, Daniel Keaton. However, we discovered a second mortgage existed in the name of Carolina Green Energy Solutions when

**SECTION 6: Resolution Attempts You Have Made**

Have you contacted the company with your complaint? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If yes, name of person most recently contacted Daniel Keaton, Owner	His/her phone number, incl. area code (336) 275-6411
Results Mr. Keaton stated "It was not his place to let me out of the contract."		
What result would you consider fair? The contract being made null and void and a refund of all monies paid.		
Do you have an attorney in this case? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If yes, name of your attorney Robert Ewing	Attorney's number, incl. area code (336) 766-9301
Has your complaint been heard or is it scheduled to be heard in court? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, where and when?		
If already heard, what was the result? N/A		

**SECTION 7: Important Information**

- Documents provided to this office may be public record.
- In most cases your complaint will be forwarded to the business complained about for response. If the complaint falls within the jurisdiction of another local, state or federal agency, we may refer your complaint to that agency.
- Please be sure to include copies of any supporting documents you may have, such as correspondence, contracts, invoices, receipts, etc. Do not send originals.
- This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.

The information I have provided is true and accurate to the best of my knowledge.

Your signature: Bruce E. Ewing Date: 5/5/2013

Re: Details of Complaint:

From: Bruce E. Gouge Bruce E. Gouge

Date: May 5, 2013

applying for a home equity loan.

The product does not work. Therefore, we would like the contract to be made null and void. Also, we would like a refund of all monies paid to date.

## Consumer

---

**From:** conforms@ncdoj.gov  
**Sent:** Monday, January 27, 2014 9:57 AM  
**To:** Consumer  
**Subject:** Complaint 4528 Johnson  
**Attachments:** GreenSolutions.pdf

## Your Information

Prefix Mr \* First Name Elijah  
Middle Initial M \* Last Name Johnson  
\* Mailing Address 1640 Beverly Rd  
\* City Rocky Mount  
\* State NC \* Zip Code 27801  
Country, if not US  
Day Phone Number (including area code) 252-442-3712  
Evening Phone Number (including area code) 252-442-3712  
Cell Phone Number (including area code) 252-452-4497  
Fax Number (including area code) n/a  
County of Residence edgecombe Email Address [elijahjohnson27801@yahoo.com](mailto:elijahjohnson27801@yahoo.com)  
I am a military service member, veteran, or military spouse No

## Information About Company Against Which You Are Complaining

\* Full name of company Carolina Energy Green Solutions  
Address 3107-B South Elm-Eugene St., Bldg.B  
City Greensboro  
State NC Zip Code 27406  
Country, if not US  
Company's internet address (URL) [www.carolinaenergygreensolutions.com](http://www.carolinaenergygreensolutions.com)  
\* Telephone number, including area code 336-275-6411  
Fax number, including area code

# Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service involved Green Solutions T.P.S.

Date of purchase, service, contract 1/13/2014 12:00:00 AM

Manufacturer or brand

Model

Account number

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

Serial number

Did you sign a contract or a lease? Yes

Start Date 1/13/2014 12:00:00 AM End Date 1/15/2014 12:00:00 AM

Total amount paid 6585.00 Amount in dispute 4085.00

How was payment made: Cash

Did you buy an extended service contract? No

If yes, name of company responsible for extended service contract or warranty

## Information About the Transaction

How was initial contact made between you and the I received a telephone call from business

Where did the transaction take place? At my home

## Details of Complaint

\* Details Company did not me three days to cancel.They came out the next day and started work.Company did not give itemized bill of material and labor cost as promised.Total time on this job was about 4 hours-divined that by 6585.00 equals 1646.25 per hour which I feel is excessive. Made untrue statement saying they were referred to me by the City of Rocky Mount.

# Resolution Attempts You Have Made

Have you contacted the company with your complaint? No

If yes, name of person most recently contacted

His/her phone number, incl. area code

## Results

\* What resolution would you consider fair? If they prove to me that this price was not excessive by providing an itemized bill. I feel that I was over charged \$4085.00

Do you have an attorney in this case? No

If yes, name of your attorney

Attorney's number, incl. area code

Has your complaint been heard or is it scheduled to be heard in court? No

If yes, where and when?

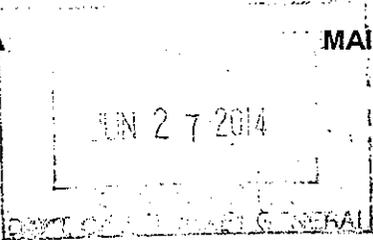
If already heard, what was the result?

Will you be submitting documentation by mail or fax? No

**STATE OF NORTH CAROLINA  
CONSUMER  
COMPLAINT**

MAIL TO:

CONSUMER PROTECTION  
ATTORNEY GENERAL'S OFFICE  
9001 MAIL SERVICE CENTER  
RALEIGH, NC 27699-9001  
TELEPHONE: (919) 716-6000  
TOLL-FREE IN NC: (877) 566-7226



**SECTION 1: Your Information**

Mr. Ms. Mrs. <input checked="" type="radio"/>	Last name <u>Long</u>	First name <u>Willie</u>	MI <u>J</u>
Mailing address <u>1030 File St.</u>			
City <u>Winston-Salem</u>	State <u>NC</u>	Zip code <u>27101</u>	Country, if not US
Day phone number, including area code <u>(336) 725-3781</u>	Evening phone number, including area code <u>(336) 725-3781</u>	Fax number, including area code <u>( ) N/A</u>	
County of residence <u>Forsyth</u>	E-mail address <u>N/A</u>	Cell phone, including area code <u>( ) N/A</u>	

**SECTION 2: Information About Company Against Which You Are Complaining**

Full name of company <u>Carolina Energy Green Solutions</u>			
Mailing address <u>203 S. Elm St</u>			
City <u>Greensboro</u>	State <u>NC</u>	Zip code <u>27401</u>	Country, if not US
Company's internet address (URL) <u>www.carolinaenergygreensolutions.com</u>			
Telephone number, including area code <u>(336) 275-6411</u>	Fax number, including area code <u>( ) N/A</u>		

**SECTION 3: Complaint Information (complete any blocks which apply to your complaint)**

Product, item, or service involved <u>Installation</u>	Date of purchase, service, contract <u>12/15/12</u>		
Manufacturer or brand <u>Green Solutions Thermal Protection System</u>	Model <u>System</u>		
Account number	Serial number		
Did you sign a contract or a lease? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	If yes, please give the following <input checked="" type="checkbox"/>	Starting date <u>3/21/13</u>	Expiration date <u>2/21/19</u>
Total amount paid <u>\$ 1289.80</u>	Amount in dispute <u>\$ 5810.33</u>	How was payment made: <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit card <input type="checkbox"/> Debit card <input type="checkbox"/> Money order <input type="checkbox"/> Wire transfer <input checked="" type="checkbox"/> Finance agreement <input type="checkbox"/> Other _____	
Did you buy an extended service contract? Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes, name of company responsible for extended service contract or warranty		

**SECTION 4: Information About the Transaction**

<p><b>How was initial contact made between you and the business?</b></p> <input checked="" type="checkbox"/> Person came to my home <input type="checkbox"/> I went to company's place of business <input type="checkbox"/> I received a telephone call from business <input type="checkbox"/> I telephoned the business <input type="checkbox"/> I received information in the mail <input type="checkbox"/> I responded to radio/television ad <input type="checkbox"/> I responded to printed advertisement <input type="checkbox"/> I responded to a Website or e-mail solicitation <input type="checkbox"/> I received a fax solicitation <input type="checkbox"/> I attended a trade show or convention <input type="checkbox"/> Other _____	<p><b>Where did the transaction take place?</b></p> <input checked="" type="checkbox"/> At my home <input type="checkbox"/> At company's place of business <input type="checkbox"/> By mail <input type="checkbox"/> Over the phone <input type="checkbox"/> Via computer (website or e-mail) <input type="checkbox"/> Trade show or hotel <input type="checkbox"/> Other _____
--	---

**SECTION 5: Details of Complaint (use additional sheets if necessary)**

The Thermal Protection System that was installed in my home is not performing as promised. I was informed by the sales rep. that this product would help reduce my power bill by 25%. I have had the system installed for over a year and have yet to see the reduction. At this point I would like for the contract to be cancelled and my funds paid be returned. I am also aware of several other complaint against the company for the same reason. Your time and assistance in this matter would be greatly appreciated.

\* Also the name on ~~the~~<sup>there</sup> contract is incorrect.

**SECTION 6: Resolution Attempts You Have Made**

Have you contacted the company with your complaint? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, name of person most recently contacted	His/her phone number, incl. area code ( )
Results	unable to reach by phone	
What result would you consider fair?	Cancellation of the contract.	
Do you have an attorney in this case? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, name of your attorney	Attorney's number, incl. area code ( )
	N/A	N/A
Has your complaint been heard or is it scheduled to be heard in court? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, where and when?	
If already heard, what was the result?		

**SECTION 7: Important Information**

- Documents provided to this office may be public record.
- In most cases your complaint will be forwarded to the business complained about for response. If the complaint falls within the jurisdiction of another local, state or federal agency, we may refer your complaint to that agency.
- Please be sure to include **copies** of any supporting documents you may have, such as correspondence, contracts, invoices, receipts, etc. Do **not** send originals.
- This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.

The information I have provided is true and accurate to the best of my knowledge.

Your signature: MR & MRS. WILLIE & MAINE Date: 6/24/2014

June 19, 2013

Investigator Jim Greier

NC Dept of Consumer Protection

Raleigh, NC

Subject: Ralph Gaines 2683 Old Stagecoach Road Asheboro, NC 27205

Home Telephone -- 336-625-6227

Purchase from: Carolina Energy Green Solutions 203 South Elm Street Greensboro, NC 27401

Office Telephone -- 336-275-6411

Date of Purchase -- 4-30-2013

Mr. Greier,

Thank you for taking the time to discuss this situation with my aging parents.

To follow is the documentation that was provided to my parents at the time of the installation of the insulation sold to my father, who has been diagnosed with Alzheimer's disease. We no longer permit my Dad to drive and he is in no frame of mind to make such decisions.

The day that the sales representative came to my parents' home, unsolicited to do so, my Dad was home alone and he agreed to have this insulation installed. On April 30, 2013 my Dad told my Mom that the install was being done that day. She was present when this install was done, but had no prior knowledge that my Dad had agreed to that beforehand. The document that my Dad signed the day of the installation stated that they had until midnight on 5-3-13 to cancel, so my mom decided to go over everything afterwards, knowing she could cancel.

Needless to say, my Dad becomes very frustrated if we, his family challenge his abilities and unfortunately, that is one of the heartbreaks of the disease. Therefore, my mom did not want to create a scene in front of the representatives already in her home. After the installation, it was evident that this was a huge mistake, they attempted to call to cancel this transaction and Carolina Green Solutions never would return their call. Finally, they were able to talk to Mr. Ricky Perry, which was the representative that sold the product and explained that my Dad was not really able to make those decisions to begin with and asked him to come and remove the product and void the transaction. First

of all, Mr. Perry had told my Dad that he would reduce the price and that did not happen either, so my Dad just told them to come and remove the product.

I have since called Carolina Green Solutions and spoken to Cody Stantley on 2 occasions. They are standing on the fact that my Mom was home the day of the installation and they refuse to honor the cancellation. My parents are co-owners of this home and from my view, my Mother's signature should have been obtained to alter her property also.

As you will see my mom has not provided any authorization. She offered to provide documentation to Carolina Green Solutions to support the medical condition of my father and they still refuse to come and collect their product and void this transaction.

The financial agreement was run through Connexus Credit Union which is part of Aqua Finance Inc One Corporate Drive Suite 300 Wausau, WI 54401. Please make note that neither of my parents have signed any of these documents. The only signatures present are by the Operations Manager of Carolina Green Solutions and the copy that I have, is the original copy, not a copy of an original. He signed in blue ink.

My parents are on fixed incomes, social security only and have no means to pay this balance. This is a case of scamming the elderly, plain and simple. Please accept this documentation as a formal complaint. My intent is to file a claim with the Better Business Bureau also, which by the way, there are already 5 complaints present at this time.

We will be anxious to hear back from you as you gather the necessary data to draw your conclusion.

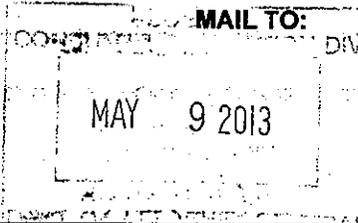
Sincerely,

Marty Rudisill

Telephone 336-669-6051

Email: [mrudisill@northstate.net](mailto:mrudisill@northstate.net)

**STATE OF NORTH CAROLINA  
CONSUMER  
COMPLAINT**



**CONSUMER PROTECTION  
ATTORNEY GENERAL'S OFFICE  
9001 MAIL SERVICE CENTER  
RALEIGH, NC 27699-9001  
TELEPHONE: (919) 716-6000  
TOLL-FREE IN NC: (877) 566-7226**

**SECTION 1: Your Information**

Mr. Ms (Mrs.) <input checked="" type="radio"/>	Last name <b>Watson</b>	First name <b>Gail</b>	MI <b>M</b>
Mailing address <b>4840 Bauxite Ct.</b>			
City <b>Germanton</b>		State <b>NC</b>	Zip code <b>27019</b>
Country, if not US			
Day phone number, including area code <b>(336) 595-8362</b>	Evening phone number, including area code ( )	Fax number, including area code ( )	
County of residence <b>Forsyth</b>	E-mail address <b>gwatson12@triad.rr.com</b>	Cell phone, including area code <b>(336) 403-8463</b>	

**SECTION 2: Information About Company Against Which You Are Complaining**

Full name of company <b>Carolina Energy Green Solutions</b>			
Mailing address <b>203 South Elm St.</b>			
City <b>Greensboro</b>		State <b>NC</b>	Zip code <b>27401</b>
Country, if not US			
Company's internet address (URL) <b>www.carolinaenergygreensolutions.com</b>			
Telephone number, including area code <b>(336) 275-6411</b>		Fax number, including area code ( )	

**SECTION 3: Complaint Information (complete any blocks which apply to your complaint)**

Product, item, or service involved <b>insulating attic w/ PHEM</b>		Date of purchase, service, contract <b>9-20-12</b>	
Manufacturer or brand		Model	
Account number		Serial number	
Did you sign a contract or a lease? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	If yes, please give the following <input checked="" type="checkbox"/>	Starting date <b>9-21-12</b>	Expiration date
Total amount paid <b>pd. 1st min. payment but nothing else pd towards credit appl.</b>	Amount in dispute <b>as of 5/20/13 8761.42</b>	How was payment made: <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit card <input type="checkbox"/> Debit card <input type="checkbox"/> Money order <input type="checkbox"/> Wire transfer <input checked="" type="checkbox"/> Finance agreement <input type="checkbox"/> Other	
Did you buy an extended service contract? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	If yes, name of company responsible for extended service contract or warranty		

**SECTION 4: Information About the Transaction**

<p><b>How was initial contact made between you and the business?</b></p> <p><input checked="" type="checkbox"/> Person came to my home</p> <p><input type="checkbox"/> I went to company's place of business</p> <p><input checked="" type="checkbox"/> I received a telephone call from business</p> <p><input type="checkbox"/> I telephoned the business</p> <p><input type="checkbox"/> I received information in the mail</p> <p><input type="checkbox"/> I responded to radio/television ad</p> <p><input type="checkbox"/> I responded to printed advertisement</p> <p><input type="checkbox"/> I responded to a Website or e-mail solicitation</p> <p><input type="checkbox"/> I received a fax solicitation</p> <p><input type="checkbox"/> I attended a trade show or convention</p> <p><input type="checkbox"/> Other</p>	<p><b>Where did the transaction take place?</b></p> <p><input checked="" type="checkbox"/> At my home</p> <p><input type="checkbox"/> At company's place of business</p> <p><input type="checkbox"/> By mail</p> <p><input type="checkbox"/> Over the phone</p> <p><input type="checkbox"/> Via computer (website or e-mail)</p> <p><input type="checkbox"/> Trade-show or hotel</p> <p><input type="checkbox"/> Other</p>
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**SECTION 5: Details of Complaint (use additional sheets if necessary)**

I am filing this complaint because what the company promised has not happened. I was told my power bill would go down at least \$90 a month & I would see this immediately. Of course, none of this has happened & company says they can't help me with anything until a year is up & then they can look at my previous years power bills. In the 7 months since I've had it only 2 of the months has my usage decreased compared to the year before, The other 5 months my usage has increased. I feel as though I was possibly targeted because I am elderly. I contacted BBB also & they suggested I file a complaint with you. I keep getting the run around with the company - no one wants to address these issues - they just still want my money.

**SECTION 6: Resolution Attempts You Have Made**

Have you contacted the company with your complaint? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If yes, name of person most recently contacted: Cody	His/her phone number, incl. area code (336) 275-6411
Results told me to send copies of power bills so far but they couldn't do anything until after 1 yr.		
What result would you consider fair? The item has not done what was guaranteed. They may come get it out of my home.		
Do you have an attorney in this case? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, name of your attorney	Attorney's number, incl. area code ( )
Has your complaint been heard or is it scheduled to be heard in court? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, where and when?		
If already heard, what was the result?		

**SECTION 7: Important Information**

- Documents provided to this office may be public record.
- In most cases your complaint will be forwarded to the business complained about for response. If the complaint falls within the jurisdiction of another local, state or federal agency, we may refer your complaint to that agency.
- Please be sure to include copies of any supporting documents you may have, such as correspondence, contracts, invoices, receipts, etc. Do not send originals.
- This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.

The information I have provided is true and accurate to the best of my knowledge.

Your signature: Dail Watson Date: 5/7/13

**Mail to: NC Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001**

## Consumer

---

**From:** conforms@ncdoj.gov  
**Sent:** Friday, September 20, 2013 4:47 PM  
**To:** Consumer  
**Subject:** Complaint 1928 Hyers

## Your Information

Prefix Mr \* First Name Michael  
Middle Initial E \* Last Name Hyers  
\* Mailing Address 6297 Lakehaven Drive  
\* City Fayetteville  
\* State NC \* Zip Code 28304  
Country, if not US  
Day Phone Number (including area code) 910-423-5982  
Evening Phone Number (including area code) 910-423-5982  
Cell Phone Number (including area code)  
Fax Number (including area code)  
County of Residence Cumberland Email Address [raubitz7@nc.rr.com](mailto:raubitz7@nc.rr.com)  
I am a military service member, veteran, or military spouse Yes

## Information About Company Against Which You Are Complaining

\* Full name of company Carolina Engery Green Solutions, LLC  
Address 3107-B S. Elm Eugene St, Suite 200  
City Greensboro  
State NC Zip Code 27406  
Country, if not US  
Company's internet address (URL) [carolinagreenenergysolutions.com](http://carolinagreenenergysolutions.com)  
\* Telephone number, including area code 336-275-6411  
Fax number, including area code

## Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service UNSOLICITED SALES CALL TO # ON DO NOT CALL

involved

**REGISTRIES**

Date of purchase, service,  
contract

9/20/2013 12:00:00 AM

Manufacturer or brand

Model

Account number

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

Serial number

Did you sign a contract or a lease?

Start Date

End Date

Total amount paid

Amount in dispute

How was payment made: Cash

Did you buy an extended service contract? No

If yes, name of company responsible for extended service contract or warranty

**Information About the Transaction**

How was initial contact made between you and the

I received a telephone call from business

Where did the transaction take place?

Over the phone

**Details of Complaint**

\* Details

Limit of 2500 characters

Recvd UNSOLICITED sales call at 1532 hrs EST on 9/20/13 from Carolina Green Energy Solutions, LLC, via 336-275-6411 phone number. I am on the North Carolina Do Not Call Registry and on the National Do Not Call Registry. Attempted multiple calls back to the phone number to complain to the company about being called and to have my number removed from their calling list. All I could get was their telephone dialing tree--Select 1, Select 2, Select 3, etc. All of which would not accept my call. Carolina Green Solutions, LLC IS NOT accredited by the Better Business Bureau. Carolina Green Solutions, LLC is rated as B- by the Better Business Bureau. The BBB has received multiple complaints about Carolina Green Solutions, LLC. I have filed a complaint with the Better Business Bureau and will be filing a complaint with the National Do Not Call Registry.

**Resolution Attempts You Have Made**

Have you contacted the company with your complaint? Yes

If yes, name of person most recently contacted

His/her phone number, incl. area code 336-275-6411

Results Attempted multiple calls back to company. All I could get was their telephone dialing tree--Select 1, Select 2, Select 3, etc. All of which would not accept my call.

\* What resolution would you consider fair? 1) Provide me, the BBB, the NC Do Not Call Registry, and National Do Not Call Registry with written information as to when, where, and how they got my phone number so that I can sue the crap out to them under North Carolina's Anti-Spamming laws since they used a computer dialer to make the call. NOTE: Any use of a computer under NC General Statutes to send unwanted emails and/or phone calls is considered a violation of that law. 2) Provide me, the BBB, the NC Do Not Registry, and the National Do Not call registry written proof that they have informed all parties with whom they purchase information that I am not be called as I will sue them under NC General Statutes. 3) Remove my name and number from their calling list.

Do you have an attorney in this case? No

If yes, name of your attorney

Attorney's number, incl. area code

Has your complaint been heard or is it scheduled to be heard in court? No

If yes, where and when?

If already heard, what was the result?

Will you be submitting documentation by mail or fax? No

**TELEMARKETING  
COMPLAINT**

**MAIL TO:** CONSUMER PROTECTION  
ATTORNEY GENERAL'S OFFICE  
9001 MAIL SERVICE CENTER  
RALEIGH, NC 27699-9001  
TELEPHONE: (919) 716-6000  
FAX: (919) 716-6050

NOV 25 2013

**YOUR INFORMATION**

Your Name Mr. Mrs. Ms. \_\_\_\_\_

Address Andrew J. Kinsey Sr. 525 E. Pleasant Hill Rd.

City Pink Hill, N.C. State N.C. Zip 28572

Phone: Home (252) 868-4767 Business ( ) \_\_\_\_\_

Email: \_\_\_\_\_

Age\*: \_\_\_\_\_ (\*not required)

**SPOUSAL INFORMATION (if filing the complaint jointly)**

Spouse's Name Mr. Mrs. \_\_\_\_\_

Phone: Home ( ) \_\_\_\_\_ Business ( ) \_\_\_\_\_

**COMPANY OR PERSON YOU ARE COMPLAINING ABOUT  
(provide as much information as you have)**

Name Carolina Energy (employee - Ryan Ford)

Address ? Supposed employee of Carolina Energy

City (or Canadian Province) \_\_\_\_\_

State (or Postal Code) Greensboro Area Zip \_\_\_\_\_

Country \_\_\_\_\_

Phone Number \_\_\_\_\_ Fax Number \_\_\_\_\_

Contact Person or Representative \_\_\_\_\_

**TELL US ABOUT YOUR COMPLAINT**

Date of the Call November 13, 2013

What was the product or service offered (if appropriate)? yes

Did the telemarketer say you had won money or a prize? ? Yes No Free Evaluation of home energy

How much did the telemarketer ask you to pay? \_\_\_\_\_

Did you give the telemarketer money or authorize payment? Yes  No

If yes, was payment type by:

- |  |   |
|--|---|
| <input type="checkbox"/> Cash?                           | <input type="checkbox"/> Personal Check?      |
| <input type="checkbox"/> Certified Check?                | <input type="checkbox"/> Money Order?         |
| <input type="checkbox"/> Installment?                    | <input type="checkbox"/> Visa/MasterCard?     |
| <input type="checkbox"/> Other Credit Card?              | <input type="checkbox"/> Western Union?       |
| <input type="checkbox"/> Moneygram?                      | <input type="checkbox"/> Other Wire Transfer? |
| <input type="checkbox"/> Checking/Savings Account Debit? | <input type="checkbox"/> Other?               |

Amount Paid or Lost? \_\_\_\_\_

**DESCRIBE THE TRANSACTION, THE TELEMARKETER'S PITCH, AND YOUR DESIRED OUTCOME.**

~~Advantages prior~~ 11/13/13, I received a call from a man that said his name was Ryan Ford. He requested we make an appointment for lady to come to my home and make a home Energy evaluation Free of Charge. He said since I had recently participated in a recent home Survey with Carolina Energy, this evaluation normally ran \$189<sup>00</sup>, would be free. We set up an appointment for 10:00 AM, 11/14/13. He told me a lady would come to my home carrying a red ~~bag~~ <sup>toilet</sup> Bag and would show me identification. (Continued on enclose

Attach additional sheets as needed and a copy of all papers involved, such as: Notes Page 3

- |   |                    |                          |
|---|--------------------|--------------------------|
| • Bank statements                           | • Cancelled checks | • Certified checks       |
| • Counterfeit Cashier's checks              | • Money orders     | • Credit card statements |
| • Wire transfer receipts                    | • Advertisements   | • Newspaper ads          |
| • Letters from the company (with envelopes) | • Your notes       | • Tapes of phone calls   |
|   | • Demand Drafts    | • Courier receipts       |

The information I have provided is true and accurate to the best of my knowledge.

YOUR SIGNATURE Andrew J. Kinsey Sr

DATE 1/22/13

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The Attorney General's Consumer Protection Division acts to protect the public from unlawful business practices. While we can often assist with the mediation of a dispute, we do not have the authority or resources to act as a lawyer for consumers in individual disputes. We encourage citizens to send us information about suspect business practices because this helps us identify areas for enforcement.

Continued from Page One

I waited until 11:15 on the morning of 11/14/13 and No One showed up. After lunch on 11/14/13 I called Carolina Energy to let them know that no one showed up and they assured me that there was no one in their office by the name of Ryan Ford. (The lady called me on the night of 11/13/13, said her name was "Kathy" and she would see me 10:00 A.M. on 11/14/13) After all of this, I became suspicious I checked my phone I.D. and saw that Mr. Ford was calling me from Area code 336-553-1816 and not the number he gave me for Carolina Energy which was 336-225-6411. The number the lady called me on was shown as 336-553-1815. I do not know if all of this was a hoax or if someone just wanted to get into my home. I do not want any further contact with these people, but I would like to know the outcome of this investigation. Thank you very much for your attention and response to this situation.

Yours Truly,  
 Andrew J. Kinsey Sr.

## Consumer

---

**From:** consforms@ncdoj.gov  
**Sent:** Thursday, January 02, 2014 12:54 PM  
**To:** Consumer  
**Subject:** Complaint 4011 Thomas  
**Attachments:** MJT - Medical Report.pdf; MJT - Contract with Carolina Energy Green Solutions and unsigned credit agreement.pdf; MJT - Credit bill associated with Carolina Energy Green Solutions.pdf; MJT - work done at customer site.png

## Your Information

Prefix Mrs \* First Name Mamie  
Middle Initial J \* Last Name Thomas  
\* Mailing Address 331 Golf Course Dr.  
\* City Raleigh  
\* State NC \* Zip Code 27610  
Country, if not US  
Day Phone Number (including area code) 9192559578  
Evening Phone Number (including area code) 9192559578  
Cell Phone Number (including area code) 5718391335  
Fax Number (including area code)  
County of Residence Wake Email Address [kdthomas\\_tech@yahoo.com](mailto:kdthomas_tech@yahoo.com)  
I am a military service member, veteran, or military spouse No

## Information About Company Against Which You Are Complaining

\* Full name of company Carolina Energy Green Solutions, LLC  
Address 3107-B S. Elm Eugene St., Suite 200  
City Greensboro  
State NC Zip Code 27406  
Country, if not US  
Company's internet address (URL) <http://www.carolinaenergygreensolutions.com>  
\* Telephone number, including area code (336) 275-6411  
Fax number, including area code

# Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service involved

Green Solutions TPS

Date of purchase, service, contract 7/22/2012 12:00:00 AM

Manufacturer or brand

Model

Account number X401355464

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

Serial number

Did you sign a contract or a lease? Yes

Start Date 7/22/2012 12:00:00 AM End Date

Total amount paid 5659 Amount in dispute 5659

How was payment made: Other

Did you buy an extended service contract? No

If yes, name of company responsible for extended service contract or warranty

## Information About the Transaction

How was initial contact made between you and the

Person came to my home

Where did the transaction take place?

At my home

## Details of Complaint

\* Details

Limit of 2500 characters

Hello, My name is Karen D. Thomas, and I am filing a complaint on behalf of my 82-year old mother, Mamie Jean Thomas who lives in Raleigh, N.C. John Houser, a representative from Carolina Energy Green Solutions, promised my mother that she would save money on her energy bill, if Carolina Energy Green Solutions (CEGS) installed their "Green Solutions TPS" product. These claims made by the CEGS representative are not guaranteed by the contract that she signed. Mrs. Thomas suffers from memory loss and is currently under the treatment of Dr. Rico at Wake

Internal Medicine Consultants, Inc. in Raleigh. Her family has a history of Alzheimer's. Mrs. Thomas was suffering from intense migraines when Mr. Houser stopped by to visit. In her diminished capacity, she was led to believe the "savings" from her energy bill would go towards the installation of the CEGS product. Due to my job and location, I was unable to check the work of CEGS until the Christmas holiday and view the associated documentation. What I found was shoddy work, flimsy materials used, and unsigned agreements to enter into a consumer credit contract with Aqua Finance and then Connexus Credit Union. I have pictures to attest to the work and materials and copies of unsigned agreements. Due to my mother's condition, she should not have entered into this contractual agreement with CEGS. Furthermore, CEGS should not have illegally entered my mother into a consumer credit agreement with Aqua Finance and Connexus, since she never signed the paperwork. The original contract with CEGS should be declared null and void. The flimsy materials will gladly be returned. I am hoping the NCDOJ can provide assistance with this issue. Please note a complaint is being filed with the Better Business Bureau. Thank you for your time.

## Resolution Attempts You Have Made

Have you contacted the company with your complaint? No

If yes, name of person most recently contacted

His/her phone number, incl. area code

Results

\* What resolution would you consider fair? Due to my mother's diminished capacity, the contract with CEGS should be declared nullvoid. All materials provided by CEGS will be given back. The consumer credit account with Connexus Credit Union should be cancelled, as my mother never signed an agreement with Aqua Finance nor Connexus.

Do you have an attorney in this case? No

If yes, name of your attorney

Attorney's number, incl. area code

Has your complaint been heard or is it scheduled to be heard in court? No

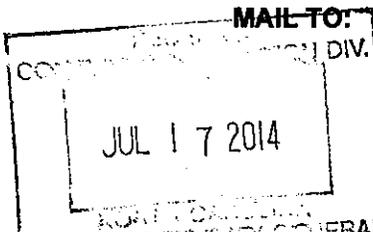
If yes, where and when?

If already heard, what

was the result?

Will you be submitting  
documentation by mail No  
or fax?

**STATE OF NORTH CAROLINA  
CONSUMER  
COMPLAINT**



**CONSUMER PROTECTION  
ATTORNEY GENERAL'S OFFICE  
9001 MAIL SERVICE CENTER  
RALEIGH, NC 27699-9001  
TELEPHONE: (919) 716-6000  
TOLL-FREE IN NC: (877) 566-7226**

<b>SECTION 1: Your Information</b>			
Mr. Ms. Mrs.	Last name <i>Steele</i>	First name <i>Samuel</i>	MI <i>R</i>
Mailing address <i>808 Plantation Drive</i>			
City <i>New Beer</i>	State <i>NC</i>	Zip code <i>28762</i>	Country, if not US <i>CRAVEN</i>
Day phone number, including area code <i>(252) 638-8753</i>	Evening phone number, including area code <i>( ) Same</i>	Fax number, including area code <i>( ) None</i>	
County of residence <i>CRAVEN</i>	E-mail address <i>leomas70@aol.com</i>	Cell phone, including area code <i>( ) None</i>	
<b>SECTION 2: Information About Company Against Which You Are Complaining</b>			
Full name of company <i>CAROLINA Green Energy Solutions</i>			
Mailing address <i>3101 B South Elm Street Eugene</i>			
City <i>Greensboro NC 27406</i>	State <i>NC</i>	Zip code <i>27406</i>	Country, if not US
Company's internet address (URL)			
Telephone number, including area code <i>(1) 336-275-2434 (6411)</i>	Fax number, including area code <i>( ) None</i>		
<b>SECTION 3: Complaint Information (complete any blocks which apply to your complaint)</b>			
Product, item, or service involved <i>Thermal Protection System</i>	Date of purchase, service, contract <i>3/14/14</i>		
Manufacturer or brand <i>CAROLINA Energy Green Solutions</i>	Model		
Account number <i>Dealer # 530132.000</i>	Serial number		
Did you sign a contract or a lease? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	If yes, please give the following <input checked="" type="checkbox"/>	Starting date <i>3/14/2014</i>	Expiration date
Total amount paid <i>\$ 6985.00</i>	Amount in dispute <i>\$ 6985.00</i>	How was payment made: <input type="checkbox"/> Cash <input checked="" type="checkbox"/> Check <input type="checkbox"/> Credit card <input checked="" type="checkbox"/> Debit card <input type="checkbox"/> Money order <input type="checkbox"/> Wire transfer <input type="checkbox"/> Finance agreement <input type="checkbox"/> Other _____	
Did you buy an extended service contract? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	If yes, name of company responsible for extended service contract or warranty		
<b>SECTION 4: Information About the Transaction</b>			
How was initial contact made between you and the business?		Where did the transaction take place?	
<input checked="" type="checkbox"/> Person came to my home <input type="checkbox"/> I went to company's place of business <input type="checkbox"/> I received a telephone call from business <input type="checkbox"/> I telephoned the business <input type="checkbox"/> I received information in the mail <input type="checkbox"/> I responded to radio/television ad <input type="checkbox"/> I responded to printed advertisement <input type="checkbox"/> I responded to a Website or e-mail solicitation <input type="checkbox"/> I received a fax solicitation <input type="checkbox"/> I attended a trade show or convention <input type="checkbox"/> Other _____		<input checked="" type="checkbox"/> At my home <input type="checkbox"/> At company's place of business <input type="checkbox"/> By mail <input type="checkbox"/> Over the phone <input type="checkbox"/> Via computer (website or e-mail) <input type="checkbox"/> Trade show or hotel <input type="checkbox"/> Other _____	

**SECTION 5: Details of Complaint (use additional sheets if necessary)**

Sales Person Came to Home - 3/14/14 - Presented Contract for Thermal Protection System for Attic Area. \$6985<sup>00</sup> - would do work tomorrow - Saturday 3/15/14 - Done - with my following Duke Energy Progress Bill - enclosed Brochure from DE - Showing Attic Improvements Insulation + sealing - rebate up to \$500<sup>00</sup> Duke Energy informed me - that Carolina Energy Green Solution WAS NOT on there Approved list, for rebate.

They also ~~did~~ installed KVAR Energy Kit

Copy of Contract Signed by Carolina Green Energy Solution Person

**SECTION 6: Resolution Attempts You Have Made**

Have you contacted the company with your complaint? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If yes, name of person most recently contacted Phone Disconnected 3/16/14	His/her phone number, incl. area code ( ) my Ref
Results None		
What result would you consider fair? Full repayment of \$6985 <sup>00</sup>		
Do you have an attorney in this case? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, name of your attorney	Attorney's number, incl. area code ( )
Has your complaint been heard or is it scheduled to be heard in court? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, where and when?		
If already heard, what was the result?		

**SECTION 7: Important Information**

- Documents provided to this office may be public record.
- In most cases your complaint will be forwarded to the business complained about for response. If the complaint falls within the jurisdiction of another local, state or federal agency, we may refer your complaint to that agency.
- Please be sure to include copies of any supporting documents you may have, such as correspondence, contracts, invoices, receipts, etc. Do not send originals.
- This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.

The information I have provided is true and accurate to the best of my knowledge.

Your signature: Samuel L Steele Date: 7/15/14