



February 28, 2024

VIA ELECTRONIC FILING AND FEDEX

New Hampshire Department of Energy  
21 South Fruit Street, Suite 10  
Concord, NH 03301-2429

Re: CleanChoice Energy, Inc. Revised Renewal Application for Competitive  
Electric Power Supplier License  
DM 18-018

To whom it may concern:

Enclosed for filing on behalf of CleanChoice Energy, Inc. (“CleanChoice”) is a revised renewal application for a Competitive Electric Power Supplier License. CleanChoice is currently licensed to serve customers in the New Hampshire Electric Cooperative Service territory as originally filed under Docket DM 13-360 and renewed under Dockets DM 21-025, DM 15-071 and DM 16-237 (as Ethical Electric, Inc., prior to the company’s name change), Docket DM 17-028 and DM 18-018 (as CleanChoice Energy, Inc.). CleanChoice currently has no plans to serve customers at this time.

The following revisions were made to the below pages and sections.

- Page 1 – PUC 2006.01 (c) – Addition of “DC”
- Page 3 – PUC 2006.01 (g)(3) – Addition of contact information
- Page 6 – PUC 2006.01 (o) - Additional PUC requested detail in regards to customer complaints

Enclosed in this submission is an original and two copies of the renewal application and bond renewal.

Please contact the undersigned with any questions or concerns regarding this submission.

Respectfully Submitted,

/s/ Samantha Folsom

Samantha Folsom  
Customized Energy Solutions  
P: 315-427-8450  
Email: [sfolsom@ces-ltd.com](mailto:sfolsom@ces-ltd.com)

On behalf of CleanChoice Energy, Inc.

### Competitive Electric Power Supplier Application Form

This form may be used to: (1) apply for initial registration as a competitive electric power supplier (CEPS) in New Hampshire, (2) apply for renewal of registration as a CEPS in New Hampshire, and (3) notify the Department of any changes to information in a previously filed CEPS application. *This form is provided as a convenience for filing only; you are required to provide all information specified under Puc 2006.01 when applying for initial or renewal registration as a CEPS, but you are not required to use this form when doing so.*

Indicate whether this application is for an initial registration or for a renewal. Initial <input type="checkbox"/> Renewal <input checked="" type="checkbox"/>		
Applicant's General Information		
Puc 2006.01(a)	Legal Name	CleanChoice Energy, Inc.
	Trade Name (d/b/a) (if applicable)	
Puc 2006.01(b)	Business Mailing Address	1055 Thomas Jefferson Street NW, Suite 650 Washington, DC 20007
	Telephone Number	1-800-218-0113
	E-Mail Address	regulatory@cleanchoiceenergy.com
	Website Address	https://cleanchoiceenergy.com/
Puc 2006.01(c)	Provide the state or jurisdiction of organization, if anything other than an individual.	D.C
Puc 2006.01(d)	Provide the name(s), title(s), business address(es), telephone number(s), and e-mail address(es) of the applicant if an individual, or of the applicant's principal(s) <sup>1</sup> if it is anything other than an individual. Use additional sheets as needed.	
	Name	Jennifer Spinosi
	Title	General Counsel and EVP Corporate Affairs
	Business Mailing Address	1055 Thomas Jefferson Street NW, Suite 650 Washington, DC 20007
	Telephone Number	419- 348 – 2424
	E-Mail Address	regulatory@cleanchoiceenergy.com
	Name	
	Title	
	Business Mailing Address	
	Telephone Number	
	Email Address	
	Name	
	Title	
	Business Mailing Address	
	Telephone Number	
E-Mail Address		

1. "Principals" means, for a corporation, any of its officers, directors, or controlling shareholders, for a limited liability company, any of its managers or controlling members, for a partnership, any of its general partners, and for any other business entity, any of its personnel exercising executive functions and any of its controlling equity owners.

<b>Affiliates and Subsidiaries</b>	
Puc 2006.01(e)	Provide the following information regarding any affiliates <sup>2</sup> and subsidiaries of the applicant that are conducting business in New Hampshire. Use additional sheets as needed.
	Name of Entity
	Business Address
	Telephone Number
	Provide a description of the business purpose of the entity.
	Provide a description of any agreements with any affiliated New Hampshire utility, and the docket or case number relative to the filing of any such agreements with the NHDOE or the NHPUC.
	Name of Entity
	Business Address
	Telephone Number
	Provide a description of the business purpose of the entity.
Provide a description of any agreements with any affiliated New Hampshire utility, and the docket or case number relative to the filing of any such agreements with the NH DOE or the NHPUC.	

2. "Affiliate" means any of the following:

- a) Any person or entity that directly or indirectly owns, controls, or holds with power to vote a majority of the outstanding voting securities or such minority thereof as to give such person substantial control of another person or entity;
- b) Any person or entity with which another person or entity has a management or service contract or arrangement that provides such person or entity with effective control over the management, supervision, or operation of the other person or entity; or
- c) Any person or entity who or which actually exercises effective control over the management, supervision, or operation of another person or entity.

Customer Service Department Contact		
Puc 2006.01(f)	Name	Brian Cushin
	Title	Contact Center Manager
	Toll-Free Telephone Number (if available)	1-800-218-0113
	Telephone Number	888-988-9564
	E-Mail Address	complaintsupport@cleanchoiceenergy.com

Customer Complaints Contact		
Puc 2006.01(g)(1)	Name	Randy Gongora
	Title	Compliance Manager
	Business Mailing Address	1055 Thomas Jefferson St., NW, Ste. 650
		Washington DC 20007
	Telephone Number	888-988-9564
E-Mail Address	support@cleanchoiceenergy.com	

Regulatory Compliance Matters Contact		
Puc 2006.01(g)(2)	Name	Christina Crable
	Title	Director, Compliance & ESG
	Business Mailing Address	1055 Thomas Jefferson Street NW, Suite 650
		Washington, DC 20007
	Telephone Number	(614) 929 5145
E-Mail Address	regulatory@cleanchoice.com	

Department of Energy Assessment Payments Contact		
Puc 2006.01(g)(3)	Name	Katie Case
	Title	Controller, Generation
	Business Mailing Address	1055 Thomas Jefferson St. NW. Suite 650.
		Washington, D.C 20007
	Telephone Number	828.489.6587
E-Mail Address	katie.case@cleanchoiceenergy.com	

<b>Separate Attachments: Business Authority, Trade Name, ISO-NE Market Participation, and EDI Certification</b>	
Puc 2006.01(h)	Provide, as a separate attachment, evidence of the applicant's authorization to do business in New Hampshire from the New Hampshire secretary of state by submitting, with this application form, either of the following: (1) a recent printout of the applicant's listing on the N.H. Secretary of State website with the status "In Good Standing" or words of similar import; or (2) a copy of a certificate from the N.H. Secretary of State's office stating that the applicant is authorized to do business in New Hampshire.
Puc 2006.01(i)	Provide, as a separate attachment, evidence of the applicant's registration of the trade name, if any, to be used by the applicant in New Hampshire from the N. H. Secretary of State by submitting, with this application form, either of the following: (1) A recent printout of the applicant's trade name on the N.H. Secretary of State website with the status "Active" and indicating that the trade name is owned by the applicant; or (2) A copy of a certificate from the N.H. Secretary of State's office indicating that the applicant has registered as doing business under the trade name.
Puc 2006.01(j)	Provide, as a separate attachment, evidence of the applicant's ISO New England market participant membership.
Puc 2006.01(k)	Provide, as a separate attachment, electronic data interchange (EDI) certification from each electric distribution utility in whose franchise area the applicant intends to operate.

<b>Franchise Areas, Customer Types to be Served, and Other States</b>	
Puc 2006.01(l)	List the utility franchise areas in which the applicant intends to operate and, to the extent the applicant does not intend to provide service in the entire franchise area of a utility, a delineation of the cities and towns where the applicant intends to provide service within each utility franchise area.  Unitil, Eversource Energy, Liberty Utilities,
Puc 2006.01(m)	Provide a statement whether or not the applicant intends to serve the following types of customers: residential, small commercial, large commercial, and industrial.  CleanChoice Energy intends to serve large commercial and Industrial customer
Puc 2006.01(n)	List the other states or jurisdictions in which the applicant currently conducts business relating to the sale of electricity.  CleanChoice Energy is currently operating as an electricity supplier in DC, DE, IL, MA, MD, NJ, NY, OH, PA.

<b>Customer Complaints</b>	
Puc 2006.01(e)	<p>Use either the table below or a separate attachment to provide a list disclosing the number and type of customer complaints concerning the applicant or its principals and affiliates filed with or by any commission or regulatory agency, attorney general's office, or other governmental consumer protection regulatory authority, for the most recent 2 calendar years in every state or other jurisdiction in which the applicant has conducted business relating to the sale of electricity.</p> <p>In the table below, enter abbreviations of applicable states or the jurisdiction across the top row, complaint types in the left column, and, for each cell in the table, the number of complaints for each type within the applicable state or jurisdiction.</p>

Complaint Type	(enter applicable states/jurisdictions in row just below)										Total
											0
											0
											0
											0
											0
											0
											0
											0
											0
											0
											0
											0
											0
<b>Total</b>	0	0	0	0	0	0	0	0	0	0	0

<b>Statements Regarding Applicant and its Principals</b>		
Respond to each of the following questions with either "Yes" or "No."		
Puc 2006.01(p)(1)	Has applicant or any of its principals ever been convicted of any felony that has not been annulled by a court?	No
Puc 2006.01(p)(2)	Has applicant or any of its principals, within the 10 years immediately prior to application, had any civil, criminal, or regulatory sanctions or penalties imposed against it, him, or her pursuant to any state or federal consumer protection law or regulation?	No
Puc 2006.01(p)(3)	Has applicant or any of its principals, within the 10 years immediately prior to application, settled any civil, criminal, or regulatory investigation or complaint involving any state or federal consumer protection law or regulation?	Yes
Puc 2006.01(p)(4)	Is applicant or any of its principals currently the subject of any pending civil, criminal, or regulatory investigation or complaint involving any state or federal consumer protection law or regulation?	No
Puc 2006.01(p)(5)	Has applicant or any of its principals been denied authorization to provide competitive electricity supply service or electric aggregation service in any other state or jurisdiction?	No
Puc 2006.01(q)	If an affirmative answer is provided to any item above, then provide a detailed explanation of the occurrence and the related circumstances. Use additional sheets as needed.  See Attachment C.	

<b>Telemarketing</b>		
Puc 2006.01(s)	Does the applicant intend to telemarket? Respond with either "Yes" or "No."	No
If the response to the question above is "Yes," then respond to the following three questions:		
Puc 2006.01(r)(1)	Will the applicant maintain a list of customers who request being placed on the applicant's do-no-call list for the purposes of telemarketing?	
Puc 2006.01(r)(2)	Will the applicant obtain monthly updated do-no-call lists from the National Do Not Call Registry?	
Puc 2006.01(r)(3)	Will the applicant NOT initiate calls to New Hampshire customers who have either requested being placed on the applicant's do-not-call list(s) or who are listed on the National Do Not Call Registry?	

<b>In-Person Solicitation of Residential Customers</b>		
Puc 2006.01(u)	Does the applicant intend to enroll residential customers through in-person solicitation at the customer's residence? Respond with either "Yes" or "No."	No
If the response to the question above is "Yes," then provide the following items as separate attachments:		
Puc 2006.01(t)(1)	A plan for in-person solicitation of residential customers at their residences, including provisions to ensure legal and regulatory compliance and quality assurance.	
Puc 2006.01(t)(2)	A description of the applicant's training program for employees or representatives who will conduct in-person solicitation of residential customers at their residences.	
Puc 2006.01(t)(3)	An identification of any third party vendor or vendors the applicant intends to use to conduct in-person solicitation of residential customers at their residences.	
Puc 2006.01(t)(4)	A copy of the applicant's performance standards and code of conduct for any employees, representatives, or vendors who or which will conduct in-person solicitation of residential customers at their residences.	
Puc 2006.01(t)(5)	A copy of field audit standards used to evaluate the performance of employees, representatives, or vendors who or which will conduct in-person solicitation of residential customers at their residences.	

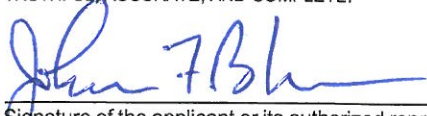
Sample Bill Form		
Puc 2006.01(v)	Does the applicant intend to use only the utility's billing service? Respond with either "Yes" or "No."	Yes
Puc 2006.01(v)	If the response to the question above is "No," then provide a sample of the bill form(s) the applicant intends to use as a separate attachment.	

Residential and Small Commercial Customer Contracts		
Puc 2006.01(w)	Does the applicant intend to serve residential and small commercial customers? Respond with either "Yes" or "No."	No
If the response to the question above is "Yes," then provide the following item as a separate attachment:		
Puc 2006.01(w)	A copy of each contract to be used for residential customers and for small commercial customers, including any schedules or other documentation attached to, incorporated into, or referenced in such contract.	

File Financial Security Instrument		
Refer to Puc 2003.03 for the financial security requirements.		
Puc 2003.01(b)(2)	Provide an original executed financial security instrument that meets the requirements of Puc 2003.03.	
File the original, executed financial security instrument with the Department of Energy. The financial security instrument can be filed separately from the application form, by U.S. mail, overnight express, or hand delivery.		

Submit Application Fee (For Initial Applications Only)		
Puc 2003.01(b)(3)	For an application for initial registration, submit payment of the application fee in the amount of \$250.00 to the NH Department of Energy by U.S. mail, overnight express, or hand delivery. Make check payable to: New Hampshire Department of Energy.	
Note that there is no fee for a renewal application.		

Expected Marketing Start Date		
Puc 2006.01(x)	Provide the date upon which the applicant expects to commence marketing its services to customers in New Hampshire.	Unknown Date

Attestation and Signature		
Puc 2006.01(y) and (z)	<p>BY SIGNING BELOW, THE APPLICANT REPRESENTATIVE CERTIFIES THAT IT HAS THE AUTHORITY TO FILE THE APPLICATION ON BEHALF OF THE CEPS AND ATTESTS THAT THE CONTENTS OF THE APPLICATION ARE TRUTHFUL, ACCURATE, AND COMPLETE.</p>  <p>Signature of the applicant or its authorized representative</p> <p>Name: John F. Burke</p> <p>Title: Chief Financial Officer</p>	<p>Feb 27 Date 2024</p>

Filing Instructions		
<p>1) Mail an original and two paper copies of this form and all separate attachments to:            New Department of Energy, 21 South Fruit St., Suite 10, Concord, NH 03301</p> <p>2) E-mail a PDF of this form and all separate attachments to:  <a href="mailto:registrations@energy.nh.gov">registrations@energy.nh.gov</a></p>		



**Attachment A**

**Business Authority, ISONE Market Participation, and EDI Certification**

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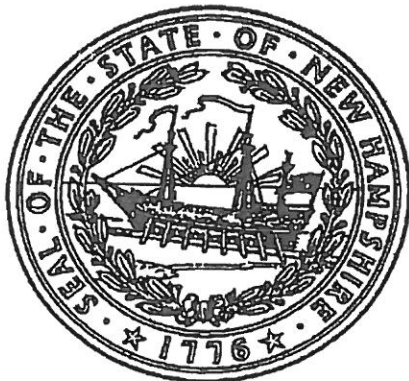
State of New Hampshire  
Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that CLEANCHOICE ENERGY, INC. is a Maryland Profit Corporation registered to transact business in New Hampshire on August 13, 2013. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 696051

Certificate Number: 0006555930



IN TESTIMONY WHEREOF.

I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 26th day of January A.D. 2024.

A handwritten signature in black ink, appearing to read "D. Scanlan".

David M. Scanlan  
Secretary of State

# Current Members

## NEPOOL Participants

Effective: January 1, 2024

Downloads (Alpha by Voting Member):

- [Participant Roster \(Alpha by Voting Member\)](#)
- [Sector Roster](#)

ALL SECTORS VOTING MEMBER cleanchoice

COMPANY	SECTOR	VOTING	JOINED	CAMS	RELATED
CleanChoice Energy, Inc.	Supplier	Y	1/1/13	<a href="#">VIEW</a>	

### Collaborate

- [NEPOOL](#)
- [Contact us](#)
- [CONVENTIONS](#)

### Related Sites

- [NEPOOL GIS](#)
- [ISO-NE](#)
- [EPA](#)



SEARCH

CALENDAR LIBRARY CAREERS CONTACT US SIGN UP SIGN IN

Participate > Participant and Asset Listings

# Participant Directory

Search the directory for details on and contact information for the entities registered with ISO New England, as well as on the committees and subgroups advising the ISO. For example, you can find:

- Each participant's name, address, stock symbol(s), industry sector, industry type/classification, committee membership, and NEPOOL voting status (if the participant is a member of the New England Power Pool)
- Committee and subcommittee or working group names, member lists, and the company association of members
- Download a CSV file of the Participant Directory

As you type you will be offered suggested results. Use your keyboard arrows or mouse to navigate the results.

## Company Details: CleanChoice Energy, Inc.

1055 Thomas Jefferson St. NW Ste 650  
Washington, DC 20007

### Customer Details

CUSTOMER ID	SECTOR	TYPE	CLASSIFICATION	SUB-CLASSIFICATION	VOTING STATUS
105735	Supplier	Participant	Merkel Participant		Y

### Committee Members

COMMITTEE NAME	MEMBER NAME	TITLE	POSITION	ROLE
NEPOOL Markets Committee	John Burke	EVP, CFO	Alternate Member	Alternate Member
NEPOOL Markets Committee	Tom Matzzie	President and CEO	Primary Member	Primary Member
NEPOOL Participants Committee	John Burke	EVP, CFO	Alternate Member	Alternate Member
NEPOOL Participants Committee	Tom Matzzie	President and CEO	Primary Member	Primary Member
NEPOOL Reliability Committee	John Burke	EVP, CFO	Alternate Member	Alternate Member
NEPOOL Reliability Committee	Tom Matzzie	President and CEO	Primary Member	Primary Member

COMMITTEE NAME	MEMBER NAME	TITLE	POSITION	ROLE
NEPOOL Transmission Committee	Tom Matzzie	President and CEO	Primary Member	Primary Member
NEPOOL Transmission Committee	John Burke	EVP, CFO	Alternate Member	Alternate Member

**Participant Related Persons**

A Participant and its Related Persons (as defined in the Participants Agreement and Second Restated NEPOOL Agreement) are together entitled to join any one Sector and to have one vote in that Sector.

Votes for this company are cast by:

Self

This company also votes on behalf of:

None

**Updating the Directory**

Help keep the directory current — its accuracy is dependent on data in the ISO's Customer and Asset Management System (CAMS). To update data for your organization or committee, see:

- [User guides for CAMS](#)
- [CAMS FAQs](#)

**Problems?**

Contact [Participant Support and Solutions](#) if you are having trouble with the directory.

**APPLICATIONS**

[GADS Reporting](#)

[IRTT](#)

[ISO Express](#)

[Ask ISO](#)

**MARKETS AND OPERATIONS FORECASTING**

[Morning Report](#)

[Seven-Day Forecast](#)

[Three-Day Forecast](#)

[Power System Status](#)

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[Environmental Commitment](#)

**PARTICIPANT SUPPORT**

[Contact Us](#)

[Training](#)



**Liberty Utilities**

## **COMPLETION OF EDI TESTING**

This is to certify that on November 20<sup>th</sup>, 2020

**CleanChoice Energy, Inc.**

completed all of the requirements of New Hampshire  
Code of Administrative Rules, Section PUC 2003.01(d).

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**Deborah M. Gilbertson, Manager of Retail Choice**  
Liberty Utilities (Granite State Electric) Corp.  
15 Buttrick Rd, Londonderry NH 03053

**Public Service Company of New Hampshire  
(d/b/a) Eversource Energy**

**Certificate of Completion**

*is hereby granted to:*

**CleanChoice Energy, Inc.**

*to certify that they have completed to satisfaction*

**NH EDI Connectivity and Certification Testing**

*Granted: 12/04/2020*

*Aaron Downing*

*Aaron Downing  
Eversource Supplier Services*

**Public Service Company of New Hampshire  
(d/b/a) Eversource Energy**

**Certificate of Completion**

*is hereby granted to:*

**CleanChoice Energy, Inc.**

*to certify that they have completed to satisfaction*

**NH Supplier Training**

*Granted: 12/15/2020*

*Aaron Downing*

*Aaron Downing  
Eversource Supplier Services*





**Electronic Data Interchange (EDI) Certification**

***Unitil Energy Systems (UES)***

Issued to: CleanChoice Energy Inc.  
Represented by: Paul St. Louis

Issued by: Unitil Energy Systems  
Represented by: Maureen Cote, Energy Analyst

Date: 12/15/2020

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This is official notification of the successful completion of Electric EDI testing between Unitil Energy Systems and CleanChoice Energy. As of 12/15/2020, Unitil Energy Systems does hereby declare CleanChoice Energy as a certified EDI trading partner capable of exchanging the following transactions:

810	Invoice
814	Change
814	Drop
814	Enrollment
814	Historical Usage Request
820	Payment Notification
867	Historical Usage
867	Monthly Usage
997	Functional Acknowledgement

CleanChoice Energy has successfully satisfied all the requirements of connectivity with Unitil Energy Systems. CleanChoice Energy has also proven through detailed transaction testing its understanding of the business rules and EDI formats required for account maintenance, and billing (dual and LDC rate-ready consolidated) as described by the New Hampshire Public Utilities Commission and using V12 version 4010 standards.

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*maureen cote*  
\_\_\_\_\_  
Signature  
12/15/2020  
\_\_\_\_\_  
Date

Maureen Cote  
Energy Analyst  
Unitil Service Corp.  
6 Liberty Lane West  
Hampton, NH 03842-1720  
EL\_SupplierServices@unitil.com

**Attachment B**

Customer Complaints

2022										
Complaint Type	DC	DE	IL	MA	MD	NJ	NY	OH	PA	Total
As of the date of this report, all complaints have been resolved.										
Billing Disputes	2		3	15	6	3	50	7	8	94
Cancellation Requests			3	1			1	6	3	14
Claims of Deceptive Marketing			3	3	6	2	3	2	3	22
Claims of Promised Savings			1				1	1		3
Competitor Confusion	1		3		1		2	11	11	29
Complaints About Direct Mail Marketing	1		2			2		6	4	15
Do-Not-Contact Requests	1		7	1			2	6	2	19
Enrollment Disputes	10		9	17	9	9	10	44	35	143
Offer Fulfillment					1				1	2
System/Technical Issues	1									1
<b>Total</b>	<b>16</b>	<b>0</b>	<b>31</b>	<b>37</b>	<b>23</b>	<b>16</b>	<b>69</b>	<b>83</b>	<b>67</b>	<b>342</b>

2023										
Complaint Type	DC	DE	IL	MA	MD	NJ	NY	OH	PA	Total
As of the date of this report, all complaints have been resolved.										
Billing Disputes	8	1	3	9	6	4	25	9	38	103
Cancellation Requests							2			2
Claims of Deceptive Marketing				2	2	1	2	2	1	10
Claims of Promised Savings								1		1
Competitor Confusion	2		2		1	1		6	16	28
Complaints About Direct Mail Marketing			1	1					1	3
Do-Not-Contact Requests			25	1	1	3	4	15	8	57
Enrollment Disputes	14	3	2	10	11	6	11	34	26	117
Offer Fulfillment	1							8	6	15
System/Technical Issues								1	1	2
<b>Total</b>	<b>25</b>	<b>4</b>	<b>33</b>	<b>23</b>	<b>21</b>	<b>15</b>	<b>44</b>	<b>76</b>	<b>97</b>	<b>338</b>

Date of Complaint	State	Complaint Type	Regulatory Violation	Reason	Resolution
1/3/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
1/6/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
1/14/2022	IL	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
1/19/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
1/21/2022	PA	Enrollment Dispute	N	Enrollment Start Date	CleanChoice issued a goodwill refund.
1/27/2022	IL	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
1/27/2022	NY	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
1/28/2022	OH	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
2/2/2022	NY	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
2/2/2022	OH	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
2/8/2022	OH	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
2/10/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
2/10/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
2/14/2022	IL	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
2/14/2022	IL	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
2/15/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
2/16/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
2/17/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
2/18/2022	PA	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
2/18/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
2/22/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
2/25/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/2/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.

P/14

Date of Complaint	State	Complaint Type	Regulatory Violation	Reason	Resolution
3/3/2022	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
3/4/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/4/2022	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/7/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
3/11/2022	NY	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
3/14/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/15/2022	IL	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/16/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/16/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	No further action needed from CleanChoice. The consumer's complaint was against a different supplier.
3/22/2022	IL	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/22/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/22/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/22/2022	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/22/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/24/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/24/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/24/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/25/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/25/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/25/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/28/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/29/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/30/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
3/31/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.

2/1/24

Date of Complaint	State	Complaint Type	Regulatory Violation	Reason	Resolution
3/31/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
4/1/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
4/6/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
4/6/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
4/7/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
4/8/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
4/12/2022	NY	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
4/15/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
4/18/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
4/19/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	No further action needed from CleanChoice. The consumer's complaint was against a different supplier.
4/22/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
4/22/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
4/25/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
4/25/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
4/26/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
5/4/2022	OH	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
5/5/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
5/6/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
5/9/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
5/10/2022	IL	Enrollment Dispute	N	Enrollment Cancellation	CleanChoice confirmed a valid enrollment.
5/11/2022	OH	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
5/13/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
5/23/2022	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.

6/2/24

Date of Complaint	State	Complaint Type	Regulatory Violation	Reason	Resolution
5/23/2022	IL	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
5/24/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
5/24/2022	NY	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
5/31/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
6/9/2022	NY	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
6/21/2022	NY	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
6/22/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	The consumer's account number was provided in error by a service applicant. CleanChoice issued a refund for all supply charges assessed to the consumer's account.
6/23/2022	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	No further action needed from CleanChoice. The consumer's complaint was against a different supplier.
6/27/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
6/28/2022	NY	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
7/6/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
7/6/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. A goodwill refund was issued.
7/13/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
7/13/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
7/13/2022	OH	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The consumer was disputing charges from a different supplier.
7/21/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
7/22/2022	IL	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. A goodwill refund was issued.
7/25/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
7/25/2022	IL	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
7/27/2022	PA	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
7/27/2022	NY	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
7/28/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.

8/1/14

Date of Complaint	State	Complaint Type	Regulatory Violation	Reason	Resolution
7/29/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
7/29/2022	NY	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
8/1/2022	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
8/2/2022	PA	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
8/3/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
8/3/2022	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
8/3/2022	NY	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
8/3/2022	NY	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
8/8/2022	NY	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
8/11/2022	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
8/12/2022	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. A goodwill refund was issued.
8/15/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. A goodwill refund was issued.
8/15/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
8/17/2022	NY	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
8/17/2022	NY	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
8/17/2022	NY	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
8/17/2022	PA	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
8/17/2022	NY	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
8/19/2022	OH	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
8/19/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
8/23/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. A goodwill refund was issued.
8/25/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
8/26/2022	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.

8/5/14



Date of Complaint	State	Complaint Type	Regulatory Violation	Reason	Resolution
8/26/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
8/27/2022	OH	Enrollment Dispute	N	Enrollment Cancellation	CleanChoice issued a goodwill refund.
8/30/2022	NY	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
8/31/2022	NY	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
8/31/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
8/31/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	No further action needed from CleanChoice. The consumer's complaint was against a different supplier.
9/2/2022	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. A goodwill refund was issued.
9/6/2022	PA	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
9/7/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
9/7/2022	NY	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
9/8/2022	NY	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
9/12/2022	NY	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
9/13/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
9/13/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
9/13/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
9/13/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. A goodwill refund was issued.
9/19/2022	NY	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
9/21/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
9/23/2022	NY	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
9/26/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
9/29/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
9/29/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
9/29/2022	IL	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.

9/26/14

Date of Complaint	State	Complaint Type	Regulatory Violation	Reason	Resolution
9/30/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
10/3/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
10/4/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
10/6/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
10/11/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
10/12/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
10/12/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. A goodwill refund was issued.
10/13/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
10/19/2022	PA	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
11/2/2022	NY	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
11/2/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
11/3/2022	IL	Enrollment Dispute	N	Enrollment Cancellation	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
11/3/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. A goodwill refund was issued.
11/4/2022	NY	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
11/8/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	No further action needed from CleanChoice. The consumer's complaint was against a different supplier.
11/9/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
11/10/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	No further action needed from CleanChoice. The consumer's complaint was against a different supplier.
11/10/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
11/21/2022	NY	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
11/30/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
11/30/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
12/1/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
12/6/2022	NY	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.

9/2/14

Date of Complaint	State	Complaint Type	Regulatory Violation	Reason	Resolution
12/12/2022	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	No further action needed from CleanChoice. The consumer's complaint was against a different supplier.
12/15/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. A goodwill refund was issued.
12/19/2022	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
12/22/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
12/22/2022	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
12/28/2022	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
1/3/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	No further action needed from CleanChoice. The consumer's complaint was against a different supplier.
1/5/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. A goodwill refund was issued.
1/10/2023	OH	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
1/10/2023	PA	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
1/13/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
1/17/2023	PA	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
1/17/2023	NY	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
1/18/2023	NY	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
1/18/2023	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
1/18/2023	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
1/23/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. A goodwill refund was issued.
1/24/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	The consumer's account number was provided in error by a service applicant. CleanChoice issued a refund for all supply charges assessed to the consumer's account.
1/24/2023	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
1/24/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
1/25/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
1/26/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.

8/14

Date of Complaint	State	Complaint Type	Regulatory Violation	Reason	Resolution
1/27/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
1/27/2023	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
1/30/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
2/1/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
2/2/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	No further action needed from CleanChoice. The consumer's complaint was against a different supplier.
2/2/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
2/2/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
2/3/2023	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
2/3/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
2/3/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
2/6/2023	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
2/7/2023	PA	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
2/7/2023	PA	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
2/7/2023	NY	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
2/7/2023	OH	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
2/7/2023	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
2/8/2023	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
2/8/2023	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
2/9/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
2/15/2023	PA	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
2/16/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
2/17/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
2/17/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
2/17/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.

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Date of Complaint	State	Complaint Type	Regulatory Violation	Reason	Resolution
2/21/2023	NY	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
2/21/2023	OH	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
2/22/2023	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
2/24/2023	NY	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
2/27/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
2/27/2023	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. A goodwill refund was issued.
2/28/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. A goodwill refund was issued.
2/28/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. A goodwill refund was issued.
3/1/2023	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
3/2/2023	IL	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
3/2/2023	NY	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
3/6/2023	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The consumer's complaint was against a different supplier.
3/7/2023	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	No further action needed from CleanChoice. The consumer's complaint was against a different supplier.
3/7/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
3/8/2023	PA	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
3/8/2023	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. A goodwill refund was issued.
3/9/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	No further action needed from CleanChoice. The account was accurately billed.
3/9/2023	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	No further action needed from CleanChoice. The consumer's complaint was against a different supplier.
3/10/2023	NY	Billing Dispute	N	Disputing Charges	The account was accurately billed.
3/13/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
3/13/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/14/2023	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The consumer's complaint was against a different supplier.
3/16/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.

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Date of Complaint	State	Complaint Type	Regulatory Violation	Reason	Resolution
3/16/2023	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
3/17/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	No further action needed from CleanChoice. The consumer's complaint was against a different supplier.
3/17/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
3/20/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
3/20/2023	PA	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
3/22/2023	PA	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
3/22/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
3/22/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
3/22/2023	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
3/27/2023	PA	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
3/28/2023	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
3/29/2023	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
3/30/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
3/31/2023	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
4/3/2023	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
4/4/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
4/10/2023	NY	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
4/10/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
4/13/2023	NY	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
4/15/2023	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
4/20/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. A goodwill refund was issued.
4/24/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	No further action needed from CleanChoice. The consumer's complaint was against a different supplier.
4/24/2023	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.

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Date of Complaint	State	Complaint Type	Regulatory Violation	Reason	Resolution
4/25/2023	NY	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
5/3/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
5/5/2023	NY	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
5/10/2023	IL	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
5/10/2023	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
5/11/2023	PA	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
5/11/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
5/12/2023	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
5/22/2023	PA	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
6/11/2023	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
6/2/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
6/5/2023	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
6/6/2023	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
6/8/2023	NY	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
6/14/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
6/20/2023	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
6/21/2023	OH	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
6/21/2023	PA	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
6/23/2023	OH	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
6/26/2023	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
6/27/2023	OH	Enrollment Dispute	N	Incorrect utility account number was provided by the customer at the time of enrollment.	CleanChoice offered to submit an enrollment but the customer declined.
7/3/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
7/5/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.

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Date of Complaint	State	Complaint Type	Regulatory Violation	Reason	Resolution
7/10/2023	NY	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
7/13/2023	NY	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. A goodwill refund was issued.
7/17/2023	PA	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
7/19/2023	PA	Billing Dispute	Y	Disputing Charges	CleanChoice issued a refund for failure to provide a timely renewal notice. 52 Pa. Code § 54.10(2)
7/19/2023	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. Consumer complaint was against utility.
7/21/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
7/26/2023	NY	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
7/28/2023	OH	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
7/31/2023	NY	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
8/1/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
8/9/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
8/11/2023	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
8/14/2023	OH	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
8/21/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
8/23/2023	OH	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
8/28/2023	OH	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
8/29/2023	NY	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
9/6/2023	PA	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
9/8/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
9/13/2023	PA	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
9/20/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. The account was cancelled and added to do not contact list.
9/22/2023	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
10/5/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.

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Date of Complaint	State	Complaint Type	Regulatory Violation	Reason	Resolution
10/12/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
10/12/2023	PA	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
10/12/2023	PA	Billing Dispute	N	Disputing Charges	Account was accurately billed. A goodwill refund was issued.
10/12/2023	PA	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
10/16/2023	IL	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
10/19/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment. A goodwill refund was issued.
10/20/2023	NY	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
10/20/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
10/24/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
10/30/2023	OH	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
10/31/2023	PA	Enrollment Dispute	N	Alleging an Unauthorized Enrollment	CleanChoice confirmed a valid enrollment.
11/1/2023	PA	Enrollment Dispute	Pending	Alleging an Unauthorized Enrollment	Pending - Case is still open.
11/6/2023	OH	Enrollment Dispute	N	Incorrect utility account number was provided by the customer at the time of enrollment.	CleanChoice offered to submit an enrollment but the customer declined.
11/7/2023	PA	Billing Dispute	Pending	Disputing Charges	Pending - Case is still open.
11/8/2023	PA	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.
11/21/2023	NY	Billing Dispute	N	Disputing Supply Rate(s)	Account was accurately billed. A goodwill refund was issued.
12/19/2023	IL	Billing Dispute	N	Disputing Charges	No further action needed from CleanChoice. The account was accurately billed.
12/21/2023	IL	Billing Dispute	N	Disputing Supply Rate(s)	No further action needed from CleanChoice. The account was accurately billed.

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**Attachment C**

**Statements Regarding Applicant and its Principals**

## Regulatory Complaint Information

1. CleanChoice Energy, Inc. (f/k/a Ethical Electric, Inc.) in August 2016 signed an Assurance of Voluntary Compliance (IL AVC) in response to a request of the Illinois Attorney General. In the IL AVC, Ethical Electric, Inc. admitted no wrongdoing, but agreed to make changes to marketing and operational practice and procedures, to provide a credit of approximately \$10.00 to current and former customers, and to offer current and former customers the opportunity to request an additional refund if the customer felt misled by certain marketing claims.
2. CleanChoice Energy, Inc. (f/k/a Ethical Electric, Inc.) in May 2015 also signed an Assurance of Voluntary Compliance ("PA AVC") in response to a request of the Pennsylvania Attorney General. In the PA AVC, Ethical Electric admitted no wrongdoing, but agreed to make changes to marketing and operational practices and procedures. Ethical Electric paid no fines, nor paid any restitution to customers.
3. CleanChoice Energy, Inc. in April 2023 settled a regulatory complaint brought before the Illinois Commerce Commission by the Environmental Law and Policy Center ("ELPC"). ELPC alleged, inter alia, that certain CleanChoice Energy marketing practices violated the Illinois Consumer Fraud and Deceptive Business Practices Act. In settling the complaint, CleanChoice Energy admitted no wrongdoing but agreed to limited changes to its marketing practices. CleanChoice Energy paid no penalties or fines, but made donations to ELPC and the Illinois Power Agency's "Solar for All" Program.

**Attachment D**

File Financial Security Instrument

## CONTINUATION CERTIFICATE

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The Platte River Insurance Company (hereinafter called the Surety) hereby continues in force its Bond No. 41299330 in the sum of One Hundred Thousand Dollars and 00/100 (\$100,000.00) Dollars, on behalf of CleanChoice Energy, Inc in favor of State of New Hampshire Public Utilities Commission for NH Payment Bond (2023-2024 Renewal) subject to all the conditions and terms thereof through 14th Day of April, 2024 at location of risk.

This Continuation is executed upon the express condition that the Surety's liability shall not be cumulative and shall be limited at all times by the amount of the penalty stated in the bond.

IN WITNESS WHEREOF, the Surety has caused this instrument to be signed by its duly authorized Attorney-in-Fact and its corporate seal to be hereto affixed this 7th Day of March, 2023.

Platte River Insurance Company  
Surety

BY: 

\_\_\_\_\_  
Mai-Ling Rodriguez, Attorney-in-Fact



PLATTE RIVER INSURANCE COMPANY  
POWER OF ATTORNEY

41299330

Bond Number

KNOW ALL MEN BY THESE PRESENTS, That the PLATTE RIVER INSURANCE COMPANY, a corporation of the State of Nebraska, having its principal offices in the City of Middleton, Wisconsin, does make, constitute and appoint

Mai-Ling Rodriguez  
Name of Individual

its true and lawful Attorney(s)-in-fact, to make, execute, seal and deliver for and on its behalf, as surety, and as its act and deed, any and all bonds, undertakings and contracts of suretyship, provided that no bond or undertaking or contract of suretyship executed under this authority shall exceed in amount the sum of \$ See Bond Form for 41299330 on behalf of CleanChoice Energy, Inc  
Bond Amount Bond Number Principal

This Power of Attorney is granted and is signed and sealed by facsimile under and by the authority of the following Resolution adopted by the Board of Directors of PLATTE RIVER INSURANCE COMPANY at a meeting duly called and held on the 8th day of January, 2002.

"RESOLVED, that the President, Executive Vice President, Vice President, Secretary or Treasurer, acting individually or otherwise, be and they hereby are granted the power and authorization to appoint by a Power of Attorney for the purposes only of executing and attesting bonds and undertakings, and other writings obligatory in the nature thereof, one or more resident vice-presidents, assistant secretaries and attorney(s)-in-fact, each appointee to have the powers and duties usual to such offices to the business of this company; the signature of such officers and seal of the Company may be affixed to any such power of attorney or to any certificate relating thereto by facsimile, and any such power of attorney or certificate bearing such facsimile signatures or facsimile seal shall be valid and binding upon the Company, and any such power so executed and certified by facsimile signatures and facsimile seal shall be valid and binding upon the Company in the future with respect to any bond or undertaking or other writing obligatory in the nature thereof to which it is attached. Any such appointment may be revoked, for cause, or without cause, by any of said officers, at any time."

In connection with obligations in favor of the Florida Department of Transportation only, it is agreed that the power and authority hereby given to the Attorney-in-Fact includes any and all consents for the release of retained percentages and/or final estimates on engineering and construction contracts required by the State of Florida Department of Transportation. It is fully understood that consenting to the State of Florida Department of Transportation making payment of the final estimate to the Contractor and/or its assignee, shall not relieve this surety company of any of its obligations under its bond.

In connection with obligations in favor of the Kentucky Department of Highways only, it is agreed that the power and authority hereby given to the Attorney-in-Fact cannot be modified or revoked unless prior written personal notice of such intent has been given to the Commissioner - Department of Highways of the Commonwealth of Kentucky at least thirty (30) days prior to the modification or revocation.

IN WITNESS WHEREOF, the PLATTE RIVER INSURANCE COMPANY has caused these presents to be signed by its officer undersigned and its corporate seal to be hereto affixed duly attested, this 1st day of January, 2020.

Attest:

*RJ Byrnes*  
Ryan J. Byrnes  
Senior Vice President,  
Chief Financial Officer and Treasurer  
*Suzanne M Broadbent*  
Suzanne M. Broadbent  
Assistant Secretary



PLATTE RIVER INSURANCE COMPANY

*John L Sennott Jr*  
John L. Sennott, Jr.  
Chief Executive Officer and President

STATE OF WISCONSIN } S.S.:  
COUNTY OF DANE

On the 1st day of January, 2020 before me personally came John L. Sennott, Jr., to me known, who being by me duly sworn, did depose and say: that he resides in the County of Hartford, State of Connecticut; that he is Chief Executive Officer and President of PLATTE RIVER INSURANCE COMPANY, the corporation described in and which executed the above instrument; that he knows the seal of the said corporation; that the seal affixed to said instrument is such corporate seal; that it was so affixed by order of the Board of Directors of said corporation and that he signed his name thereto by like order.



*David J. Regele*  
David J. Regele  
Notary Public, Dane Co., WI  
My Commission Is Permanent

STATE OF WISCONSIN } S.S.:  
COUNTY OF DANE

I, the undersigned, duly elected to the office stated below, now the incumbent in PLATTE RIVER INSURANCE COMPANY, a Nebraska Corporation, authorized to make this certificate, DO HEREBY CERTIFY that the foregoing attached Power of Attorney remains in full force and has not been revoked; and furthermore, that the Resolution of the Board of Directors, set forth in the Power of Attorney is now in force.

Signed and sealed at the City of Middleton, State of Wisconsin this 7th day of March, 2023.



*Andrew B. Diaz-Matos*  
Andrew B. Diaz-Matos  
Senior Vice President, General Counsel and Secretary