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STATE OF NEW HAMPSHIRE



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November 8, 2023

Direct Energy Services, LLC
Elizabeth Killinger, Director/President
910 Louisiana Street
Houston, TX 77002

Re: **REG 2023-089** - Direct Energy Services, LLC
Renewal Registration as a Competitive Electric Power Supplier

Dear Ms. Killinger:

On October 12, 2023, Direct Energy Services, LLC (Direct Energy) filed an application to renew its registration as a competitive electric power supplier (CEPS). Direct Energy also submitted a surety rider and continuation certificate in the amount of \$500,000, as well as additional information on complaints over the last two-year period. Direct Energy requested authority to operate in the franchise areas of Public Service Company of New Hampshire d/b/a Eversource Energy (Eversource) and to provide service only to residential, small commercial customers. The application and additional information and materials demonstrate compliance with the requirements of N.H. Code Admin. Rules Puc 2003 and Puc 2006.01.

Under RSA 374-F:7, as amended effective July 1, 2021, the Department of Energy (Department) is now responsible for registration and regulation of CEPS and electric aggregators and for the adoption of related rules. The Department therefore is authorized to enforce the relevant provisions of the Puc 2000 rules, including those related to CEPS registration. *See* RSA 12-P:14.¹

Pursuant to that statutory authority, and the applicable provisions of Puc 2003 and Puc 2006.01, I find that Direct Energy has met the requirements to renew its registration as a CEPS. Accordingly, Direct Energy's application for renewal registration as a CEPS authorized to operate in the Eversource franchise area, providing service to only residential, small commercial customers, is approved for a three-year term beginning on February 6, 2024, and ending at the close of business on February 6, 2027. Pursuant to Puc 2003.02(a), Direct Energy must submit its renewal application at least 60 days prior to the expiration of the approved registration period, on or before December 8, 2026.

¹ On July 1, 2021, the Department came into existence and many functions previously performed by the Public Utilities Commission (PUC) were transferred to the Department. Under RSA 12-P:14, "[e]xisting rules, orders, and approvals of the [PUC] which are associated with any functions, powers, and duties, transferred to the [D]epartment pursuant to RSA 12-P:11 or any other statutory provision, shall continue in effect and be enforced by the commissioner of the [D]epartment . . . until they otherwise expire or are repealed or amended in accordance with applicable law. . . ."

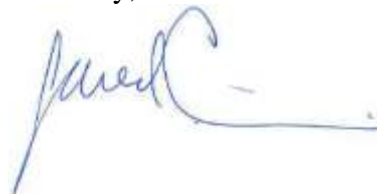
Please be aware that a registered CEPS is subject to specific requirements contained in Puc 2000 - Competitive Electric Power Supplier and Aggregator Rules. These rules are available at: <http://www.puc.nh.gov/Regulatory/Rules/PUC2000.pdf>. In particular, note that, under Puc 2003.03(e), if a CEPS's financial security instrument will not be renewed or extended beyond its expiration date, it must (1) provide written notice to the Department of such non-renewal or non-extension no less than 60 days prior to the expiration date, and (2) submit to the Department a replacement financial security instrument meeting the requirements of the rules no less than 30 days prior to the expiration date, and that, under Puc 2003.03(f), a CEPS that fails to comply with the requirement to file a replacement financial security instrument is subject to fines, suspension, or revocation pursuant to Puc 2005.

Please also note that each CEPS must input into a shopping comparison website, maintained by the Department, information regarding its standard pricing policies, charges, and key terms for residential and small commercial customers. This information must be updated whenever it changes, but no less frequently than once per month. These requirements are intended to comply with RSA 374-F:4-b, II and Puc 2004.03(a). Following its initial registration, each CEPS will be sent by electronic mail a link to the website through which it must input the required information.

In addition, all CEPS must comply with the renewable portfolio standard (RPS) requirements of RSA 362-F. The RPS obligation applies to every "provider of electricity," as defined in RSA 362-F:2, XIV, which includes registered CEPS. Please also refer to the Puc 2500 rules for further details regarding RPS compliance and reporting requirements. RPS compliance is on a calendar year basis and must be reported to the Department by July 1 of the subsequent calendar year.

Pursuant to RSA 378:49 and Puc 2004.05, all CEPS also must comply with the requirement to disclose environmental characteristics of the electricity they sell to retail customers.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jared S. Chicoine", with a long horizontal flourish extending to the right.

Jared S. Chicoine
Commissioner