



NRG Energy, Inc.
3711 Market Street, Suite 1000
Philadelphia, PA 19104

October 11, 2023

VIA E-FILE & UPS

New Hampshire Department of Energy
21 South Fruit Street, Suite 10
Concord, NH 03301
registrations@energy.nh.gov

**RE: Direct Energy Services, LLC (DM 15-513)
2023 Competitive Electric Power Supplier Registration Renewal Form**

To Whom It May Concern:

In accordance with New Hampshire Code of Administrative Rules 2003.02, Direct Energy Services, LLC ("DES") has enclosed its 2023 CEPS Registration Renewal Form.

Please note a draft of Attachment H was submitted on September 1, 2023 to the New Hampshire Department of Energy and DES is currently awaiting review and approval.

DES has marked this report as "Confidential" as it contains confidential business and financial information.

Should you have any questions or require additional information, please contact me at 516.652.4254 or via email at Angela.Schorr@nrg.com and NERetailRegulatory@nrg.com.

Sincerely,

A handwritten signature in blue ink that reads "Angela Schorr". The signature is written in a cursive, flowing style.

Angela Schorr
Director, Regulatory Affairs

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 type="checkbox"/>		
Applicant's General Information		
Puc 2006.01(a)	Legal Name	Direct Energy Services, LLC
	Trade Name (d/b/a) (if applicable)	
Puc 2006.01(b)	Business Mailing Address	910 Louisiana Street Houston, TX 77002
	Telephone Number	1-866-334-8084
	E-Mail Address	csdirectenergy@directenergy.com
	Website Address	www.directenergy.com
Puc 2006.01(c)	Provide the state or jurisdiction of organization, if anything other than an individual.	Delaware
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) ¹ if it is anything other than an individual. Use additional sheets as needed.	
	Name	See ATTACHMENT A
	Title	
	Business Mailing Address	
	Telephone Number	
	E-Mail Address	
	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.

Affiliates and Subsidiaries							
Puc 2006.01(e)	Provide the following information regarding any affiliates ² and subsidiaries of the applicant that are conducting business in New Hampshire. Use additional sheets as needed.						
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; padding: 5px;">Name of Entity</td> <td style="padding: 5px;">See Attachment B</td> </tr> <tr> <td style="padding: 5px;">Business Address</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">Telephone Number</td> <td style="padding: 5px;"></td> </tr> </table>	Name of Entity	See Attachment B	Business Address		Telephone Number	
	Name of Entity	See Attachment B					
	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.						
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; padding: 5px;">Name of Entity</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">Business Address</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">Telephone Number</td> <td style="padding: 5px;"></td> </tr> </table>	Name of Entity		Business Address		Telephone Number	
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	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	Ram Sreenivasan
	Title	Senior Manager, Call Center Operations
	Toll-Free Telephone Number (if available)	1-866-348-4194
	Telephone Number	918-877-8242
	E-Mail Address	Ram.Sreenivasan@nrg.com

Customer Complaints Contact		
Puc 2006.01(g)(1)	Name	Spencer Halstead
	Title	CSMR Retail Operations Manager – East Escalated Issues
	Business Mailing Address	3711 Market Street, Suite 1000
		Philadelphia, PA 19104
	Telephone Number	267-295-5789
E-Mail Address	Spencer.Halstead@nrg.com	

Regulatory Compliance Matters Contact		
Puc 2006.01(g)(2)	Name	Angela Schorr
	Title	Director, Regulatory Affairs
	Business Mailing Address	804 Carnegie Center
		Princeton, NJ 08540
	Telephone Number	516-652-4254
E-Mail Address	Angela.Schorr@nrg.com	

Department of Energy Assessment Payments Contact		
Puc 2006.01(g)(3)	Name	Erica Bray
	Title	Manager, Regulatory Compliance
	Business Mailing Address	3711 Market Street, Suite 1000
		Philadelphia, PA 19104
	Telephone Number	267-295-5752
E-Mail Address	Erica.Bray@nrg.com	

Separate Attachments: Business Authority, Trade Name, ISO-NE Market Participation, and EDI Certification	
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. <p style="text-align: center;">See Attachment C</p>
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. <p style="text-align: center;">N/A - former trade name expired</p>
Puc 2006.01(j)	Provide, as a separate attachment, evidence of the applicant's ISO New England market participant membership. <p style="text-align: center;">See Attachment D</p>
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. <p style="text-align: center;">See Attachment E</p>

Franchise Areas, Customer Types to be Served, and Other States	
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. <p>Direct Energy Services, LLC intends to provide electric supply services in the Eversource Energy Service Area.</p>
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. <p>Direct Energy Services, LLC intends to serve residential and small commercial customers.</p>
Puc 2006.01(n)	List the other states or jurisdictions in which the applicant currently conducts business relating to the sale of electricity. <p>CT, DE, DC, IL, IN, ME*, MD, MA, MI, NJ, NY, OH, PA, RI, TX, VA* *not actively serving customers at this time.</p>

Customer Complaints	
Puc 2006.01(o)	<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 style="text-align: center;">See Attachment F</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>

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

Statements Regarding Applicant and its Principals		
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?	No
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.	N/A

Telemarketing		
Puc 2006.01(s)	Does the applicant intend to telemarket? Respond with either "Yes" or "No."	Yes
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?	Yes
Puc 2006.01(r)(2)	Will the applicant obtain monthly updated do-no-call lists from the National Do Not Call Registry?	Yes
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?	Yes

In-Person Solicitation of Residential Customers		
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.	N/A
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.	N/A
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.	N/A
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.	N/A
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.	N/A


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."	Yes - See
If the response to the question above is "Yes," then provide the following item as a separate attachment: Attachment G		
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. See Attachment H - (draft e-mailed on 9/1/2023 - awaiting DOE approval)	
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.	N/A
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.	February 5, 2016 Date

Attestation and Signature		
Puc 2006.01(y) and (z)	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.	
 Signature of the applicant or its authorized representative		09/25/2023 Date
Name: Paolo Berard		
Title: Secretary		

Filing Instructions		
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		
2) E-mail a PDF of this form and all separate attachments to: registrations@energy.nh.gov		

ATTACHMENT A

Response to 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) if it is anything other than an individual:

Name	Title	Business Mailing Address	Telephone Number	E-mail Address
Elizabeth R. Killinger	Director / President	910 Louisiana Street Houston, TX 77002	713-537-2669	Elizabeth.Killinger@nrg.com
Ryan Sullivan	Treasurer	804 Carnegie Center Princeton, NJ 08540	609-524-5145	Ryan.Sullivan@nrg.com
Kevin L. Cole	Vice President	804 Carnegie Center Princeton, NJ 08540	609-524-4526	Kevin.Cole@nrg.com
Steven Haugenes	Vice President	804 Carnegie Center Princeton, NJ 08540	732-781-0682	Steven.Haugenes@nrg.com
Joe Holtman	Vice President	804 Carnegie Center Princeton, NJ 08540	609-524-4683	Joe.Holtman@nrg.com
S. Meigs Jones	Vice President	1005 Congress Ave. Austin, TX 78701	512-691-6128	Meigs.Jones@nrg.com
A. Louis Teuscher	Vice President	910 Louisiana Street Houston, TX 77002	832-948-0939	Louis.Teuscher@nrg.com
Paolo Berard	Secretary	910 Louisiana Street Houston, TX 77002	713-877-3533	Paolo.Berard@nrg.com
Maria DeLeon	Assistant Secretary	910 Louisiana Street Houston, TX 77002	713-877-4053	Maria.DeLeon@nrg.com
Deborah R. Fry	Assistant Secretary	804 Carnegie Center Princeton, NJ 08540	609-524-4596	Deborah.Fry@nrg.com

ATTACHMENT B

Response to PUC 2006.01(e)**Provide the following information regarding any affiliates and subsidiaries of the applicant that are conducting business in New Hampshire:**

Direct Energy Services, LLC and its affiliates are comprehensive retail energy service providers serving residential and small commercial customers in the State of New Hampshire.

Affiliates	New Hampshire
Direct Energy Business, LLC 1001 Liberty Ave., Suite 1200 Pittsburgh, PA 15222 412-667-5100	Electric: DM 15-373 December 31, 2015
NRG Business Marketing LLC 804 Carnegie Center Princeton, NJ 08540 609-524-4500	Electric: DM 13-260 October 9, 2013 Natural Gas: DM 13-121 May 29, 2013
Direct Energy Services, LLC 910 Louisiana Street Houston, TX 77002 713-537-3000	Electric: DM 15-513 February 5, 2016
Reliant Energy Northeast LLC d/b/a NRG Home 3711 Market Street, Suite 1000 Philadelphia, PA 19104 267-295-5764	Electric: DM 15-287 December 28, 2015
XOOM Energy New Hampshire, LLC 804 Carnegie Center Princeton, NJ 08540 609-524-4500	Electric: DM 13-185 April 15, 2015

ATTACHMENT C

Business Information

Business Details

Business Name: DIRECT ENERGY SERVICES, LLC	Business ID: 728207
Business Type: Foreign Limited Liability Company	Business Status: Good Standing
Business Creation Date: 06/25/2015	Name in State of Formation: DIRECT ENERGY SERVICES, LLC
Date of Formation in Jurisdiction: 06/25/2015	
Principal Office Address: 804 Carnegie Center, Princeton, NJ, 08540, USA	Mailing Address: 804 Carnegie Center, Princeton, NJ, 08540, USA
Citizenship / State of Formation: Foreign/Delaware	
	Last Annual Report Year: 2023
	Next Report Year: 2024
Duration: Perpetual	
Business Email: NONE	Phone #: 713-904-7121
Notification Email: NONE	Fiscal Year End Date: NONE

Principal Purpose

S.No	NAICS Code	NAICS Subcode
1	OTHER / Intends to offer power supply to residential and small commercial customers in New Hampshire at a fixed and/or variable rate.	

Page 1 of 1, records 1 to 1 of 1

Principals Information

Name/Title	Business Address
Direct Energy Marketing Inc. / Member	804 CARNEGIE CENTER, Princeton, NJ, 08540 - 0854, USA

Page 1 of 1, records 1 to 1 of 1

Registered Agent Information

Name: C T Corporation System

Registered Office Address: 2 1/2 Beacon Street, Concord, NH, 03301 - 4447, USA

Registered Mailing Address: 2 1/2 Beacon Street, Concord, NH, 03301 - 4447, USA

Trade Name Information

Business Name	Business ID	Business Status
First Choice Power (/online/BusinessInquire/TradeNameInformation? businessID=563153)	736615	Expired

Trade Name Owned By

Name	Title	Address
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Trademark Information

Trademark Number	Trademark Name	Business Address	Mailing Address
No records to view.			

[Filing History](#)
 [Address History](#)
 [View All Other Addresses](#)
 [Name History](#)
 [Shares](#)
[Businesses Linked to Registered Agent](#)
[Return to Search](#)
[Back](#)

NH Department of State, 107 North Main St. Room 204, Concord, NH 03301 -- [Contact Us](#)
[\(/online/Home/ContactUS\)](#)

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ATTACHMENT D



August 28, 2023

Direct Energy Business, LLC

c/o Barry Gessner

Director, Mass Market Retail Supply Market Operations

barry.gessner@nrg.com

Dear Barry:

You have requested that the New England Power Pool (“NEPOOL”), a voluntary association of entities that participate in the wholesale electric markets in the six New England states, indicate to you whether Direct Energy Business, LLC (“Direct”) is a member “in good standing in NEPOOL.” This letter is in response to that request.

As of the date of this letter, Direct is a NEPOOL member, entitled to full rights and subject to full obligations of members as set forth in the Second Restated NEPOOL Agreement, which is NEPOOL’s governing document. Direct, then known as Strategic Energy Ltd.,¹ was accepted for membership in NEPOOL effective as of March 28, 1996 pursuant to a FERC order issued June 21, 1996 in Docket Nos. ER96-1620 et al., subject to the conditions and waivers agreed to between NEPOOL and Strategic Energy Ltd. reflected in that filing.

Direct is also a Market Participant under the ISO New England Inc. (“ISO-NE”) Transmission, Markets and Services Tariff (“Tariff”) pursuant to a Market Participant Service Agreement by and between Direct and ISO-NE.² Direct is not in default of its obligations under the NEPOOL Agreement or the Tariff, which could otherwise result in a suspension or termination of Direct’s status as a NEPOOL Participant and Market Participant. Direct has not requested termination of, nor has NEPOOL received an application or has a request pending for, the termination of Direct’s status as a NEPOOL Participant or as a Market Participant under the Tariff.

Respectfully,

Sebastian M. Lombardi
Secretary

¹ Following a series of corporate changes during the time of its membership, including a name change effective as of August 15, 2008, Strategic Energy Ltd. is now known as Direct Energy Business, LLC. Direct is an indirect, wholly-owned subsidiary of NRG Energy Inc. *See NRG Energy, Inc. et al.*, 173 FERC ¶ 62,103 (Nov. 24, 2020).

² The MPSA with Direct is reported by ISO-NE as MPSA No. 44.

ISO Membership Statement

To maximize efficiency in providing high quality services to customers, DES has integrated all the key components in-house for electricity. This includes everything from contracting the power purchases for retail sales to scheduling retail electricity for delivery to customers. DES, through its internal affiliate relationships, employs a mix of financial hedging (spot market purchases) and physical hedging (both short-term and long-term power contracts) to meet its obligations to its customers.

To meet its energy obligations for its New Hampshire electric customers, Direct Energy Services, LLC ("DES") arranges to receive its full energy requirements from maintained agreements with its affiliates Direct Energy Business, LLC and Direct Energy Business Marketing, LLC. As explained above, these agreements support DES' power needs in the New England Power Pool ("NEPOOL") area. DES can provide these agreements under confidential treatment upon request.

ATTACHMENT E

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

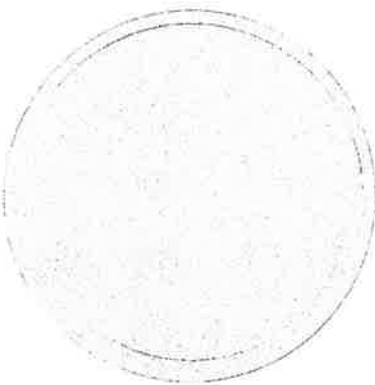
Certificate of Completion

is hereby granted to:

Direct Energy Services, LLC

to certify that they have completed to satisfaction

NH EDI Connectivity and Certification Testing



Granted: 12/24/15

Aaron Downing

Aaron Downing
Eversource Supplier Services

ATTACHMENT F

Complaints - Direct Energy Services, LLC

Complaint ID	Case Number	Status	Received Date	Date_Closed	State	Commodity	Sub_Category	Type	Brand
892698	N/A	Closed	01/13/2023	01/27/2023	CT	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
892777	N/A	Closed	01/18/2023	04/06/2023	CT	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
885252	N/A	Closed	01/21/2022	01/26/2022	CT	Electric	Renewal Terms	PUC/PSC/OEB	DER
885741	N/A	Closed	02/07/2022	02/21/2022	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	
893497	N/A	Closed	02/09/2023	02/17/2023	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
893658	N/A	Closed	02/16/2023	02/21/2023	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
886184	N/A	Closed	02/22/2022	03/01/2022	CT	Electric	High Bill	PUC/PSC/OEB	DER
893959	N/A	Closed	02/27/2023	03/02/2023	CT	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
886405	N/A	Closed	03/02/2022	03/07/2022	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
886566	N/A	Closed	03/09/2022	07/26/2022	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
894513	N/A	Closed	03/17/2023	03/20/2023	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
886818	N/A	Closed	03/22/2022	03/25/2022	CT	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
886952	N/A	Closed	03/29/2022	04/01/2022	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	
886981	N/A	Closed	03/30/2022	04/14/2022	CT	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
887219	N/A	Closed	04/13/2022	04/18/2022	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
887429	N/A	Closed	04/28/2022	05/02/2022	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
895716	N/A	Closed	04/28/2023	05/30/2023	CT	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
887607	N/A	Closed	05/09/2022	07/28/2022	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
896123	N/A	Closed	05/17/2023	06/28/2023	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
887940	N/A	Closed	05/25/2022	05/31/2022	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	
896341	N/A	Closed	05/30/2023	07/12/2023	CT	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
896390	N/A	Closed	06/01/2023	07/10/2023	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
888311	N/A	Closed	06/16/2022	06/28/2022	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
888345	N/A	Closed	06/17/2022	07/06/2022	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
896709	N/A	Closed	06/21/2023	06/26/2023	CT	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
896715	N/A	Closed	06/21/2023	06/26/2023	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
896793	N/A	Closed	06/26/2023	07/10/2023	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
896794	N/A	Response Sent	06/26/2023		CT	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
897226	N/A	Closed	07/25/2023	07/28/2023	CT	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
897239	N/A	Closed	07/25/2023	07/28/2023	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	
897482	N/A	Closed	08/10/2023	08/15/2023	CT	Electric	Rate Issue (Fixed Rate)	PUC/PSC/OEB	DER
889576	N/A	Closed	08/16/2022	11/04/2022	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
897582	N/A	Closed	08/17/2023	08/22/2023	CT	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
892055	N/A	Closed	12/14/2022	12/19/2022	CT	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
884362	N/A	Closed	12/20/2021	01/03/2022	CT	Electric	Refund/Reimbursement Issue	PUC/PSC/OEB	DER
892244	N/A	Closed	12/20/2022	01/04/2023	CT	Electric	Phone/IVR Issues	PUC/PSC/OEB	
892343	N/A	Closed	12/29/2022	02/03/2023	CT	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
886649	CS0001315	Closed	03/14/2022	03/17/2022	DC	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
887721	CS0003151	Closed	05/13/2022	05/18/2022	DC	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
896441	CS0007284	Closed	06/05/2023	06/15/2023	DC	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
888575	N/A	Closed	06/29/2022	07/12/2022	DC	Electric	Rate Issue (Fixed Rate)	PUC/PSC/OEB	DER
889307	N/A	Closed	08/05/2022	08/18/2022	DC	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
890625	CS0003762	Closed	09/29/2022	10/12/2022	DC	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
897378	N/A	Closed	08/03/2023	08/08/2023	DE	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
884774	00090	Closed	01/04/2022	01/18/2022	IL	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
892677	2023-00367	Closed	01/12/2023	01/26/2023	IL	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
893074	2023-00813	Closed	01/27/2023	02/09/2023	IL	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
885736	00925	Closed	02/07/2022	02/24/2022	IL	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
885973	01129	Closed	02/15/2022	03/01/2022	IL	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
886271	2022-01472	Closed	02/25/2022	03/03/2022	IL	Electric	Do Not Contact	PUC/PSC/OEB	
886278	2022-01476	Closed	02/25/2022	03/03/2022	IL	Electric	Do Not Contact	PUC/PSC/OEB	DER

Complaints - Direct Energy Services, LLC

Complaint ID	Case Number	Status	Received Date	Date_Closed	State	Commodity	Sub_Category	Type	Brand
894100	'01790	Closed	03/03/2023	03/17/2023	IL	Electric	Company Acquisition	PUC/PSC/OEB	DER
894412	'02058	Closed	03/14/2023	03/28/2023	IL	Electric	Charges/Fees Issue (NON-RATE)	PUC/PSC/OEB	DER
886982	'02232	Closed	03/30/2022	04/13/2022	IL	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
887245	'2022-02699	Closed	04/15/2022	04/19/2022	IL	Electric	Company Acquisition	PUC/PSC/OEB	DER
887441	'03147	Closed	04/28/2022	05/04/2022	IL	Electric	High Bill	PUC/PSC/OEB	DER
895758	'2023-03568	Closed	05/01/2023	05/15/2023	IL	Electric	Company Acquisition	PUC/PSC/OEB	DER
888127	'2022-04327	Closed	06/06/2022	06/16/2022	IL	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
897453	'2023-06802	Closed	08/08/2023	08/17/2023	IL	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
878136	'2021-05664	Closed	09/13/2021	01/03/2022	IL	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
879743	'2021-05992	Closed	09/27/2021	10/05/2021	IL	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
890853	'2022-08108	Closed	10/11/2022	10/24/2022	IL	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
882639	'2021-06784	Closed	11/01/2021	11/05/2021	IL	Electric	Do Not Contact	PUC/PSC/OEB	DER
891395	'2022-08975	Closed	11/09/2022	11/16/2022	IL	Electric	Charges/Fees Issue (NON-RATE)	PUC/PSC/OEB	DER
891752	'2022-09505	Closed	12/01/2022	12/14/2022	IL	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
884250	'2021-07859	Closed	12/15/2021	12/22/2021	IL	Electric	Do Not Contact	PUC/PSC/OEB	DER
884918	N/A	Closed	01/11/2022	01/14/2022	MA	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	
892868	N/A	Closed	01/23/2023	01/27/2023	MA	Electric	Aggregation/Auction/SCO	PUC/PSC/OEB	DER
892922	N/A	Closed	01/24/2023	01/27/2023	MA	Electric	Charges/Fees Issue (NON-RATE)	PUC/PSC/OEB	DER
892925	N/A	Closed	01/24/2023	01/30/2023	MA	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
885977	N/A	Closed	02/15/2022	02/18/2022	MA	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
886070	N/A	Closed	02/17/2022	08/04/2022	MA	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
886332	N/A	Closed	02/28/2022	03/03/2022	MA	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
894231	N/A	Closed	03/08/2023	03/13/2023	MA	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
896439	N/A	Closed	06/05/2023	06/09/2023	MA	Electric	Aggregation/Auction/SCO	PUC/PSC/OEB	DER
889971	'66089-74087	Closed	09/01/2022	09/02/2022	MA	Electric	Company Acquisition	PUC/PSC/OEB	DER
883156	N/A	Closed	11/12/2021	11/15/2021	MA	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
892491	'00037581	Closed	01/05/2023	01/12/2023	MD	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
894075	'038108	Closed	03/02/2023	03/09/2023	MD	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
894773	'00038322	Closed	03/24/2023	07/20/2023	MD	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
894885	'00038338	Closed	03/28/2023	04/04/2023	MD	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
887723	'00035487	Closed	05/13/2022	05/19/2022	MD	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
896136	'00038720	Closed	05/17/2023	05/24/2023	MD	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
888048	'00036163	Closed	06/01/2022	06/14/2022	MD	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
888438	'00036258	Closed	06/22/2022	07/28/2022	MD	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
896738	'039022	Closed	06/22/2023	06/29/2023	MD	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
897063	'039208	Closed	07/13/2023	07/26/2023	MD	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
873467	'821349060-W	Closed	08/02/2021	08/06/2021	MD	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
874711	'821349101-W	Closed	08/12/2021	08/19/2021	MD	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
876273	'821349179-W	Closed	08/26/2021	09/07/2021	MD	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
881079	'MPC# 1021349477-L	Closed	10/07/2021	10/13/2021	MD	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
884023	'1221349749-L	Closed	12/08/2021	02/02/2022	MD	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
884722	N/A	Closed	01/03/2022	01/10/2022	NH	Electric	No Renewal Notice Received	PUC/PSC/OEB	DER
892414	N/A	Closed	01/03/2023	01/10/2023	NH	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
892479	N/A	Closed	01/05/2023	01/12/2023	NH	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
892488	N/A	Closed	01/05/2023	01/12/2023	NH	Electric	Incentive Issue – RAF	PUC/PSC/OEB	DER
884898	N/A	Closed	01/10/2022	01/13/2022	NH	Electric	Payment Issue	PUC/PSC/OEB	DER
885164	'56-549141042	Closed	01/19/2022	01/21/2022	NH	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
885421	N/A	Closed	01/26/2022	04/20/2022	NH	Electric	Collection Dispute	PUC/PSC/OEB	DER
893059	N/A	Closed	01/27/2023	02/03/2023	NH	Electric	Rate Issue (Fixed Rate)	PUC/PSC/OEB	DER
893898	N/A	Closed	02/23/2023	03/02/2023	NH	Electric	Not Connected on Request Date	PUC/PSC/OEB	
893991	N/A	Closed	02/28/2023	04/12/2023	NH	Electric	Incentive Issue – RAF	PUC/PSC/OEB	DER

Complaints - Direct Energy Services, LLC

Complaint ID	Case Number	Status	Received Date	Date_Closed	State	Commodity	Sub_Category	Type	Brand
886393	N/A	Closed	03/02/2022	03/07/2022	NH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
894258	N/A	Closed	03/09/2023	03/16/2023	NH	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
894452	N/A	Closed	03/15/2023	05/30/2023	NH	Electric	Rate Issue (Fixed Rate)	PUC/PSC/OEB	DER
895360	N/A	Closed	04/17/2023	04/24/2023	NH	Electric	Rate Issue (Fixed Rate)	PUC/PSC/OEB	DER
895677	N/A	Closed	04/27/2023	05/01/2023	NH	Electric	Charges/Fees Issue (NON-RATE)	PUC/PSC/OEB	DER
895991	N/A	Closed	05/10/2023	05/16/2023	NH	Electric	Incentive Issue	PUC/PSC/OEB	DER
887920	N/A	Closed	05/18/2022	07/12/2022	NH	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
896579	N/A	Closed	06/13/2023	06/22/2023	NH	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
888574	N/A	Closed	06/29/2022	08/04/2022	NH	Electric	Not Connected on Request Date	PUC/PSC/OEB	
888937	N/A	Closed	07/20/2022	08/04/2022	NH	Electric	Customer Service - Agent	PUC/PSC/OEB	
897403	N/A	Closed	08/04/2023	08/11/2023	NH	Electric	Do Not Contact	PUC/PSC/OEB	DER
889742	N/A	Closed	08/23/2022	08/30/2022	NH	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
889883	N/A	Closed	08/29/2022	09/02/2022	NH	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
889953	N/A	Closed	08/31/2022	09/06/2022	NH	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
890069	N/A	Closed	09/06/2022	09/13/2022	NH	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
890113	N/A	Closed	09/07/2022	09/14/2022	NH	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
890170	N/A	Closed	09/09/2022	09/19/2022	NH	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
890337	N/A	Closed	09/16/2022	09/23/2022	NH	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
890355	N/A	Closed	09/16/2022	09/23/2022	NH	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
890545	N/A	Closed	09/27/2022	10/20/2022	NH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
890568	N/A	Closed	09/27/2022	10/11/2022	NH	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
890933	N/A	Closed	10/14/2022	10/14/2022	NH	Electric	Rate Issue (Fixed Rate)	PUC/PSC/OEB	DER
890964	N/A	Closed	10/17/2022	10/24/2022	NH	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
891113	N/A	Closed	10/25/2022	04/06/2023	NH	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
891166	'56-542801048	Closed	10/27/2022	11/02/2022	NH	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
891319	N/A	Closed	11/04/2022	05/08/2023	NH	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
891637	N/A	Closed	11/22/2022	11/29/2022	NH	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
884802	N/A	Closed	12/28/2021	01/11/2022	NH	Electric	Customer Service - Agent	PUC/PSC/OEB	DER
892313	N/A	Closed	12/28/2022	01/03/2023	NH	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
892380	N/A	Closed	12/30/2022	04/06/2023	NH	Electric	Rate Issue (Fixed Rate)	PUC/PSC/OEB	DER
885983	'22V00000793	Closed	02/15/2022	02/28/2022	NJ	Electric	High Bill	PUC/PSC/OEB	DER
893838	'23W0280	Closed	02/22/2023	02/27/2023	NJ	Electric	Aggregation/Auction/SCO	PUC/PSC/OEB	DER
893960	'23W021	Closed	02/27/2023	03/03/2023	NJ	Electric	Company Acquisition	PUC/PSC/OEB	DER
894543	'23W00000413	Closed	03/17/2023	03/22/2023	NJ	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	
895297	'23W 0549	Closed	04/13/2023	04/18/2023	NJ	Electric	Aggregation/Auction/SCO	PUC/PSC/OEB	DER
887562	'22W 0397	Closed	05/06/2022	05/10/2022	NJ	Electric	Aggregation/Auction/SCO	PUC/PSC/OEB	DER
887629	'22W 0403	Closed	05/10/2022	05/19/2022	NJ	Electric	Company Acquisition	PUC/PSC/OEB	DER
888077	'22W00000455	Closed	06/02/2022	06/06/2022	NJ	Electric	Aggregation/Auction/SCO	PUC/PSC/OEB	DER
888124	'22W 0457	Closed	06/06/2022	06/08/2022	NJ	Electric	Aggregation/Auction/SCO	PUC/PSC/OEB	DER
888656	'22W 0511	Closed	07/05/2022	07/07/2022	NJ	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
888899	'22W 0555	Closed	07/19/2022	07/21/2022	NJ	Electric	Aggressive/Unprof'l Behavior	PUC/PSC/OEB	
873620	'21W 0465	Closed	08/03/2021	08/06/2021	NJ	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
889364	'22W 0634	Closed	08/08/2022	08/10/2022	NJ	Electric	Aggregation/Auction/SCO	PUC/PSC/OEB	DER
889412	'22W 0647	Closed	08/09/2022	08/10/2022	NJ	Electric	Aggregation/Auction/SCO	PUC/PSC/OEB	DER
897741	'23W 1021	Closed	08/28/2023	08/29/2023	NJ	Electric	High Bill	PUC/PSC/OEB	DER
890791	'22W 0921	Closed	10/06/2022	10/10/2022	NJ	Electric	Aggregation/Auction/SCO	PUC/PSC/OEB	DER
890869	'22V00005786	Closed	10/11/2022	10/13/2022	NJ	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
891193	'22W0999	Closed	10/28/2022	11/02/2022	NJ	Electric	Aggregation/Auction/SCO	PUC/PSC/OEB	DER
882742	'21W00000629	Closed	11/03/2021	11/05/2021	NJ	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
891788	'22W1110	Closed	12/02/2022	12/07/2022	NJ	Electric	High Bill	PUC/PSC/OEB	DER
891911	'22W 1132	Closed	12/08/2022	12/13/2022	NJ	Electric	Aggregation/Auction/SCO	PUC/PSC/OEB	DER
892057	'22W1154	Closed	12/14/2022	12/15/2022	NJ	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
892173	'22W1177	Closed	12/20/2022	12/21/2022	NJ	Electric	Aggregation/Auction/SCO	PUC/PSC/OEB	DER

Complaints - Direct Energy Services, LLC

Complaint ID	Case Number	Status	Received Date	Date_Closed	State	Commodity	Sub_Category	Type	Brand
892478	'310716 - QRS	Closed	01/05/2023	01/13/2023	NY	Electric	High Bill	PUC/PSC/OEB	DER
893125	'315486 - QRS	Closed	01/30/2023	02/09/2023	NY	Electric	High Bill	PUC/PSC/OEB	DER
885624	'214759 - QRS	Closed	02/02/2022	02/07/2022	NY	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
893339	'316999 - QRS	Closed	02/06/2023	02/20/2023	NY	Electric	High Bill	PUC/PSC/OEB	DER
885897	'216952 - QRS	Closed	02/11/2022	03/29/2022	NY	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
893620	'319337 - QRS	Closed	02/15/2023	02/23/2023	NY	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
893953	'321316	Closed	02/27/2023	03/06/2023	NY	Electric	High Bill	PUC/PSC/OEB	DER
886309	'219802 - QRS	Closed	02/28/2022	03/25/2022	NY	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
894019	'321910 - QRS	Closed	03/01/2023	03/02/2023	NY	Electric	High Bill	PUC/PSC/OEB	DER
886496	'219758 - QRS	Closed	03/07/2022	03/10/2022	NY	Electric	High Bill	PUC/PSC/OEB	DER
886786	'224110 - QRS	Closed	03/21/2022	03/22/2022	NY	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
887215	'228117 - QRS	Closed	04/13/2022	04/19/2022	NY	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
887581	'231563 - QRS - SRS	Closed	05/06/2022	07/18/2022	NY	Electric	Company Acquisition	PUC/PSC/OEB	DER
887926	'234055 - QRS	Closed	05/24/2022	06/02/2022	NY	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
896377	'QRS 337360	Closed	05/31/2023	06/07/2023	NY	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
888533	'238341	Closed	06/28/2022	07/07/2022	NY	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
896931	'342098 - QRS	Closed	07/05/2023	07/21/2023	NY	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
896962	'342550 - QRS	Closed	07/06/2023	07/20/2023	NY	Electric	Aggregation/Auction/SCO	PUC/PSC/OEB	DER
897053	'343452 - QRS	Closed	07/13/2023	07/14/2023	NY	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
874623	'169314 - QRS	Closed	08/11/2021	08/16/2021	NY	Electric	Unsuccessful Renewal	PUC/PSC/OEB	DER
875242	'170301 - QRS	Closed	08/17/2021	08/30/2021	NY	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
897617	'348703 - QRS	Closed	08/18/2023	08/22/2023	NY	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
897696	'349528 - QRS	Closed	08/23/2023	08/24/2023	NY	Electric	Aggregation/Auction/SCO	PUC/PSC/OEB	DER
897730	'349936 - QRS	Closed	08/28/2023	08/29/2023	NY	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
889952	'247745 - QRS	Closed	08/31/2022	09/02/2022	NY	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
878557	'174344 - QRS	Closed	09/16/2021	09/17/2021	NY	Electric	Rate Issue (Fixed Rate)	PUC/PSC/OEB	DER
890447	'QRS 251766	Closed	09/22/2022	09/22/2022	NY	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
890461	'251844	Closed	09/22/2022	09/30/2022	NY	Electric	High Bill	PUC/PSC/OEB	DER
882829	'181384 - QRS	Closed	11/05/2021	01/28/2022	NY	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
892220	'266531 - QRS	Closed	12/22/2022	01/03/2023	NY	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
884680	'187778 - QRS	Closed	12/30/2021	01/24/2022	NY	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
884717	'00741266	Closed	01/03/2022	01/12/2022	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
884718	'00741395	Closed	01/03/2022	01/06/2022	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
884749	'00741693	Closed	01/04/2022	02/02/2022	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
892452	'00793203	Closed	01/04/2023	01/18/2023	OH	Electric	Rate Issue (Fixed Rate)	PUC/PSC/OEB	DER
884904	'00742576	Closed	01/10/2022	01/19/2022	OH	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
892594	'00794455	Closed	01/10/2023	01/24/2023	OH	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
884956	'00742852	Closed	01/12/2022	01/24/2022	OH	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
884963	'00742908	Closed	01/12/2022	01/28/2022	OH	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
892762	'00795432	Closed	01/18/2023	01/27/2023	OH	Electric	Do Not Contact	PUC/PSC/OEB	DER
885162	'00743491	Closed	01/19/2022	01/27/2022	OH	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
885163	'00743671	Closed	01/19/2022	01/27/2022	OH	Electric	Do Not Contact	PUC/PSC/OEB	DER
892822	'00796032	Closed	01/19/2023	02/02/2023	OH	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
885432	'00744493	Closed	01/27/2022	02/02/2022	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
885441	'00744810	Closed	01/27/2022	02/03/2022	OH	Electric	Do Not Contact	PUC/PSC/OEB	DER
893113	'1019968	Closed	01/30/2023	02/06/2023	OH	Electric	Sign-up w/o Consent < 6 months	Attorney General	DER
885538	'00745173	Closed	01/31/2022	02/14/2022	OH	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
885753	'00746297	Closed	02/08/2022	02/22/2022	OH	Electric	Misrepresentation of Offer/Org	PUC/PSC/OEB	DER
893534	'00793982	Closed	02/13/2023	02/23/2023	OH	Electric	Collection Dispute	PUC/PSC/OEB	DER
886159	'00748415	Closed	02/22/2022	03/07/2022	OH	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
893842	'00801897	Closed	02/22/2023	03/07/2023	OH	Electric	Do Not Contact	PUC/PSC/OEB	DER
886248	'00748781	Closed	02/24/2022	03/14/2022	OH	Electric	High Bill	PUC/PSC/OEB	DER

Complaints - Direct Energy Services, LLC

Complaint ID	Case Number	Status	Received Date	Date_Closed	State	Commodity	Sub_Category	Type	Brand
886266	'00749087	Closed	02/25/2022	03/10/2022	OH	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
886366	'00749857	Closed	03/01/2022	03/03/2022	OH	Electric	Collection Dispute	PUC/PSC/OEB	DER
886370	'00749897	Closed	03/01/2022	03/11/2022	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
886394	'00750031	Closed	03/02/2022	03/11/2022	OH	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
894066	'00803211	Closed	03/02/2023	03/13/2023	OH	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	
894194	00803894	Closed	03/07/2023	03/21/2023	OH	Electric	Aggressive/Unprof'l Behavior	PUC/PSC/OEB	DER
894307	'00804368	Closed	03/10/2023	03/24/2023	OH	Electric	Misrepresentation of Offer/Org	PUC/PSC/OEB	DER
894401	'00804429	Closed	03/14/2023	03/28/2023	OH	Electric	Do Not Contact	PUC/PSC/OEB	DER
894472	'00805075	Closed	03/15/2023	04/27/2023	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
894473	'00805075	Closed	03/15/2023	05/03/2023	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
886806	'00752621	Closed	03/22/2022	03/30/2022	OH	Electric	No Renewal Notice Received	PUC/PSC/OEB	DER
894653	'00806020	Closed	03/22/2023	04/04/2023	OH	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
894869	'00807115	Closed	03/28/2023	04/11/2023	OH	Electric	Rate Issue (Fixed Rate)	PUC/PSC/OEB	DER
887010	'00753939	Closed	04/01/2022	04/13/2022	OH	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	
895072	'00808030	Closed	04/04/2023	06/07/2023	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
887073	'00754152	Closed	04/05/2022	04/13/2022	OH	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
895223	'1026067	Closed	04/11/2023	06/07/2023	OH	Electric	Sign-up w/o Consent > 6 months	Attorney General	DER
895232	'00808807	Closed	04/11/2023	04/25/2023	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
895348	'00809918	Closed	04/17/2023	05/01/2023	OH	Electric	Collection Dispute	PUC/PSC/OEB	DER
887370	'00755972	Closed	04/25/2022	05/05/2022	OH	Electric	Rate Issue (Fixed Rate)	PUC/PSC/OEB	DER
895840	'00812981	Closed	05/03/2023	05/16/2023	OH	Electric	Company Acquisition	PUC/PSC/OEB	DER
887520	'00758072	Closed	05/04/2022	05/13/2022	OH	Electric	Misrepresentation of Offer/Org	PUC/PSC/OEB	DER
887525	'00758158	Closed	05/04/2022	05/11/2022	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
896157	00814953	Closed	05/18/2023	06/01/2023	OH	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	
887980	'00756615	Closed	05/27/2022	06/06/2022	OH	Electric	Rate Issue (Fixed Rate)	PUC/PSC/OEB	
888002	'00760993	Closed	05/31/2022	06/14/2022	OH	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
896386	00817659	Closed	06/01/2023	06/21/2023	OH	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
888134	'00762023	Closed	06/06/2022	06/17/2022	OH	Electric	Do Not Contact	PUC/PSC/OEB	
888198	'00762558	Closed	06/09/2022	06/16/2022	OH	Electric	High Bill	PUC/PSC/OEB	DER
896601	'00819887	Closed	06/14/2023	06/28/2023	OH	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
896811	'00821823	Closed	06/27/2023	07/11/2023	OH	Electric	Aggressive/Unprof'l Behavior	PUC/PSC/OEB	DER
888550	'00765735	Closed	06/28/2022	07/12/2022	OH	Electric	Misrepresentation of Offer/Org	PUC/PSC/OEB	
888610	'00766135	Closed	07/01/2022	07/18/2022	OH	Electric	Rate Issue (Fixed Rate)	PUC/PSC/OEB	
896956	'00823001	Closed	07/06/2023	07/18/2023	OH	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
897001	'00823299	Closed	07/10/2023	07/20/2023	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
888734	'00766969	Closed	07/11/2022	07/21/2022	OH	Electric	High Bill	PUC/PSC/OEB	DER
897020	'00823618	Response Sent	07/11/2023	07/25/2023	OH	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
897021	'00823468	Closed	07/11/2023	07/25/2023	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
897026	'00823581	Closed	07/11/2023	07/21/2023	OH	Electric	Unsuccessful Renewal	PUC/PSC/OEB	DER
897041	'00823799	Closed	07/12/2023	07/26/2023	OH	Electric	Aggressive/Unprof'l Behavior	PUC/PSC/OEB	DER
897072	'00824106	Closed	07/14/2023	07/27/2023	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
897278	'00826091	Closed	07/27/2023	08/09/2023	OH	Electric	Not Connected on Request Date	PUC/PSC/OEB	
897298	'00825945	Closed	07/28/2023	08/11/2023	OH	Electric	Misrepresentation of Offer/Org	PUC/PSC/OEB	DER
889222	'00770829	Closed	08/02/2022	08/05/2022	OH	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
873701	'00707186	Closed	08/03/2021	08/13/2021	OH	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
897386	'00826936	Closed	08/03/2023	08/15/2023	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
889288	'00771159	Closed	08/04/2022	08/10/2022	OH	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
897392	'00827089	Closed	08/04/2023	08/17/2023	OH	Electric	Collection Dispute	PUC/PSC/OEB	DER
874010	'00704996	Closed	08/05/2021	08/17/2021	OH	Electric	Misrepresentation of Offer/Org	PUC/PSC/OEB	
874026	'00707963	Closed	08/05/2021	08/24/2021	OH	Electric	Misrepresentation of Offer/Org	PUC/PSC/OEB	DER
889308	'00771644	Closed	08/05/2022	08/12/2022	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
874178	'00708197	Closed	08/06/2021	08/13/2021	OH	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
897446	'00827482	Closed	08/08/2023	08/17/2023	OH	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
874701	'00709474, 00709471	Closed	08/12/2021	09/01/2021	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER

Complaints - Direct Energy Services, LLC

Complaint ID	Case Number	Status	Received Date	Date_Closed	State	Commodity	Sub_Category	Type	Brand
897544	'00828481	Closed	08/14/2023	08/25/2023	OH	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
897545	'00827442	Closed	08/15/2023	08/25/2023	OH	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
875504	'00711248	Closed	08/19/2021	10/07/2021	OH	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
875599	'00711307	Closed	08/20/2021	09/08/2021	OH	Electric	Misrepresentation of Offer/Org	PUC/PSC/OEB	DER
889747	'00774410	Closed	08/23/2022	08/25/2022	OH	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
875963	'00711931	Closed	08/24/2021	09/02/2021	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
889763	'00774347	Closed	08/24/2022	09/02/2022	OH	Electric	Misrepresentation of Offer/Org	PUC/PSC/OEB	DER
889796	'00774673	Closed	08/25/2022	09/02/2022	OH	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
890035	'00776627	Closed	09/02/2022	09/09/2022	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
877571	'00715524	Closed	09/08/2021	09/22/2021	OH	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
878466	'00717575	Closed	09/16/2021	09/29/2021	OH	Electric	Misrepresentation of Offer/Org	PUC/PSC/OEB	
878936	'00717993	Closed	09/20/2021	10/01/2021	OH	Electric	Aggressive/Unprof'l Behavior	PUC/PSC/OEB	
878938	'00717984	Closed	09/20/2021	10/04/2021	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
879048	'00718408	Closed	09/21/2021	10/04/2021	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
879407	'00719323	Closed	09/23/2021	09/30/2021	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
879559	'00719723	Closed	09/24/2021	10/07/2021	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
879848	'00719680	Closed	09/28/2021	10/12/2021	OH	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
879864	'00720147	Closed	09/28/2021	10/01/2021	OH	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
880046	'00720504	Closed	09/29/2021	10/22/2021	OH	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
890614	'00780725	Closed	09/29/2022	10/03/2022	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
890656	'00780984	Closed	09/29/2022	10/03/2022	OH	Electric	Rate Issue (Fixed Rate)	PUC/PSC/OEB	DER
880346	'00719625	Closed	10/01/2021	10/18/2021	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
880592	'00721594	Closed	10/04/2021	10/19/2021	OH	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
880887	'00722410	Closed	10/06/2021	10/20/2021	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
881241	'00723444	Closed	10/08/2021	10/20/2021	OH	Electric	Do Not Contact	PUC/PSC/OEB	DER
890862	'00782319	Closed	10/11/2022	10/25/2022	OH	Electric	Do Not Contact	PUC/PSC/OEB	
881715	'00724506	Closed	10/14/2021	10/27/2021	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
881816	'00721953	Closed	10/15/2021	10/29/2021	OH	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
890952	'00783086	Closed	10/17/2022	10/21/2022	OH	Electric	Rate Issue (Fixed Rate)	PUC/PSC/OEB	DER
882462	'00722427	Closed	10/28/2021	11/16/2021	OH	Electric	Avg/Budget Billing	PUC/PSC/OEB	DER
882472	'00728240	Closed	10/28/2021	11/11/2021	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
891191	'00785685	Closed	10/28/2022	11/08/2022	OH	Electric	Misrepresentation of Offer/Org	PUC/PSC/OEB	DER
891342	'00779721	Closed	11/03/2022	11/09/2022	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	
891360	'00787025	Closed	11/07/2022	11/16/2022	OH	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
883016	'00731355	Closed	11/09/2021	11/22/2021	OH	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
883153	'00731641	Closed	11/12/2021	12/03/2021	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
883157	'00731991	Closed	11/12/2021	11/23/2021	OH	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
891490	'00788052	Closed	11/15/2022	12/01/2022	OH	Electric	Misrepresentation of Offer/Org	PUC/PSC/OEB	DER
883292	'00732731	Closed	11/16/2021	11/23/2021	OH	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
883622	'00734791	Closed	11/23/2021	12/07/2021	OH	Electric	Misrepresentation of Offer/Org	PUC/PSC/OEB	DER
883620	'00734964	Closed	11/24/2021	12/09/2021	OH	Electric	No Renewal Notice Received	PUC/PSC/OEB	DER
883795	'00735368	Closed	11/30/2021	12/13/2021	OH	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
883903	'00736410	Closed	12/03/2021	12/13/2021	OH	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
883931	'00736658	Closed	12/06/2021	12/17/2021	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
884022	'00737360	Closed	12/08/2021	12/13/2021	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
884092	'00738017	Closed	12/09/2021	12/16/2021	OH	Electric	Incentive Issue	PUC/PSC/OEB	DER
884278	'00739550	Closed	12/16/2021	01/11/2022	OH	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
884299	'00739647	Closed	12/16/2021	12/23/2021	OH	Electric	Misrepresentation of Offer/Org	PUC/PSC/OEB	
884391	'00740170	Closed	12/21/2021	01/13/2022	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
884595	'00740658	Closed	12/29/2021	01/13/2022	OH	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
892633	'3883075	Closed	01/11/2023	01/20/2023	PA	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER
892881	'3884067	Closed	01/23/2023	01/27/2023	PA	Electric	Not Connected on Request Date	PUC/PSC/OEB	
893078	'3884999	Closed	01/27/2023	02/07/2023	PA	Electric	Rate Issue (Variable Rate)	PUC/PSC/OEB	DER

Complaints - Direct Energy Services, LLC

Complaint ID	Case Number	Status	Received Date	Date_Closed	State	Commodity	Sub_Category	Type	Brand
893185	'3885657	Closed	02/01/2023	02/09/2023	PA	Electric	Rate Issue (Fixed Rate)	PUC/PSC/OEB	DER
893190	'3885781	Closed	02/01/2023	02/10/2023	PA	Electric	High Bill	PUC/PSC/OEB	DER
893197	'3885930	Closed	02/01/2023	02/16/2023	PA	Electric	High Bill	PUC/PSC/OEB	DER
893202	'3885964	Closed	02/01/2023	02/10/2023	PA	Electric	High Bill	PUC/PSC/OEB	DER
893231	'3886422	Closed	02/02/2023	02/10/2023	PA	Electric	Bill Not Received	PUC/PSC/OEB	DER
893323	'3887342	Closed	02/06/2023	02/13/2023	PA	Electric	High Bill	PUC/PSC/OEB	DER
893335	'3887521	Closed	02/06/2023	02/16/2023	PA	Electric	High Bill	PUC/PSC/OEB	DER
893443	'3888333	Closed	02/08/2023	02/17/2023	PA	Electric	Rate Issue (Fixed Rate)	PUC/PSC/OEB	DER
886079	'3821011	Closed	02/17/2022	04/21/2022	PA	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
886240	'3821511	Closed	02/24/2022	04/19/2022	PA	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
886477	'3822441	Closed	03/07/2022	04/07/2022	PA	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
886575	'3822845	Closed	03/09/2022	03/30/2022	PA	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
886672	'3823346	Closed	03/15/2022	05/05/2022	PA	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
894558	'BCP-23-05-008427	Closed	03/17/2023	03/21/2023	PA	Electric	Do Not Contact	Attorney General	
886788	'3824099	Closed	03/21/2022	04/19/2022	PA	Electric	Charges/Fees Issue (NON-RATE)	PUC/PSC/OEB	DER
894820	'3895227	Closed	03/27/2023	04/12/2023	PA	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
895009	'3885676	Closed	04/03/2023	07/10/2023	PA	Electric	Rate Issue (Fixed Rate)	PUC/PSC/OEB	DER
887176	'3829184	Closed	04/11/2022	04/19/2022	PA	Electric	Company Acquisition	PUC/PSC/OEB	DER
895387	'3901772	Closed	04/17/2023	04/27/2023	PA	Electric	Company Acquisition	PUC/PSC/OEB	DER
895643	'3904984	Closed	04/26/2023	08/14/2023	PA	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
895644	'3904999	Closed	04/26/2023	08/14/2023	PA	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
895932	'3908262	Closed	05/08/2023	05/18/2023	PA	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
896289	'3913082	Closed	05/25/2023	06/02/2023	PA	Electric	Unsuccessful Cancellation	PUC/PSC/OEB	DER
887967	'3829184	Closed	05/26/2022	05/26/2022	PA	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
896693	'3918494	Closed	06/20/2023	06/29/2023	PA	Electric	High Bill	PUC/PSC/OEB	DER
896779	'3919798	Closed	06/26/2023	07/06/2023	PA	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
888609	'3841036	Closed	07/01/2022	07/11/2022	PA	Electric	Aggressive/Unprof'l Behavior	PUC/PSC/OEB	DER
888728	'3849539	Closed	07/08/2022	07/20/2022	PA	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
897144	'3925378	Closed	07/18/2023	07/28/2023	PA	Electric	Company Acquisition	PUC/PSC/OEB	DER
889046	'3852974	Closed	07/26/2022	08/04/2022	PA	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
897258	'3928098	Closed	07/26/2023	08/03/2023	PA	Electric	High Bill	PUC/PSC/OEB	DER
897409	'3931397	Closed	08/07/2023	08/15/2023	PA	Electric	High Bill	PUC/PSC/OEB	DER
875027	'3798957	Closed	08/16/2021	09/13/2021	PA	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
889814	'3860177	Closed	08/25/2022	08/26/2022	PA	Electric	Aggregation/Auction/SCO	PUC/PSC/OEB	DER
878099	'3803365	Closed	09/13/2021	10/13/2021	PA	Electric	Aggressive/Unprof'l Behavior	PUC/PSC/OEB	DER
890339	'3865128	Closed	09/16/2022	10/10/2022	PA	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
890434	'3866207	Closed	09/21/2022	09/28/2022	PA	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER
890678	'3868884	Closed	10/03/2022	12/19/2022	PA	Electric	Sign-up w/o Consent > 6 months	PUC/PSC/OEB	DER
891145	'3874370	Closed	10/26/2022	11/04/2022	PA	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
883350	'3814037	Closed	11/18/2021	12/17/2021	PA	Electric	Not Connected on Request Date	PUC/PSC/OEB	DER
884251	'3816507	Closed	12/15/2021	01/13/2022	PA	Electric	Sign-up w/o Consent < 6 months	PUC/PSC/OEB	DER
895095	N/A	Closed	04/05/2023	04/06/2023	RI	Electric	Premature Cancellation/Disco	PUC/PSC/OEB	DER

ATTACHMENT G



NEW HAMPSHIRE RESIDENTIAL & SMALL COMMERCIAL TERMS OF SERVICE

For Electric Supply Service
Direct Energy Service, LLC

1. Terms of Service. These Terms of Service together with the Disclosure Summary (defined below), which is incorporated herein by reference, constitute the agreement ("Agreement") between you and Direct Energy Services, LLC ("Direct Energy"), a Competitive Electric Power Supplier ("CEPS"). "Disclosure Summary" means, as applicable, either the section of the enrollment consent form/letter of authorization entitled '*Disclosure Summary*' or the Schedule A accompanying these Terms of Service entitled '*Disclosure Summary - Schedule A to Terms of Service*.'

2. Agreement to Purchase Electric Generation Service. This Agreement serves as the agreement for electric generation service to be provided to you by Direct Energy. This Agreement is subject to the occurrence of the following conditions: (a) your receipt of this Agreement from Direct Energy; (b) Direct Energy's acceptance of this Agreement; (c) your Electric Utility's ("Utility") acceptance of your enrollment; and (d) your applicable rescission period (see Section 7 below) having run. You agree to become a Direct Energy customer and appoint Direct Energy as your limited agent to perform the necessary tasks associated with your electric generation service and fulfill the terms of this Agreement. You authorize Direct Energy to obtain information from your Utility that includes your billing history, payment history, historical and future electricity usage, meter readings, and characteristics of electricity service. Direct Energy agrees to sell and deliver to you, and you agree to purchase and accept, the quantity of electricity delivered to you, as measured and/or estimated by your Utility, all in accordance with the terms and conditions set forth in this Agreement. Your electricity will be delivered to you by your Utility. You understand that as part of Direct Energy's process of qualifying you for this Agreement and continuing service under this Agreement, Direct Energy may

investigate at any time and from time-to-time your credit history and choose to obtain a consumer credit report on you from a consumer-reporting agency. If Direct Energy learns that your credit, payment history, or account status is not satisfactory, Direct Energy may decline to provide retail electric service or any other service or product. Please note the following: Direct Energy is licensed by the New Hampshire Public Utilities Commission (the "Commission") as a Competitive Electric Power Supplier to offer and supply electric generation services in New Hampshire. Direct Energy's license number is **DM 15-513**. Direct Energy sets the Generation Service Charges that you pay. This charge depends on the contract between the customer and the CEPS. This service is included in the price that Direct Energy charges you, as described in the Disclosure Summary. The Commission regulates electric distribution prices and services. The Federal Energy Regulatory Commission ("FERC") regulates electric transmission prices and services.

If you need more information about choosing a supplier, please refer to: the website at: <http://www.puc.state.nh.us/Consumer/consumer.htm>

Preferred Form of Communication: You will receive a copy of this Agreement and future notices based upon your preferred form of communication for receipt of information (which may include, but not limited to: electronic-mail or written correspondence delivered by U.S. mail). If a preferred form of communication is not selected, you shall receive all information via written correspondence delivered by U.S. mail.

3. Term of Agreement. The Initial Term (as defined in the Disclosure Summary) of this Agreement will begin on the meter read date that your CEPS is changed to Direct Energy by the Utility, and will continue for the number of monthly billing cycles set forth in the Disclosure Summary. This Agreement will be effective during the Initial Term and through any Renewal Periods (as defined in Section 6) subject to the cancellation provisions of Sections 7 through 9 below.

4. Renewable Energy Plan. If you are purchasing our Renewable Energy Plan pursuant to this Agreement, you are agreeing to purchase from Direct Energy a



product that is supported 100% by renewable energy credits (“RECs”), in an amount sufficient to match your annual consumption from your EDC. RECs are a tradeable, non-tangible energy commodity in the United States that represents proof that 1 megawatt-hour (MWh) of electricity was generated from an eligible renewable energy resource like biomass, hydro, solar or wind. Direct Energy will purchase and retire renewable energy certificates in either the state where you are located, the North American Electric Reliability Corporation (NERC) region, Independent System Operator (ISO), Regional Transmission Organization (RTO) or Balancing Authority Area of the customer being served, at any time and from time to time throughout the year. The electricity supply actually distributed to your service location will not contain electricity supply generated from any specific electric generation facility. The availability of electric generation facilities varies hour to hour, and from season to season, as does electricity use by customers. Direct Energy may take up to three (3) months following the close of a calendar year to make up any deficiency in the volume of renewable energy certificates needed from particular generation facilities associated with your Renewable Energy Plan.

5. Pricing, Billing and Payment Terms. During the Initial Term, you will pay Direct Energy for your Electric Generation Service at the price set forth in the Disclosure Summary. The Initial Term Rate is for Electric Generation Service but excludes other taxes and regulated charges from the utility, including but not limited to, the price of transmission and distribution, the system benefits charge, stranded cost recovery charge, taxes, and any other delivery and distribution charges. Electric generation service prices of CEPS such as Direct Energy are set competitively and are not regulated by the Commission. As to billing and payment terms, your Utility will send you a bill monthly (or on such other frequency as it may determine) and that bill will contain, among other charges, Direct Energy's Generation Service Charges for the amount of electricity you used during the billing cycle. That amount will be measured or estimated by the Utility. **Depending on the**

date of the meter read date, your bill from the Utility may be prorated. The prorated billing is a technique for applying standard methods to nonstandard billing periods. A billing period that is shorter or longer than the Utility's designated billing period days will have prorated charges based on a 30-day average for the applicable rate. Your payment will be due to the Utility by the date specified in the Utility bill. If you fail to pay it on time, you could be subject to interest and late charges imposed by the Utility, and your service could be disconnected. Your Utility may offer you budget, levelized or other payment plans.

6. Renewal and Notice of a Change to this Agreement. Prior to the expiration date of the Initial Term, you will receive a written notification explaining the proposed changes to the terms of service and your options going forward. If you find the change(s) unacceptable, you may choose another supplier or return to Utility service without any penalty to you. If you do not respond to the notifications, your service with Direct Energy will continue under the new terms and the Agreement, as amended, will automatically renew on a month-to-month basis or to another fixed term contract, (“Renewal Period”) as set forth in the notifications, with no early cancellation fee.

(a) *Month-to-Month Basis.* If during a Renewal Period, you receive electric service from Direct Energy on a month-to-month basis as set forth in the Notification, , the rate for electricity will be a variable rate that may be higher or lower each month and will be set in Direct Energy's sole discretion. Direct Energy typically considers the following factors when setting variable rates:

- publicly available competitor pricing;
- strategic business objectives;
- customer retention or attrition;
- market volatility or uncertainty;
- anticipated customer usage;
- the cost of procuring power including wholesale prices, ancillary service costs, capacity auctions, utility fees, transmission and distribution losses and storage costs;



- weather, supply congestion and infrastructure issues;
- legal or regulatory issues; and
- profit margin.

This list of factors is not exhaustive and no single factor will determine the rate.

Some factors must be estimated or projected and the factors Direct Energy considers may be weighed differently each month. Direct Energy does not include other costs, including but not limited to, the price of transmission and distribution, the system benefits charge, stranded cost recovery charge, and taxes. Direct Energy may amortize sudden cost increases over multiple billing cycles so that its customers do not bear the burden of such increases in a single month. In addition, Direct Energy seeks to acquire the majority of its anticipated electricity supply in advance rather than from the spot market. **For all of these reasons, the variable rate may not correlate with changes in wholesale market prices or your local utility's rates.** In addition, the variable rate may be higher than your local utility rate or other suppliers' rates. To obtain your next month's variable price please visit our website at <https://www.directenergy.com/future-pricing/new-hampshire-future-variable-pricing>. There is no price cap or price floor for variable rates. You will not know the variable price until the first bill after renewal is issued. It may take one or more billing cycles for a price variation to become effective. To view the maximum and minimum variable rate charged in the last 12 months visit <http://www.directenergy.com/historical-pricing> or call 1-866-334-8084.

(b) *Fixed Term Contract.* If during a Renewal Period, you receive electric service from Direct Energy on a fixed term contract as set forth in the Notification, then Direct Energy will charge you for all electricity billed by your Utility at a fixed rate per kWh as set forth in the Notification and the Disclosure Summary provided to you at that time.

7. Your Right to Rescind or Cancel Service. You have the right to rescind this contract for a certain period of time. This is called your "Right to Rescind" period, which means you will not be responsible for any charges for our service until after this period expires. You get more

time to rescind if you were enrolled at your residence by an in-person solicitor and/or received your contract in the mail. The timing is as follows: i) if you received your terms of service electronically, you have five (5) business days from receipt to rescind; ii) if you received your terms of service by first class mail, you have six (6) business days from the postmarked date of the letter transmitting your terms of service to rescind; iii) if you were enrolled at your residence by an in-person solicitor and received your terms of service electronically, you have ten (10) business days to rescind; iv) if you were enrolled at your residence by an in-person solicitor and received your terms of service by first class mail, you have eleven (11) business days to rescind from the postmarked date of the letter transmitting your terms of service.

8. Direct Energy's Right to Cancel Service. You are affirming to Direct Energy that you have provided Direct Energy with your correct and complete name, address and contact information and you do not have any outstanding balance with Direct Energy. If there is any evidence that any of these statements are or become untrue, or you otherwise provide fraudulent or misrepresented information, Direct Energy can cancel this Agreement immediately. Also, if for any reason performance of this Agreement becomes materially uneconomical to Direct Energy, or if Direct Energy is otherwise unable to continue this Agreement, Direct Energy can cancel this Agreement after giving you at least fourteen (14) business days' advance written notice prior to the termination. If Direct Energy cancels this Agreement, you must still pay all Direct Energy charges through the date you are switched to another CEPS or returned to the Utility for service. Your cancellation will not be effective until the next regularly scheduled meter-reading date following the date on which Direct Energy gives notice to the Utility of your cancellation request. If you enroll (or attempt to enroll) and Direct Energy determines that you do not have a smart meter, then Direct Energy will have the right to cancel this Agreement (or cancel your enrollment with Direct Energy).



9. Relocation. You should notify both your Utility and Direct Energy of a change in your residence/service location at least fourteen (14) days before such change. A final meter read will be made at your old address and your account will be finalized by both your Utility and Direct Energy. In the event you relocate outside of your Utility's service territory, you may terminate this Agreement without penalty by providing fourteen (14) days' prior notice to Direct Energy, either in writing or by phone. If you change your residence/service location within your Utility's service territory, then you may have the option of entering into a new electricity supply agreement with Direct Energy for your new residence/service location. Direct Energy's contact information is set forth in Section 15 below. If you cancel this Agreement, you will be responsible to pay for Direct Energy's service through the date that you are switched to another supplier or returned to your Utility. In the event that you move to another service address where Direct Energy provides service, and you cancel this Agreement, you will be subject to the early cancellation fee.

10. Disputes. You should contact Direct Energy regarding any dispute related to this Agreement. Direct Energy will attempt to resolve the dispute in an efficient, fair and timely manner. Direct Energy will provide an acknowledgment to your dispute within a reasonable time after receipt. Direct Energy will then issue a report within thirty (30) days after initiation of the dispute. Direct Energy will report to you the results of its investigation of the dispute, and that report will be available to you upon request. If you are not satisfied after discussing your terms of service with Direct Energy, you may contact the Commission. The contact information for both Direct Energy and the Commission is set forth in Section 15 below.

11. Title to Electricity. Title to the electricity will pass from Direct Energy to you when it is delivered by Direct Energy to the Utility.

12. Force Majeure. Direct Energy will make commercially reasonable efforts to provide your electric service but does not guarantee a continuous supply of electricity. Certain causes and events out of Direct

Energy's reasonable control ("Force Majeure Events") may result in interruptions in service. Direct Energy is not responsible for transmitting or distributing electricity. Direct Energy is not liable for damages caused by acts of God, changes in laws, rules, or regulations or other acts of any governmental authority (including the Commission or NEPOOL ISO Interconnection), accidents, strikes, labor troubles, required maintenance work, inability to access the local distribution utility system, nonperformance by the Utility or any other cause beyond Direct Energy's reasonable control.

13. Limitations of Liabilities. LIABILITIES NOT EXCUSED BY REASON OF FORCE MAJEURE OR OTHERWISE SHALL BE LIMITED TO DIRECT ACTUAL DAMAGES. DIRECT ENERGY WILL NOT BE LIABLE TO YOU OR ANY THIRD PARTY FOR CONSEQUENTIAL, INCIDENTAL, PUNITIVE, EXEMPLARY OR INDIRECT DAMAGES. DIRECT ENERGY IS NOT LIABLE FOR INTERRUPTIONS TO, OR SHORTAGES OF, ELECTRICITY SUPPLY, NOR ANY ASSOCIATED LOSS OR DAMAGE RESULTING THEREFROM. THESE LIMITATIONS APPLY WITHOUT REGARD TO THE CAUSE OF ANY LIABILITY OR DAMAGE. THERE ARE NO THIRD-PARTY BENEFICIARIES TO THIS AGREEMENT.

14. Direct Energy's Representations and Warranties; Limitation. THE ELECTRICITY PROVIDED UNDER THIS AGREEMENT WILL MEET THE QUALITY STANDARD OF THE APPLICABLE UTILITY AND WILL BE SUPPLIED FROM A VARIETY OF ELECTRIC GENERATION SOURCES INCLUDING THE ELECTRICITY PROVIDED PURSUANT TO ANY RENEWABLE ENERGY PRODUCT REQUIREMENT. DIRECT ENERGY MAKES NO REPRESENTATIONS OR WARRANTIES OTHER THAN THOSE EXPRESSLY SET FORTH IN THIS AGREEMENT. DIRECT ENERGY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

15. Contact Information.

Direct Energy: You may contact Direct Energy in one of the following ways: (a) call 1-866-334-8084 or at 1-



844-827-0609 (Residential Door-to-Door customers only), Monday through Friday 8:00 a.m. to 8:00 p.m. EST, and Saturday 8:00 a.m. to 5:00 p.m. EST (contact center hours subject to change without notice); or (b) write to Direct Energy at PO BOX 180, Tulsa, OK 74101-0180 (be sure to include your account number(s)).

Direct Energy's internet domain address is: www.directenergy.com. Information on generation energy sources, energy efficiency, environmental impacts or historical billing data is available from Direct Energy upon request.

Your Utility (in case of emergency, including electric outage): Please refer to the Disclosure Summary for your Utility's contact information.

The Commission: You may contact the New Hampshire Public Utilities Commission, with questions about your rights and responsibilities or otherwise, as follows: (a) call: 1-603-271-2431; Consumer Assistance: 1-800-852-3793; TDD Access-Relay NH: 1-800-735-2964; (b) write: 21 South Fruit Street, Suite 10, Concord, N.H. 03301-2429; (c) Fax: 1-603-271-3878; or (d) email: puc@puc.nh.gov.

Assistance Program: Your Utility may have programs available to customers who are on a limited or fixed income to assist them with utility bills. Some of these programs might include bill payment assistance and weatherization services. Information on your Utility's assistance program, if any, can be obtained by contacting your Utility at the number listed on the Disclosure Summary, contacting the New Hampshire Public Utilities Commission, or by contacting one of the following programs: Electric Assistance Program; Gas Residential Low Income Assistance Program; Fuel Assistance Program; Weatherization Assistance Program; Neighbor Helping Neighbor; or Project CARE.

16. Choice of Law. You agree that this Agreement shall be governed by New Hampshire law, without regard to its conflict of law principles.

17. Taxes. Except as otherwise provided in this Agreement or required by law, all taxes of whatsoever kind, nature and description, due and payable with

respect to your performance of your obligations under this Agreement, will be paid by you.

18. Your Authorization to Release Your Information for Use and Sharing. By entering into this contract, you authorize us to act on your behalf under your utility's tariffs in accordance with the rules and regulations of the state public utility commission ("PUC") where you take service. You further acknowledge that this contract provides authorization for your local utility to release all information regarding your energy supply account(s) to us so we can provide the services described herein. This information may include, but is not limited to, usage information, billing determinants, bill cycle, budget billing status, address, account type, tax exemption status, rate service class, load profile, demand data, meter number, special account exceptions, public assistance status, existence of medical emergencies or disability, tax status and eligibility for economic development or other incentives, standard service status, electronic interval data when available, credit information when applicable, and all other data and information permitted by law to be disclosed to us to provide our services.

We also obtain information about you as outlined in our privacy policy (posted on our website) such as when you voluntarily provide personal information to us, use our website or mobile applications, or when we add information about you to your account profile from publicly available sources.

We will maintain the confidentiality of your personal information including your name, address, telephone number, email, account numbers, energy usage and historic payment information as required by applicable PUC regulations as well as federal and state laws.

Our use and sharing of your information will be consistent with the purposes and uses disclosed in our privacy policy, as amended from time to time and posted on our website. Your information may be disclosed if required by law, such as pursuant to a lawfully issued subpoena or other legal process. Further, you understand that your information may be disclosed to an affiliate or a third-party to provide services or products to you, and any disclosure of such



information will be made under confidentiality obligations not to disclose such information and to use it solely for the purpose of providing services to you or improved products to us. This authorization also allows us to contact you about our other products and services and to share information about your account with any designated rewards partner or with any affiliate, third-party vendor or marketing partner we use to provide services and rewards to you. We reserve the right to share your information with our affiliates and marketing partners, to the extent permitted by law and/or as authorized when you provide your consent.

If you do not wish for us to use or share information about your account in the manner described above, you may cancel this contract by calling us at our contact information listed herein.

19. Assignment. You may not assign this Agreement without Direct Energy's prior written consent. Direct Energy may: (a) transfer or sell this Agreement or your account in connection with any financing; (b) transfer this Agreement to any of its affiliates; (c) transfer or assign this Agreement to anyone succeeding to all or substantially all of Direct Energy's assets or business; and (d) transfer this Agreement to another supplier licensed by the Commission by sending you advance written notice at least fourteen (14) days before the effective date of the assignment. After assignment, Direct Energy will have no further obligations under this Agreement. This Agreement is binding upon you and Direct Energy, and will further bind each of your successors and permitted assigns.

20. Miscellaneous Provisions. This Agreement is subject to applicable laws and supersedes any previous promises, understandings and agreements. If any provision of this Agreement is deemed invalid, illegal or otherwise unenforceable, you agree that it shall be modified to the minimum extent necessary to render it valid, legal and enforceable. If a provision cannot be modified in a manner that would make it valid, legal and enforceable, the provision shall be severed from the Agreement, and all other provisions shall remain in full force and effect. Any failure on our part to enforce any of the terms of this Agreement or to exercise any right

under such terms shall not be considered a waiver of Direct Energy's right to enforce each and every such term, exercise such right, or exercise any other right under this Agreement.

You may access Direct Energy's Environmental Disclosure label associated with your account via the link shown below:

<https://www.directenergy.com/nh/customer-support>

This information is updated periodically following the requirements of the New Hampshire Public Utilities Commission.

ATTACHMENT H

SURETY RIDER

To be attached to and form a part of

Bond No. 8219-02-25

Type of

Bond: License Bond

dated

effective 12/09/2020
(MONTH-DAY-YEAR)

executed by Direct Energy Services, LLC , as Principal,
(PRINCIPAL)

and by Federal Insurance Company , as Surety,

in favor of New Hampshire Public Utilities Commission
(OBLIGEE)

in consideration of the mutual agreements herein contained the Principal and the Surety hereby consent to changing
Bond to add below language:

The financial security instrument must have no right of cancellation during the initial
effective term of the financial security instrument stated in the Puc 2003-03(a) (6)

Nothing herein contained shall vary, alter or extend any provision or condition of this bond except as herein expressly stated.

This rider


is effective 08/28/2023
(MONTH-DAY-YEAR)

Signed and Sealed 08/28/2023
(MONTH-DAY-YEAR)

Direct Energy Services, LLC
(PRINCIPAL)

By: _____
(PRINCIPAL)

Federal Insurance Company
(SURETY)

By: 
(ATTORNEY-IN-FACT) Mark W. Edwards, II



Power of Attorney

Federal Insurance Company | Vigilant Insurance Company | Pacific Indemnity Company

Westchester Fire Insurance Company | ACE American Insurance Company

Know All by These Presents, that FEDERAL INSURANCE COMPANY, an Indiana corporation, VIGILANT INSURANCE COMPANY, a New York corporation, PACIFIC INDEMNITY COMPANY, a Wisconsin corporation, WESTCHESTER FIRE INSURANCE COMPANY and ACE AMERICAN INSURANCE COMPANY corporations of the Commonwealth of Pennsylvania, do each hereby constitute and appoint Anna Childress, Mark W. Edwards II, Alisa B. Ferris, Robert R. Freel, Richard H. Mitchell, William M. Smith and Jeffrey M. Wilson of Birmingham, Alabama; Robert Read Davis of Atlanta, Georgia; Richard E. Daniels of Pensacola, Florida and Robert M. Verdin of Metairie, Louisiana

each as their true and lawful Attorney-in-Fact to execute under such designation in their names and to affix their corporate seals to and deliver for and on their behalf as surety thereon or otherwise, bonds and undertakings and other writings obligatory in the nature thereof (other than bail bonds) given or executed in the course of business, and any instruments amending or altering the same, and consents to the modification or alteration of any instrument referred to in said bonds or obligations.

In Witness Whereof, said FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, PACIFIC INDEMNITY COMPANY, WESTCHESTER FIRE INSURANCE COMPANY and ACE AMERICAN INSURANCE COMPANY have each executed and attested these presents and affixed their corporate seals on this 25th day of April, 2023.

Dawn M. Chloros

Dawn M. Chloros, Assistant Secretary

Stephen M. Haney

Stephen M. Haney, Vice President



STATE OF NEW JERSEY

County of Hunterdon

SS.

On this 25th day of April 2023 before me, a Notary Public of New Jersey, personally came Dawn M. Chloros and Stephen M. Haney, to me known to be Assistant Secretary and Vice President, respectively, of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, PACIFIC INDEMNITY COMPANY, WESTCHESTER FIRE INSURANCE COMPANY and ACE AMERICAN INSURANCE COMPANY, the companies which executed the foregoing Power of Attorney, and the said Dawn M. Chloros and Stephen M. Haney, being by me duly sworn, severally and each for herself and himself did depose and say that they are Assistant Secretary and Vice President, respectively, of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, PACIFIC INDEMNITY COMPANY, WESTCHESTER FIRE INSURANCE COMPANY and ACE AMERICAN INSURANCE COMPANY and know the corporate seals thereof, that the seals affixed to the foregoing Power of Attorney are such corporate seals and were thereto affixed by authority of said Companies; and that their signatures as such officers were duly affixed and subscribed by like authority.

Notarial Seal



Albert Contursi
NOTARY PUBLIC OF NEW JERSEY
No 50202369
Commission Expires August 22, 2027

Albert Contursi
Notary Public

CERTIFICATION

Resolutions adopted by the Boards of Directors of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, and PACIFIC INDEMNITY COMPANY on August 30, 2016; WESTCHESTER FIRE INSURANCE COMPANY on December 11, 2006; and ACE AMERICAN INSURANCE COMPANY on March 20, 2009:

*RESOLVED, that the following authorizations relate to the execution, for and on behalf of the Company, of bonds, undertakings, recognizances, contracts and other written commitments of the Company entered into in the ordinary course of business (each a "Written Commitment"):

- (1) Each of the Chairman, the President and the Vice Presidents of the Company is hereby authorized to execute any Written Commitment for and on behalf of the Company, under the seal of the Company or otherwise.
(2) Each duly appointed attorney-in-fact of the Company is hereby authorized to execute any Written Commitment for and on behalf of the Company, under the seal of the Company or otherwise, to the extent that such action is authorized by the grant of powers provided for in such person's written appointment as such attorney-in-fact.
(3) Each of the Chairman, the President and the Vice Presidents of the Company is hereby authorized, for and on behalf of the Company, to appoint in writing any person the attorney-in-fact of the Company with full power and authority to execute, for and on behalf of the Company, under the seal of the Company or otherwise, such Written Commitments of the Company as may be specified in such written appointment, which specification may be by general type or class of Written Commitments or by specification of one or more particular Written Commitments.
(4) Each of the Chairman, the President and the Vice Presidents of the Company is hereby authorized, for and on behalf of the Company, to delegate in writing to any other officer of the Company the authority to execute, for and on behalf of the Company, under the Company's seal or otherwise, such Written Commitments of the Company as are specified in such written delegation, which specification may be by general type or class of Written Commitments or by specification of one or more particular Written Commitments.
(5) The signature of any officer or other person executing any Written Commitment or appointment or delegation pursuant to this Resolution, and the seal of the Company, may be affixed by facsimile on such Written Commitment or written appointment or delegation.

FURTHER RESOLVED, that the foregoing Resolution shall not be deemed to be an exclusive statement of the powers and authority of officers, employees and other persons to act for and on behalf of the Company, and such Resolution shall not limit or otherwise affect the exercise of any such power or authority otherwise validly granted or vested.

I, Dawn M. Chloros, Assistant Secretary of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, PACIFIC INDEMNITY COMPANY, WESTCHESTER FIRE INSURANCE COMPANY and ACE AMERICAN INSURANCE COMPANY (the "Companies") do hereby certify that

- (i) the foregoing Resolutions adopted by the Board of Directors of the Companies are true, correct and in full force and effect,
(ii) the foregoing Power of Attorney is true, correct and in full force and effect.

Given under my hand and seals of said Companies at Whitehouse Station, NJ, this

August 28th, 2023



Dawn M. Chloros

Dawn M. Chloros, Assistant Secretary

IN THE EVENT YOU WISH TO VERIFY THE AUTHENTICITY OF THIS BOND OR NOTIFY US OF ANY OTHER MATTER, PLEASE CONTACT US AT: Telephone (908) 903- 3493 Fax (908) 903- 3656 e-mail: surety@chubb.com

SURETY RIDER

To be attached to and form a part of

Bond No. 8219-02-25

Type of

Bond: License Bond

dated

effective 12/09/2020
(MONTH-DAY-YEAR)

executed by Direct Energy Services, LLC, as Principal,
(PRINCIPAL)

and by Federal Insurance Company, as Surety,

in favor of New Hampshire Public Utilities Commission
(OBLIGEE)

in consideration of the mutual agreements herein contained the Principal and the Surety hereby consent to changing
Bond to extend to September 15, 2027

Nothing herein contained shall vary, alter or extend any provision or condition of this bond except as herein expressly stated.

This rider

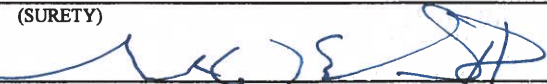
is effective 08/28/2023
(MONTH-DAY-YEAR)

Signed and Sealed 08/28/2023
(MONTH-DAY-YEAR)

Direct Energy Services, LLC
(PRINCIPAL)

By: _____
(PRINCIPAL)

Federal Insurance Company
(SURETY)

By: 
(ATTORNEY-IN-FACT) Mark W. Edwards, II



Power of Attorney

Federal Insurance Company | Vigilant Insurance Company | Pacific Indemnity Company

Westchester Fire Insurance Company | ACE American Insurance Company

Know All by These Presents, that FEDERAL INSURANCE COMPANY, an Indiana corporation, VIGILANT INSURANCE COMPANY, a New York corporation, PACIFIC INDEMNITY COMPANY, a Wisconsin corporation, WESTCHESTER FIRE INSURANCE COMPANY and ACE AMERICAN INSURANCE COMPANY corporations of the Commonwealth of Pennsylvania, do each hereby constitute and appoint Anna Childress, Mark W. Edwards II, Alisa B. Ferris, Robert R. Freel, Richard H. Mitchell, William M. Smith and Jeffrey M. Wilson of Birmingham, Alabama; Robert Read Davis of Atlanta, Georgia; Richard E. Daniels of Pensacola, Florida and Robert M. Verdin of Metairie, Louisiana

each as their true and lawful Attorney-in-Fact to execute under such designation in their names and to affix their corporate seals to and deliver for and on their behalf as surety thereon or otherwise, bonds and undertakings and other writings obligatory in the nature thereof (other than bail bonds) given or executed in the course of business, and any instruments amending or altering the same, and consents to the modification or alteration of any instrument referred to in said bonds or obligations.

In Witness Whereof, said FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, PACIFIC INDEMNITY COMPANY, WESTCHESTER FIRE INSURANCE COMPANY and ACE AMERICAN INSURANCE COMPANY have each executed and attested these presents and affixed their corporate seals on this 25th day of April, 2023.

Dawn M. Chloros

Dawn M. Chloros, Assistant Secretary

Stephen M. Haney

Stephen M. Haney, Vice President



STATE OF NEW JERSEY

County of Hunterdon

SS.

On this 25th day of April 2023 before me, a Notary Public of New Jersey, personally came Dawn M. Chloros and Stephen M. Haney, to me known to be Assistant Secretary and Vice President, respectively, of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, PACIFIC INDEMNITY COMPANY, WESTCHESTER FIRE INSURANCE COMPANY and ACE AMERICAN INSURANCE COMPANY, the companies which executed the foregoing Power of Attorney, and the said Dawn M. Chloros and Stephen M. Haney, being by me duly sworn, severally and each for herself and himself did depose and say that they are Assistant Secretary and Vice President, respectively, of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, PACIFIC INDEMNITY COMPANY, WESTCHESTER FIRE INSURANCE COMPANY and ACE AMERICAN INSURANCE COMPANY and know the corporate seals thereof, that the seals affixed to the foregoing Power of Attorney are such corporate seals and were thereto affixed by authority of said Companies; and that their signatures as such officers were duly affixed and subscribed by like authority.

Notarial Seal



Albert Contursi
NOTARY PUBLIC OF NEW JERSEY
No 50202369
Commission Expires August 22, 2027

Albert Contursi
Notary Public

CERTIFICATION

Resolutions adopted by the Boards of Directors of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, and PACIFIC INDEMNITY COMPANY on August 30, 2016; WESTCHESTER FIRE INSURANCE COMPANY on December 11, 2006; and ACE AMERICAN INSURANCE COMPANY on March 20, 2009:

*RESOLVED, that the following authorizations relate to the execution, for and on behalf of the Company, of bonds, undertakings, recognizances, contracts and other written commitments of the Company entered into in the ordinary course of business (each a "Written Commitment"):

- (1) Each of the Chairman, the President and the Vice Presidents of the Company is hereby authorized to execute any Written Commitment for and on behalf of the Company, under the seal of the Company or otherwise.
(2) Each duly appointed attorney-in-fact of the Company is hereby authorized to execute any Written Commitment for and on behalf of the Company, under the seal of the Company or otherwise, to the extent that such action is authorized by the grant of powers provided for in such person's written appointment as such attorney-in-fact.
(3) Each of the Chairman, the President and the Vice Presidents of the Company is hereby authorized, for and on behalf of the Company, to appoint in writing any person the attorney-in-fact of the Company with full power and authority to execute, for and on behalf of the Company, under the seal of the Company or otherwise, such Written Commitments of the Company as may be specified in such written appointment, which specification may be by general type or class of Written Commitments or by specification of one or more particular Written Commitments.
(4) Each of the Chairman, the President and the Vice Presidents of the Company is hereby authorized, for and on behalf of the Company, to delegate in writing to any other officer of the Company the authority to execute, for and on behalf of the Company, under the Company's seal or otherwise, such Written Commitments of the Company as are specified in such written delegation, which specification may be by general type or class of Written Commitments or by specification of one or more particular Written Commitments.
(5) The signature of any officer or other person executing any Written Commitment or appointment or delegation pursuant to this Resolution, and the seal of the Company, may be affixed by facsimile on such Written Commitment or written appointment or delegation.

FURTHER RESOLVED, that the foregoing Resolution shall not be deemed to be an exclusive statement of the powers and authority of officers, employees and other persons to act for and on behalf of the Company, and such Resolution shall not limit or otherwise affect the exercise of any such power or authority otherwise validly granted or vested.

I, Dawn M. Chloros, Assistant Secretary of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, PACIFIC INDEMNITY COMPANY, WESTCHESTER FIRE INSURANCE COMPANY and ACE AMERICAN INSURANCE COMPANY (the "Companies") do hereby certify that

- (i) the foregoing Resolutions adopted by the Board of Directors of the Companies are true, correct and in full force and effect,
(ii) the foregoing Power of Attorney is true, correct and in full force and effect.

Given under my hand and seals of said Companies at Whitehouse Station, NJ, this

August 28th, 2023



Dawn M. Chloros

Dawn M. Chloros, Assistant Secretary

IN THE EVENT YOU WISH TO VERIFY THE AUTHENTICITY OF THIS BOND OR NOTIFY US OF ANY OTHER MATTER, PLEASE CONTACT US AT: Telephone (908) 903- 3493 Fax (908) 903- 3656 e-mail: surety@chubb.com

This Continuation Certificate supersedes and replaces the prior Continuation Certificate previously issued for Bond #8219-02-25

CONTINUATION CERTIFICATE

The Federal Insurance Company of 202B Hall's Mill Road, Whitehouse Station, NJ 08889 (hereinafter called the Surety) hereby continues in force its Bond No. 8219-02-25 in the sum of Five Hundred Thousand Dollars and 00/100 (\$500,000.00) Dollars, on

behalf of Direct Energy Services, LLC

in favor of New Hampshire Public Utilities Commission

subject to all the conditions and terms thereof through September 15, 2027 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 28th day of August, 2023.

Direct Energy Services, LLC

Principal

By: _____

Federal Insurance Company

Surety

By:  _____

Mark W. Edwards, II-Attorney-in-Fact

CHUBB®**Power of Attorney**

Federal Insurance Company | Vigilant Insurance Company | Pacific Indemnity Company

Westchester Fire Insurance Company | ACE American Insurance Company

Know All by These Presents, that **FEDERAL INSURANCE COMPANY**, an Indiana corporation, **VIGILANT INSURANCE COMPANY**, a New York corporation, **PACIFIC INDEMNITY COMPANY**, a Wisconsin corporation, **WESTCHESTER FIRE INSURANCE COMPANY** and **ACE AMERICAN INSURANCE COMPANY** corporations of the Commonwealth of Pennsylvania, do each hereby constitute and appoint Anna Childress, Mark W. Edwards II, Alisa B. Ferris, Robert R. Freel, Richard H. Mitchell, William M. Smith and Jeffrey M. Wilson of Birmingham, Alabama; Robert Read Davis of Atlanta, Georgia; Richard E. Daniels of Pensacola, Florida and Robert M. Verdin of Metairie, Louisiana

each as their true and lawful Attorney-in-Fact to execute under such designation in their names and to affix their corporate seals to and deliver for and on their behalf as surety thereon or otherwise, bonds and undertakings and other writings obligatory in the nature thereof (other than bail bonds) given or executed in the course of business, and any instruments amending or altering the same, and consents to the modification or alteration of any instrument referred to in said bonds or obligations.

In Witness Whereof, said **FEDERAL INSURANCE COMPANY**, **VIGILANT INSURANCE COMPANY**, **PACIFIC INDEMNITY COMPANY**, **WESTCHESTER FIRE INSURANCE COMPANY** and **ACE AMERICAN INSURANCE COMPANY** have each executed and attested these presents and affixed their corporate seals on this 25th day of April, 2023.

Dawn M. Chloros

Dawn M. Chloros, Assistant Secretary

Stephen M. Haney

Stephen M. Haney, Vice President



STATE OF NEW JERSEY

County of Hunterdon

SS.

On this 25th day of April 2023 before me, a Notary Public of New Jersey, personally came Dawn M. Chloros and Stephen M. Haney, to me known to be Assistant Secretary and Vice President, respectively, of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, PACIFIC INDEMNITY COMPANY, WESTCHESTER FIRE INSURANCE COMPANY and ACE AMERICAN INSURANCE COMPANY, the companies which executed the foregoing Power of Attorney, and the said Dawn M. Chloros and Stephen M. Haney, being by me duly sworn, severally and each for herself and himself did depose and say that they are Assistant Secretary and Vice President, respectively, of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, PACIFIC INDEMNITY COMPANY, WESTCHESTER FIRE INSURANCE COMPANY and ACE AMERICAN INSURANCE COMPANY and know the corporate seals thereof, that the seals affixed to the foregoing Power of Attorney are such corporate seals and were thereto affixed by authority of said Companies; and that their signatures as such officers were duly affixed and subscribed by like authority.

Notarial Seal



Albert Contursi
NOTARY PUBLIC OF NEW JERSEY
No 50202369
Commission Expires August 22, 2027

Albert Contursi
Notary Public

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- (ii) the foregoing Power of Attorney is true, correct and in full force and effect.

Given under my hand and seals of said Companies at Whitehouse Station, NJ, this

August 25th, 2023

Dawn M. Chloros

Dawn M. Chloros, Assistant Secretary

IN THE EVENT YOU WISH TO VERIFY THE AUTHENTICITY OF THIS BOND OR NOTIFY US OF ANY OTHER MATTER, PLEASE CONTACT US AT:

Telephone (908) 903-3493 Fax (908) 903-3656 e-mail: surety@chubb.com