

Exhibit D-1 "Operations" provide a written description of the operational nature of the applicant's business. Please include whether the applicant's operations will include the generation of power for retail sales, the scheduling of retail power for transmission and delivery, the provision of retail ancillary services as well as other services used to arrange for the purchase and delivery of electricity to retail customers.

REALGY'S OPERATIONS

Realgy is a retail energy supplier in Illinois, Indiana, Michigan, and Ohio. We provide natural gas service in all four states and electric service in Illinois via the PJM Interconnection (PJM) and Midwest Independent System Operator (MISO) and Ohio.

In Ohio since our authorization, we have become certified by Duke Energy Ohio. Our wholesale supply will be procured from the PJM day ahead and balancing (real-time) markets and we will use the PJM network integrated transmission service and ancillary services as required. We will schedule our load per the attendant utility and PJM protocols and comply with all state regulatory requirements and utility rules.

Realgy will not provide generation, but instead will procure it wholesale via PJM on behalf of our retail customers.

Realgy will pursue development of retail solar PV installation for use solely behind the meter (not for back feed into the grid).

Exhibit D-2 “Operations Expertise,” given the operational nature of the applicant’s business, provide evidence of the applicant’s experience and technical expertise in performing such operations.

REALGY’S OPERATIONS EXPERTISE

As described in this application, Realgy has management practice in retail energy spanning 27+ years as of Jan 2018.

Realgy Energy Services is a private and independently owned energy services company and a retail marketer of natural gas and electricity. Realgy Energy Services has been providing natural gas services to customers as follows:

Illinois; non-residential and non-small commercial customers’ alternative gas supplier (AGS) since April 2004 (ICC docket number 07-022 has been requested to be consolidated into Realgy application filed with ICC in February 2012 to include service to residential customer and North Shore Gas).

Michigan; commercial, residential and industrial customers with Consumers, MichCon/DTE since April 2008, with SEMCO and Michigan Gas Utility since Feb 2011.

Indiana; authorized supplier of residential and commercial customers behind NIPSCO (Northern Indian Public Service Company) since April 2003 and Citizens Gas in May 2009.

Ohio; Competitive Retail Natural Gas Marketer (Case No. 16-1117-GA-CRS) since June 2016.

Realgy has been providing electricity service to customers as follows;

Illinois; Alternative Retail Electric Supplier (ARES) docket number 09-0555 approved December 16, 2009.

Ohio; Competitive Retail Electric Service Provider (Case No. 16-055-EL-CRS) approved June 15, 2016.

REALGY'S KEY TECHNICAL PERSONNEL

As of 2018:

- **TWELVE YEARS ELECTRICAL SALES EXPERIENCE, BUYING AND SELLING POWER AND ENERGY IN WHOLESALE MARKETS**
Michael Vrtis, Doug Gugino, and John Bistranin
- **EIGHT YEARS OF SCHEDULING EXPERIENCE WORKING FOR AN ENTITY THAT IS EITHER A MEMBER OF PJM, A MARKET PARTICIPANT IN THE MIDWEST ISO, OR HAS A SYSTEM OPERATOR CERTIFICATE FROM NERC, OR HAS EARNED CERTIFIED ENERGY PROCUREMENT PROFESSIONAL STATUS BY THE ASSOCIATION OF ENERGY ENGINEERS OR EQUIVALENT CERTIFICATION.**
Michael Vrtis, Doug Gugino, and John Bistranin
- **FIFTEEN OR MORE YEARS EXPERIENCE WITH ENTERPRISE FINANCIAL AND ADMINISTRATION RESPONSIBILITIES INCLUDING PROFIT AND LOSS RESPONSIBILITIES**
Michael Vrtis, Doug Gugino, Laura LaRocco and Dirk Shilling
- **TEN YEARS ELECTRIC SYSTEM OPERATIONAL EXPERIENCE**
Michael Vrtis, Doug Gugino and John Bistranin

NAME	EMAIL	TELEPHONE
Michael Vrtis	michael.vrtis@realgy.com	860-233-2270 x 7000
Doug Gugino	doug.gugino@realgy.com	860-233-2270 x 7001
John Bistranin	johnbistranin@realgy.com	303-980-6011
Laura LaRocco	lauralarocco@realgy.com	860-233-2270 x 7002

In addition to management previously identified in this filing the following are technical personnel Realgy relies upon in the conduct of our business:

John Bistranin
Director, Utility Service

John joined Realgy in October 2001 after having over 13 years of experience in the utility service industry working with Public Service Company of Colorado (PSCo now Xcel). Xcel is a member of OASIS, PJM and the Southwest Power Pool, Inc. ("SPP") Regional Transmission Organization ("RTO") in the Eastern Interconnection among others.

John Bistranin directs the collection, organization and validation of all the utility related data including trading and operations related to tariff requirements for RTOs.

John is recognized as an expert in analyzing tariffs, rates and regulatory environments throughout the nation. The tariff rate information is used for billing services, sales, and auditing and impact assessments. John has extensive experience in customizing solutions in each of these business areas.

John’s 20-year career spans all the disciplines of information services related to utility rates: tariff analyst, rate account, project manager and sales analysts.

John has management responsibility including administration responsibilities related to profit and loss.

John’s advance degree is from the University of Denver.

Laura LaRocco
Manager, Customer Service

Laura joined Realgy in May 2009. Previous to joining Realgy, Laura had a career spanning 18 years at Unisource Worldwide Inc., where she was responsible for all aspects of Administrative Services to both the Sales and Operations Departments including profit and loss responsibility.

As the Customer Service/Office Manager at Realgy, Laura is responsible for implementing Realgy’s marketing messages, communicating responses to customer inquiries and the satisfaction of all of our customers.

Laura has management responsibility including administration responsibilities related to profit and loss.

Karl Strauss
Lead Software Engineer

Karl Strauss is a Lead Software Engineer for Realgy, LLC. Mr. Strauss shares responsibility for designing and developing the software systems that drive Realgy’s business.

Mr. Strauss joined the Realgy team in 2013 with over 25 years of experience in software engineering. He has experience in the healthcare, financial services and publishing industries.

Before joining Realgy, Karl worked at Alegeus designing several iterations of their healthcare membership and plan communication services. During the late 80s and 90s Karl was a founding partner for Legend Communications a seller of packaged software for the desktop publishing sector.

Mr. Strauss graduated with a B.Sc. in Environmental Science from the University of Northern British Columbia in Canada

Dirk Schilling
CPA

Dirk is a CPA who has over 25 years of accounting, tax and financial consulting experience working with small and mid-sized family businesses. Dirk has worked with client throughout the United States providing support from beginning the planning stages of operations all the way through the eventual transition of ownership. He has provided compliance filings, financial and tax projections, and consulted with owners and management on general business and financial strategies. He graduated from Northern Illinois University in 1990 with a BS in Accounting and started his own Professional Corporation in 2005. He currently serves on several Board of Advisors for clients and his church and resides in Wheaton, IL with his wife Shelley and 2 kids.