

FILE

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IN WISCONSIN  
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IN FLORIDA  
\*\*\*ALSO ADMITTED  
IN NEW YORK  
\*\*\*\*ALSO ADMITTED  
IN PENNSYLVANIA

March 26, 2012

**VIA OVERNIGHT DELIVERY**

Public Utilities Commission of Ohio  
Docketing Division 11<sup>th</sup> Floor  
180 East Broad St.  
Columbus, Ohio 43215-3793

**RE: Renewal Application of Independent Energy Consultants, Inc. for Certification as  
a Competitive Retail Natural Gas Broker and Aggregator and Motion for Protective  
Order, Case No. 04-593-GA-AGG**

Dear Sir/Madam:

Enclosed please find an original and ten (10) copies of the Renewal Application of Independent Energy Consultants, Inc. for Certification as a Competitive Retail Natural Gas Broker and Aggregator.

Also included is an original and ten (10) copies of Independent Energy Consultant's Motion for Protective Order regarding Sections C-3 and C-5 of the Application. The information responding to Sections C-3 and C-5 is stamped confidential and is contained in a single sealed envelope also marked confidential.

Please feel free to call me at (330) 744-0247 if you have any questions. Thank you for your assistance.

Very truly yours,

NADLER NADLER & BURDMAN CO., LPA

  
Lance A. Morrison

RECEIVED-DOCKETING DIV  
2012 MAR 27 AM 10:17  
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LAM/wf

Enclosures

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Date Received	Renewal Certification Number	ORIGINAL AGG Case Number
		04 - 593 - GA-AGG

## RENEWAL CERTIFICATION APPLICATION COMPETITIVE RETAIL NATURAL GAS BROKERS/AGGREGATORS

Please **type or print** all required information. Identify all attachments with an exhibit label and title (*Example: Exhibit A-16 - Company History*). All attachments should bear the legal name of the Applicant. Applicants should file completed applications and all related correspondence with the Public Utilities Commission of Ohio, Docketing Division, 13<sup>th</sup> Floor, 180 East Broad Street, Columbus, Ohio 43215-3793.

This PDF form is designed so that you may directly input information onto the form. You may also download the form by saving it to your local disk.

### SECTION A - APPLICANT INFORMATION AND SERVICES

#### A-1 Applicant intends to renew its certificate as: (check all that apply)

☒ Retail Natural Gas Aggregator ☒ Retail Natural Gas Broker

#### A-2 Applicant information:

Legal Name Independent Energy Consultants, Inc.  
Address 215 W Garfield Road Suite 210 Aurora, OH 44202  
Telephone No. 330-995-2675 Web site Address www.naturalgas-electric.com  
Current PUCO Certificate No. 04-078(4) Effective Dates May 23, 2010 - May 23, 2012

#### A-3 Applicant information under which applicant will do business in Ohio:

Name Independent Energy Consultants, Inc.  
Address 215 W Garfield Road Suite 210 Aurora, OH 44202  
Web site Address www.naturalgas-electric.com Telephone No. 330-995-2675

#### A-4 List all names under which the applicant does business in North America:

Independent Energy Consultants, Inc.

#### A-5 Contact person for regulatory or emergency matters:

Name Mark R. Burns Title President  
Business Address 215 W Garfield Road Suite 210 Aurora, OH 44202  
Telephone No. 330-995-2675 Fax No. 800-574-4508 Email Address mburns@naturalgas-electric.com

**A-6 Contact person for Commission Staff use in investigating customer complaints:**

Name Regina Burns

Title Operations Manager

Business address 215 W Garfield Road Suite 210 Aurora, OH 44202

Telephone No. 330-995-2675

Fax No. 800-574-4508

Email Address rburns@naturalgas-electric.com

**A-7 Applicant's address and toll-free number for customer service and complaints**

Customer service address 215 W Garfield Road Suite 210 Aurora, OH 44202

Toll-Free Telephone No. 888-862-6060

Fax No. 800-574-4508

Email Address info@naturalgas-electric.com

**A-8 Provide "Proof of an Ohio Office and Employee," in accordance with Section 4929.22 of the Ohio Revised Code, by listing name, Ohio office address, telephone number, and Web site address of the designated Ohio Employee**

Name Mark R. Burns

Title President

Business address 215 W Garfield Road Suite 210 Aurora, OH 44202

Telephone No. 330-995-2675

Fax No. 800-574-4508

Email Address mburns@naturalgas-electric.com

**A-9 Applicant's federal employer identification number 20-0989144**

**A-10 Applicant's form of ownership: (Check one)**

☐ Sole Proprietorship

☐ Partnership

☐ Limited Liability Partnership (LLP)

☐ Limited Liability Company (LLC)

☒ Corporation

☐ Other

**A-11 (Check all that apply) Identify each natural gas company service area in which the applicant is currently providing service or intends to provide service, including identification of each customer class that the applicant is currently serving or intends to serve, for example: *residential, small commercial, and/or large commercial/industrial (mercantile) customers*. (A mercantile customer, as defined in Section 4929.01(L)(1) of the Ohio Revised Code, means a customer that consumes, other than for residential use, more than 500,000 cubic feet of natural gas per year at a single location within the state or consumes natural gas, other than for residential use, as part of an undertaking having more than three locations within or outside of this state. In accordance with Section 4929.01(L)(2) of the Ohio Revised Code, "Mercantile customer" excludes a not-for-profit customer that consumes, other than for residential use, more than 500,000 cubic feet of natural gas per year at a single location within this state or consumes natural gas, other than for residential use, as part of an undertaking having more than three locations within or outside this state that has filed the necessary declaration with the Public Utilities Commission.)**

<input checked="" type="checkbox"/> Columbia Gas of Ohio	<input checked="" type="checkbox"/> Residential	<input checked="" type="checkbox"/> Small Commercial	<input checked="" type="checkbox"/> Large Commercial / Industrial
<input checked="" type="checkbox"/> Dominion East Ohio	<input checked="" type="checkbox"/> Residential	<input checked="" type="checkbox"/> Small Commercial	<input checked="" type="checkbox"/> Large Commercial / Industrial
<input checked="" type="checkbox"/> Duke Energy Ohio	<input checked="" type="checkbox"/> Residential	<input checked="" type="checkbox"/> Small Commercial	<input checked="" type="checkbox"/> Large Commercial / Industrial
<input checked="" type="checkbox"/> Vectren Energy Delivery of Ohio	<input checked="" type="checkbox"/> Residential	<input checked="" type="checkbox"/> Small Commercial	<input checked="" type="checkbox"/> Large Commercial / Industrial

**A-12 If applicant or an affiliated interest previously participated in any of Ohio's Natural Gas Choice Programs, for each service area and customer class, provide approximate start date(s) and/or end date(s) that the applicant began delivering and/or ended services.**

☒ **Columbia Gas of Ohio**

<input checked="" type="checkbox"/> Residential	Beginning Date of Service	June 1, 2004	End Date
<input checked="" type="checkbox"/> Small Commercial	Beginning Date of Service	June 1, 2004	End Date
<input checked="" type="checkbox"/> Large Commercial	Beginning Date of Service	June 1, 2004	End Date
<input checked="" type="checkbox"/> Industrial	Beginning Date of Service	June 1, 2004	End Date

☒ **Dominion East Ohio**

<input checked="" type="checkbox"/> Residential	Beginning Date of Service	June 1, 2004	End Date
<input checked="" type="checkbox"/> Small Commercial	Beginning Date of Service	June 1, 2004	End Date
<input checked="" type="checkbox"/> Large Commercial	Beginning Date of Service	June 1, 2004	End Date
<input checked="" type="checkbox"/> Industrial	Beginning Date of Service	June 1, 2004	End Date

☒ **Duke Energy Ohio**

<input checked="" type="checkbox"/> Residential	Beginning Date of Service	June 1, 2004	End Date
<input checked="" type="checkbox"/> Small Commercial	Beginning Date of Service	June 1, 2004	End Date
<input checked="" type="checkbox"/> Large Commercial	Beginning Date of Service	June 1, 2004	End Date
<input checked="" type="checkbox"/> Industrial	Beginning Date of Service	June 1, 2004	End Date

☒ **Vectren Energy Delivery of Ohio**

<input checked="" type="checkbox"/> Residential	Beginning Date of Service	June 1, 2004	End Date
<input checked="" type="checkbox"/> Small Commercial	Beginning Date of Service	June 1, 2004	End Date
<input checked="" type="checkbox"/> Large Commercial	Beginning Date of Service	June 1, 2004	End Date
<input checked="" type="checkbox"/> Industrial	Beginning Date of Service	June 1, 2004	End Date

**A-13 If not currently participating in any of Ohio's four Natural Gas Choice Programs, provide the approximate start date that the applicant proposes to begin delivering services:**

<input type="checkbox"/>	Columbia Gas of Ohio	Intended Start Date
<input type="checkbox"/>	Dominion East Ohio	Intended Start Date
<input type="checkbox"/>	Duke Energy Ohio	Intended Start Date
<input type="checkbox"/>	Vectren Energy Delivery of Ohio	Intended Start Date

PROVIDE THE FOLLOWING AS SEPARATE ATTACHMENTS AND LABEL AS INDICATED.

- A-14 **Exhibit A-14 "Principal Officers, Directors & Partners,"** provide the names, titles, addresses and telephone numbers of the applicant's principal officers, directors, partners, or other similar officials.
- A-15 **Exhibit A-15 "Corporate Structure,"** provide a description of the applicant's corporate structure, including a graphical depiction of such structure, and a list of all affiliate and subsidiary companies that supply retail or wholesale natural gas or electricity to customers in North America.
- A-16 **Exhibit A-16 "Company History,"** provide a concise description of the applicant's company history and principal business interests.
- A-17 **Exhibit A-17 "Articles of Incorporation and Bylaws,"** provide the articles of incorporation filed with the state or jurisdiction in which the applicant is incorporated and any amendments thereto, *only if the contents of the originally filed documents changed since the initial application.*
- A-18 **Exhibit A-18 "Secretary of State,"** provide evidence that the applicant is still currently registered with the Ohio Secretary of the State.

## **SECTION B - APPLICANT MANAGERIAL CAPABILITY AND EXPERIENCE**

PROVIDE THE FOLLOWING AS SEPARATE ATTACHMENTS AND LABEL AS INDICATED

- B-1 **Exhibit B-1 "Jurisdictions of Operation,"** provide a current list of all jurisdictions in which the applicant or any affiliated interest of the applicant is, at the date of filing the application, certified, licensed, registered, or otherwise authorized to provide retail natural gas service, or retail/wholesale electric services.
- B-2 **Exhibit B-2 "Experience & Plans,"** provide a current description of the applicant's experience and plan for contracting with customers, providing contracted services, providing billing statements, and responding to customer inquiries and complaints in accordance with Commission rules adopted pursuant to Section 4929.22 of the Revised Code and contained in Chapter 4901:1-29 of the Ohio Administrative Code.
- B-3 **Exhibit B-3 "Summary of Experience,"** provide a concise and current summary of the applicant's experience in providing the service(s) for which it is seeking renewed certification (e.g., number and types of customers served, utility service areas, volume of gas supplied, etc.).
- B-4 **Exhibit B-4 "Disclosure of Liabilities and Investigations,"** provide a description of all existing, pending or past rulings, judgments, contingent liabilities, revocations of authority, regulatory investigations, or any other matter that could adversely impact the applicant's financial or operational

status or ability to provide the services for which it is seeking renewed certification since applicant last filed for certification.

- B-5 Exhibit B-5 "Disclosure of Consumer Protection Violations,"** disclose whether the applicant, affiliate, predecessor of the applicant, or any principal officer of the applicant has been convicted or held liable for fraud or for violation of any consumer protection or antitrust laws since applicant last filed for certification.

☒ No ☐ Yes

If Yes, provide a separate attachment labeled as Exhibit B-5 "Disclosure of Consumer Protection Violations," detailing such violation(s) and providing all relevant documents.

- B-6 Exhibit B-6 "Disclosure of Certification Denial, Curtailment, Suspension, or Revocation,"** disclose whether the applicant or a predecessor of the applicant has had any certification, license, or application to provide retail natural gas or retail/wholesale electric service denied, curtailed, suspended, or revoked, or whether the applicant or predecessor has been terminated from any of Ohio's Natural Gas Choice programs, or been in default for failure to deliver natural gas since applicant last filed for certification.

☒ No ☐ Yes

If Yes, provide a separate attachment, labeled as Exhibit B-6 "Disclosure of Certification Denial, Curtailment, Suspension, or Revocation," detailing such action(s) and providing all relevant documents.

## **SECTION C - APPLICANT FINANCIAL CAPABILITY AND EXPERIENCE**

**PROVIDE THE FOLLOWING AS SEPARATE ATTACHMENTS AND LABEL AS INDICATED**

- C-1 Exhibit C-1 "Annual Reports,"** provide the two most recent Annual Reports to Shareholders. If applicant does not have annual reports, the applicant should provide similar information, labeled as Exhibit C-1, or indicate that Exhibit C-1 is not applicable and why.
- C-2 Exhibit C-2 "SEC Filings,"** provide the most recent 10-K/8-K Filings with the SEC. If applicant does not have such filings, it may submit those of its parent company. If the applicant does not have such filings, then the applicant may indicate in Exhibit C-2 whether the applicant is not required to file with the SEC and why.
- C-3 Exhibit C-3 "Financial Statements,"** provide copies of the applicant's two most recent years of audited financial statements (balance sheet, income statement, and cash flow statement). If audited financial statements are not available, provide officer-certified financial statements. If the applicant has not been in business long enough to satisfy this requirement, it shall file audited or officer-certified financial statements covering the life of the business.
- C-4 Exhibit C-4 "Financial Arrangements,"** provide copies of the applicant's current financial arrangements to conduct competitive retail natural gas service (CRNGS) as a business activity (e.g., guarantees, bank commitments, contractual arrangements, credit agreements, etc.)
- C-5 Exhibit C-5 "Forecasted Financial Statements,"** provide two years of forecasted financial statements (balance sheet, income statement, and cash flow statement) for the applicant's CRNGS operation, along with a list of assumptions, and the name, address, email address, and telephone number of the preparer.

- C-6 Exhibit C-6 "Credit Rating,"** provide a statement disclosing the applicant's current credit rating as reported by two of the following organizations: Duff & Phelps, Dun and Bradstreet Information Services, Fitch IBCA, Moody's Investors Service, Standard & Poors, or a similar organization. In instances where an applicant does not have its own credit ratings, it may substitute the credit ratings of a parent or affiliate organization, provided the applicant submits a statement signed by a principal officer of the applicant's parent or affiliate organization that guarantees the obligations of the applicant.
- C-7 Exhibit C-7 "Credit Report,"** provide a copy of the applicant's current credit report from Experian, Dun and Bradstreet, or a similar organization.
- C-8 Exhibit C-8 "Bankruptcy Information,"** provide a list and description of any reorganizations, protection from creditors, or any other form of bankruptcy filings made by the applicant, a parent or affiliate organization that guarantees the obligations of the applicant or any officer of the applicant in the current year or since applicant last filed for certification.
- C-9 Exhibit C-9 "Merger Information,"** provide a statement describing any dissolution or merger or acquisition of the applicant since applicant last filed for certification.

## **SECTION D – APPLICANT TECHNICAL CAPABILITY**

**PROVIDE THE FOLLOWING AS SEPARATE ATTACHMENTS AND LABEL AS INDICATED.**

- D-1 Exhibit D-1 "Operations,"** provide a current written description of the operational nature of the applicant's business functions.
- D-2 Exhibit D-2 "Operations Expertise,"** given the operational nature of the applicant's business, provide evidence of the applicant's current experience and technical expertise in performing such operations.
- D-3 Exhibit D-3 "Key Technical Personnel,"** provide the names, titles, email addresses, telephone numbers, and background of key personnel involved in the operational aspects of the applicant's current business.

Applicant Signature and Title

*Mah R Brum, President*

Sworn and subscribed before me this

*16*

day of

*March*

Month

*2012*

Year

Signature of official administering oath

*Alison Stansfield*

Print Name and Title

*Alison Stansfield  
Notary*

My commission expires on *2/3/2015*





# The Public Utilities Commission of Ohio

Competitive Retail Natural Gas Service  
Affidavit Form  
(Version 1.07)

In the Matter of the Application of )

Independent Energy Consultants, Inc. )

for a Certificate or Renewal Certificate to Provide )

Competitive Retail Natural Gas Service in Ohio. )

Case No. 04 - 593 -GA-AGG

County of Portage  
State of Ohio

Mark R. Burns

[Affiant], being duly sworn/affirmed, hereby states that:

- (1) The information provided within the certification or certification renewal application and supporting information is complete, true, and accurate to the best knowledge of affiant.
- (2) The applicant will timely file an annual report of its intrastate gross receipts and sales of hundred cubic feet of natural gas pursuant to Sections 4905.10(A), 4911.18(A), and 4929.23(B), Ohio Revised Code.
- (3) The applicant will timely pay any assessment made pursuant to Section 4905.10 or Section 4911.18(A), Ohio Revised Code.
- (4) Applicant will comply with all applicable rules and orders adopted by the Public Utilities Commission of Ohio pursuant to Title 49, Ohio Revised Code.
- (5) Applicant will cooperate with the Public Utilities Commission of Ohio and its staff in the investigation of any consumer complaint regarding any service offered or provided by the applicant.
- (6) Applicant will comply with Section 4929.21, Ohio Revised Code, regarding consent to the jurisdiction of the Ohio courts and the service of process.
- (7) Applicant will inform the Public Utilities Commission of Ohio of any material change to the information supplied in the certification or certification renewal application within 30 days of such material change, including any change in contact person for regulatory or emergency purposes or contact person for Staff use in investigating customer complaints.
- (8) Affiant further sayeth naught.

Affiant Signature & Title

*Mark R Burns, PRESIDENT*

Sworn and subscribed before me this

16

day of

March

Month

2012

Year

Signature of Official Administering Oath

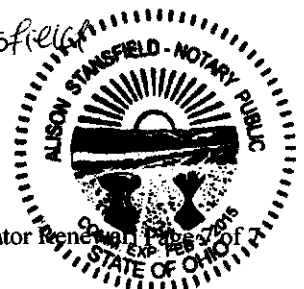
*Alison Stansfield*

Print Name and Title

*Alison Stansfield  
Notary*

My commission expires on

2/3/2015



(CRNGS Broker/Aggregator Renewal Page 3 of 7)



**Exhibit A-14 "Principal Officers, Directors & Partners"**

**Officers**

Mark R. Burns, President  
215 W Garfield Road Suite 210  
Aurora, Ohio 44202  
(330) 995-2675

Regina M. Burns, Vice President  
215 W Garfield Road Suite 210  
Aurora, Ohio 44202  
(330) 995-2675

Regina M. Burns, Treasurer  
215 W Garfield Road Suite 210  
Aurora, Ohio 44202  
(330) 995-2675

Regina M. Burns, Secretary  
215 W Garfield Road Suite 210  
Aurora, Ohio 44202  
(330) 995-2675

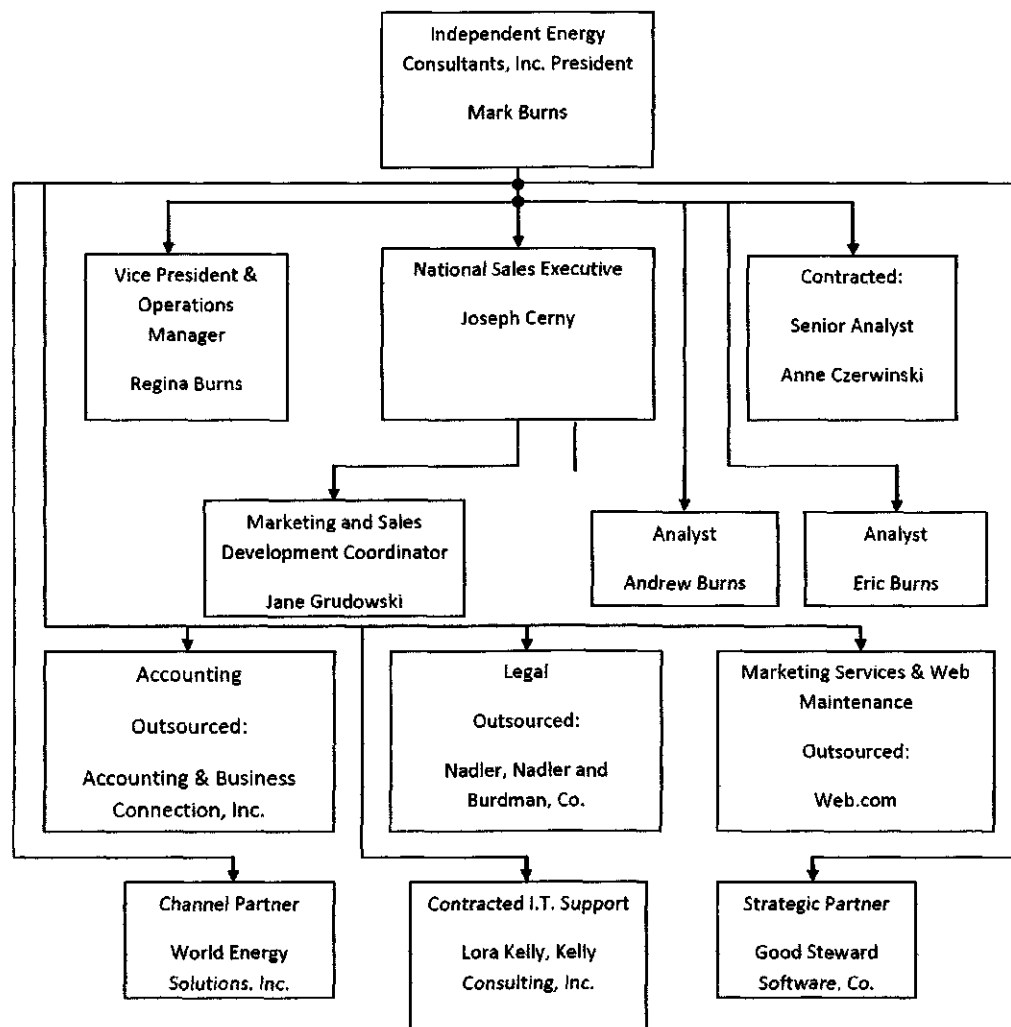
**Directors**

Mark R. Burns  
215 W Garfield Road Suite 210  
Aurora, Ohio 44202  
(330) 995-2675

Regina M. Burns  
215 W Garfield Road Suite 210  
Aurora, Ohio 44202  
(330) 995-2675

**Exhibit A-15 "Corporate Structure"**

Independent Energy Consultants, Inc. has eight employees and two contractors who provide administrative and information technology support. The office address is 215 W Garfield Road Suite 210, Aurora, OH 44202. The corporation does not have any affiliates and subsidiary companies that supply retail or wholesale electricity or natural gas to customers in North America. The corporation seeks to outsource key functions where possible. It has and will continue to hire additional contractors/employees for special projects or when the need arises.



### **Exhibit A-16 "Company History"**

Independent Energy Consultants, Inc. incorporated in the State of Ohio in April 2004 and was certified as a broker and aggregator of both natural gas and electric by the Public Utilities Commission of Ohio on May 23, 2004. The Virginia State Corporation Commission similarly licensed them as brokers and aggregators of natural gas and electricity on June 11, 2004. The State of Texas has also registered them as an aggregator of electricity on June 27, 2007. Most recently Independent Energy Consultants was licensed by the Illinois Commerce Commission in 2011 as an Agent/Broker/Consultant and has been retained to administer energy aggregation programs for over 50 Illinois communities.

Independent Energy Consultants is actively engaged in the design, development and ongoing support of Government Aggregation programs in Ohio. The founder of Independent Energy Consultants, Inc. helped establish the first Governmental Aggregation programs in Ohio, and has led the design, implementation and administration of many opt-out Governmental Aggregation Programs that currently impact over 100 communities.

Independent Energy Consultants, Inc. has also brokered deals for Commercial and Industrial natural gas customers and is very familiar with the PUCO rules and tariffs for each Ohio LDC.

Independent Energy Consultants is the contracted Energy Manager for an Ohio-based Group Purchasing Organization (Corporate United) that serves approximately 175 fortune-2000 companies.

Independent Energy Consultants, Inc. is well versed in the analysis of utility tariffs and has provided utility bill auditing services in Ohio and throughout the United States.

Independent Energy Consultants, Inc. President is Certified Energy Manager (CEM) and provides energy audits and energy efficiency consulting services to commercial, industrial and governmental entities.

The principals have no other business interests.

**Exhibit A-17 "Articles of Incorporation and Bylaws"**

The original Articles of Incorporation and Bylaws filed in Case number 04-593-GA-AGG have not changed, and as such are not resubmitted.

**Exhibit A-18 "Secretary of State"**

Independent Energy Consultants, Inc. remains registered with the Secretary of State under Charter/Registration number 1454632.

**\*200409803290\***

DATE:	DOCUMENT ID	DESCRIPTION	FILING	EXPED	PENALTY	CERT	COPY
04/08/2004	200409803290	DOMESTIC ARTICLES/FOR PROFIT (ARF)	125.00	100.00	.00	.00	.00

**Receipt**

This is not a bill. Please do not remit payment.

HARRINGTON HOPPE & MITCHELL, LTD.  
26 MARKET ST  
SUITE 1200  
YOUNGSTOWN, OH 44503

**STATE OF OHIO  
CERTIFICATE**  
**Ohio Secretary of State, J. Kenneth Blackwell**

**1454632**

It is hereby certified that the Secretary of State of Ohio has custody of the business records for

**INDEPENDENT ENERGY CONSULTANTS, INC.**

and, that said business records show the filing and recording of:

Document(s):  
**DOMESTIC ARTICLES/FOR PROFIT**

Document No(s):  
**200409803290**



United States of America  
State of Ohio  
Office of the Secretary of State

Witness my hand and the seal of the  
Secretary of State at Columbus, Ohio  
this 7th day of April, A.D. 2004.

*J. Kenneth Blackwell*  
Ohio Secretary of State

**Exhibit B-1 “Jurisdictions of Operation”**

Independent Energy Consultants, Inc. is certified by the Public Utilities Commission of Ohio to provide brokerage and aggregation services of natural gas and electricity throughout all deregulated areas of Ohio. They are similarly licensed in:

- Illinois by the Illinois Commerce Commission as an Agent/Broker/Consultant,
- Virginia by the Virginia State Corporation Commission to provide brokerage and aggregation services of natural gas and electricity, and
- The Public Utilities Commission of Texas as an Aggregator of Electric.

## **Exhibit B-2 "Experience & Plans"**

**Contract Services:** With the aid of its legal counsel, Independent Energy Consultants, Inc. has developed a standard professional services agreement that it will use with its clients. It will also use the respective commodity suppliers' "Independent Agent Agreements" when brokering deals between suppliers and commercial and industrial customers.

**Billing Statements:** Independent Energy Consultants, Inc. will broker deals for Commercial and Industrial customers and design and implement Governmental Aggregation programs. In the process it will never take title to gas, so there will be no billing for the commodity. Independent Energy Consultants will provide invoices to its clients for consulting services rendered using a commercial grade accounting system.

**Customer Service Experience:** Independent Energy Consultants, Inc. is currently administering Electric and/or Natural Gas Governmental Aggregation programs that impact a combination of over 100 Ohio communities. Independent Energy Consultants also provides brokerage service to many commercial and industrial customers outside of aggregation programs. Most questions and calls were answered immediately, and all were responded to within 24 hours of receipt. Customer service often came in the form of assisting residents who had contacted their local government and/or Choice supplier and who still had questions or disputes.

Frequent communication with and detailed quarterly reports to governmental aggregators was used as a customer service technique to head off problems before they arose. This involved training of municipal personnel and preparation of material such as Frequently Asked Questions (FAQs), press releases and conducting informational town hall meetings.

**Customer Complaints and Inquiries:** During the past seven years, Mr. Burns helped facilitate the resolution of numerous customer complaints. Virtually all of the questions and complaints, however, concerned matters involving the local utility and/or the supplier of choice.

Inquiries directed to a consulting firm such as Independent Energy Consultants, Inc. usually pertain to the customers seeking advice on the aggregation process, deciding whether or not to accept an offer, help understanding utility bills, etc. Customer complaints or inquiries can be made in a number a ways. Customers may contact Independent Energy Consultants, Inc. by:

- Calling the direct number: (330) 995-2765
- Calling the toll free number: (888) 862-6060
- Sending a fax: (800) 574-4508
- Sending an e-mail: [mburns@naturalgas-electric.com](mailto:mburns@naturalgas-electric.com); [rburns@naturalgas-electric.com](mailto:rburns@naturalgas-electric.com)
- Contact via the IEC website: [info@naturalgas-electric.com](http://info@naturalgas-electric.com)

### **Exhibit B-3 "Summary of Experience"**

**Contract Services:** With the aid of its legal counsel, Independent Energy Consultants, Inc. has developed a standard professional services agreement that it uses with its clients. It will also use the respective commodity suppliers' "Independent Agent Agreements" when brokering deals between suppliers and commercial and industrial customers.

**Billing Statements:** Independent Energy Consultants, Inc. brokers energy contracts for Commercial and Industrial customers and designs and implements Governmental Aggregation programs. In the process it never takes title to gas, so there is no billing for the commodity. Independent Energy Consultants does provide invoices to its clients for consulting services rendered using a commercially available accounting system.

**Customer Service Experience:** Independent Energy Consultants, Inc. is currently administering Electric and/or Natural Gas Governmental Aggregation programs that impact a combination of over 100 Ohio communities. Independent Energy Consultants also provides brokerage service to many commercial and industrial customers outside of aggregation programs. Most questions and calls were answered immediately, and all were responded to within 24 hours of receipt.

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- Calling the direct number: (330) 995-2675
- Calling the toll free number: (888) 862-6060
- Sending a fax: (800) 574-4508
- Sending an e-mail: [mburns@naturalgas-electric.com](mailto:mburns@naturalgas-electric.com); [rburns@naturalgas-electric.com](mailto:rburns@naturalgas-electric.com)
- Contact via the Independent Energy Consultants website: [info@naturalgas-electric.com](mailto:info@naturalgas-electric.com)



### **Exhibit B-3 "Summary of Experience"**

Each director of Independent Energy Consultants, Inc. has at least 20 years of experience working in a professional environment. Mark Burns, the President of Independent Energy Consultants, Inc., has extensive experience working in wholesale and retail markets in Ohio and other states.

While a utility employee Mr. Burns was responsible for understanding tariffs, state regulations, and pricing bids for buying groups in the states of Pennsylvania, New Jersey, Delaware and Maryland. Mr. Burns has experience in many aspects of the electric and natural gas utility industries. While employed by 3 utility companies he held management positions in the areas of strategic planning, trading, risk management, sales, operations and engineering.

Regina Burns has worked in management in the Medical profession for over 20 years. For the past eleven years she has also witnessed first-hand virtually all aspects of the electric and natural gas brokerage and aggregation businesses here in Ohio. She has completed training courses in both the natural gas and electric industries, and serves as the company's Office Manager.

The company provides a variety of consulting services to prospective electric customers and buying groups. In addition to brokerage and aggregation services Independent Energy Consultants, Inc. offers (i) utility tariff analysis (ii) bill auditing and facility energy consumption benchmarking, demand side energy audits, and efficiency improvement projects.

Mr. Burns has established governmental aggregation programs in the Duke, Dominion East Ohio, and Columbia Gas of Ohio service territories. He has also worked with industrial customers and is familiar with the natural gas tariffs for residential, commercial and industrial customers in the Vectren service territory.

Since the onset of deregulation in Ohio, the founder of Independent Energy Consultants, Inc. has led the development and administration of many government aggregation programs that serve many communities. The cumulative total of these groups represents approximately 200,000 residential customers and tens of thousands of commercial customers. Shown below is a partial list of those programs currently served by Independent Energy Consultants, Inc.

<b>IEC's Active Governmental Aggregation Clients</b>		
<b>Community</b>	<b>Commodity</b>	<b>Local Utility Company</b>
Aurora	Electric	Ohio Edison
Aurora	Natural Gas	Dominion East Ohio
Austintown Twp	Electric	Ohio Edison
Austintown Twp	Natural Gas	Dominion East Ohio
Barberton	Natural Gas	Dominion East Ohio
Beaver Twp <sup>2</sup>	Electric	Ohio Edison
Berlin Twp <sup>2</sup>	Electric	Ohio Edison
Berlin Twp <sup>3</sup>	Electric	Ohio Edison
Berlin Twp <sup>3</sup>	Natural Gas	Columbia Gas of Ohio
Bethlehem Twp <sup>1</sup>	Natural Gas	DEO/COH
Boardman Twp	Electric	Ohio Edison
Boardman Twp	Natural Gas	Dominion East Ohio
Canfield Twp	Natural Gas	Dominion East Ohio
Canfield Twp	Electric	Ohio Edison
Canton	Natural Gas	Dominion East Ohio
Canton	Electric	Ohio Power
Canton Twp <sup>1</sup>	Natural Gas	Dominion East Ohio
Coitsville Twp <sup>2</sup>	Electric	Ohio Edison
Colerain Twp	Natural Gas	Duke Energy
Ellsworth Twp <sup>2</sup>	Electric	Ohio Edison
Euclid	Natural Gas	Dominion East Ohio
Euclid	Electric	CEI
Findlay	Electric	Ohio Power
Findlay	Natural Gas	Columbia Gas of Ohio
Florence Twp <sup>3</sup>	Electric	Ohio Edison
Florence Twp <sup>3</sup>	Natural Gas	Columbia Gas of Ohio
Forest Park	Electric	Duke Energy
Forest Park	Natural Gas	Duke Energy
Goshen Twp <sup>2</sup>	Electric	Ohio Edison
Green	Natural Gas	Dominion East Ohio
Greenhills	Electric	Duke Energy

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Community	Commodity	Local Utility Company
Greenhills	Natural Gas	Duke Energy
Green Twp <sup>2</sup>	Electric	Ohio Edison
Groton Twp <sup>3</sup>	Electric	Ohio Edison
Groton Twp <sup>3</sup>	Natural Gas	Columbia Gas of Ohio
Hamilton Twp	Natural Gas	Duke Energy
Hartville	Electric	Ohio Edison
Huron Twp <sup>3</sup>	Electric	Ohio Edison
Huron Twp <sup>3</sup>	Natural Gas	Columbia Gas of Ohio
Margaretta Twp <sup>3</sup>	Electric	Ohio Edison
Margaretta Twp <sup>3</sup>	Natural Gas	Columbia Gas of Ohio
Milan Twp <sup>3</sup>	Electric	Ohio Edison
Milan Twp <sup>3</sup>	Natural Gas	Columbia Gas of Ohio
Jackson Twp <sup>1</sup>	Natural Gas	Dominion East Ohio
Jackson Twp <sup>2</sup>	Electric	Ohio Edison
Lake Twp <sup>1</sup>	Natural Gas	Dominion East Ohio
Lake Twp	Electric	Ohio Edison/Ohio Power
Lawrence Twp <sup>1</sup>	Natural Gas	Columbia Gas of Ohio
Lexington Twp <sup>1</sup>	Natural Gas	DEO/COH
Marlboro Twp <sup>1</sup>	Natural Gas	Dominion East Ohio
Massillon	Natural Gas	Dominion East Ohio
Massillon	Electric	Ohio Edison
Milton Twp <sup>2</sup>	Electric	Ohio Edison
Mogadore	Natural Gas	Dominion East Ohio
Munroe Falls	Natural Gas	Dominion East Ohio
Munroe Falls	Electric	Ohio Edison
New Middletown	Electric	Ohio Edison
Nimishillen Twp <sup>1</sup>	Natural Gas	Dominion East Ohio
North Canton	Natural Gas	Dominion East Ohio
Norton	Natural Gas	Dominion East Ohio
Norton	Electric	Ohio Edison
Osnaburg Twp <sup>1</sup>	Natural Gas	Columbia Gas of Ohio
Oxford Twp	Electric	Ohio Edison

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Community	Commodity	Local Utility Company
Oxford Twp <sup>3</sup>	Natural Gas	Columbia Gas of Ohio
Paris Twp <sup>1</sup>	Natural Gas	Columbia Gas of Ohio
Perkins Twp <sup>3</sup>	Electric	Ohio Edison
Perkins Twp <sup>3</sup>	Natural Gas	Columbia Gas of Ohio
Perry Twp <sup>1</sup>	Natural Gas	DEO/COH
Perry Twp	Electric	Ohio Edison/Ohio Power
Pike Twp <sup>1</sup>	Natural Gas	DEO/COH
Plain Twp <sup>1</sup>	Natural Gas	Dominion East Ohio
Poland Twp	Natural Gas	Dominion East Ohio
Poland Twp	Electric	Ohio Edison
Poland Village	Natural Gas	Dominion East Ohio
Poland Village	Electric	Ohio Edison
Sandy Twp <sup>1</sup>	Natural Gas	Columbia Gas of Ohio
Silver Lake	Natural Gas	Dominion East Ohio
Silver Lake	Electric	Ohio Edison
Springfield Twp	Natural Gas	Duke Energy
Springfield Twp	Electric	Duke Energy
Springfield Twp <sup>2</sup>	Electric	Ohio Edison
Stark Council of Governments - 17 Communities	Natural Gas Public Owned Accounts	DEO and COH
Stow	Natural Gas	Dominion East Ohio
Stow	Electric	Ohio Edison
Sugarcreek Twp <sup>1</sup>	Natural Gas	Columbia Gas of Ohio
Tuscarawas Twp <sup>1</sup>	Natural Gas	DEO/COH
Vermillion Twp <sup>3</sup>	Electric	Ohio Edison
Vermillion Twp <sup>3</sup>	Natural Gas	Columbia Gas of Ohio
Washington Twp	Electric	Ohio Edison/Ohio Power
Washington Twp <sup>1</sup>	Natural Gas	Columbia Gas of Ohio
West Chester Twp	Electric	Duke Energy
West Chester Twp	Natural Gas	Duke Energy
Youngstown	Natural Gas	Dominion East Ohio
Twinsburg	Natural Gas	Dominion East Ohio

Independent Energy Consultants, Inc. – Renewal Application for Retail Natural Gas Broker & Aggregator

Algonquin <sup>4</sup>	Electric	Commonwealth Edison
Genoa <sup>4</sup>	Electric	Commonwealth Edison
Huntley <sup>4</sup>	Electric	Commonwealth Edison
Lakewood <sup>4</sup>	Electric	Commonwealth Edison
Lake in the Hills <sup>4</sup>	Electric	Commonwealth Edison
McCullom Lake <sup>4</sup>	Electric	Commonwealth Edison
McHenry <sup>4</sup>	Electric	Commonwealth Edison
Spring Grove <sup>4</sup>	Electric	Commonwealth Edison
Woodstock <sup>4</sup>	Electric	Commonwealth Edison
Marengo <sup>4</sup>	Electric	Commonwealth Edison
Riley <sup>5</sup>	Electric	Commonwealth Edison
Dunham <sup>5</sup>	Electric	Commonwealth Edison
Chemung <sup>5</sup>	Electric	Commonwealth Edison
Alden <sup>5</sup>	Electric	Commonwealth Edison
Hartland <sup>5</sup>	Electric	Commonwealth Edison
Seneca <sup>5</sup>	Electric	Commonwealth Edison
Coral <sup>5</sup>	Electric	Commonwealth Edison
Grafton <sup>5</sup>	Electric	Commonwealth Edison
Dori <sup>5</sup>	Electric	Commonwealth Edison
Greenwood <sup>5</sup>	Electric	Commonwealth Edison
Hebron <sup>5</sup>	Electric	Commonwealth Edison
Richmond <sup>5</sup>	Electric	Commonwealth Edison
Burton <sup>5</sup>	Electric	Commonwealth Edison
Nunda <sup>5</sup>	Electric	Commonwealth Edison

<sup>1</sup> Member Stark County Governmental Aggregation Program

<sup>2</sup> Member Mahoning County Governmental Aggregation Program

<sup>3</sup> Member Erie County Governmental Aggregation Program

<sup>4</sup> Member McHenry County Council of Governments

<sup>5</sup> Member McHenry County Governmental Aggregation Program

**Exhibit B-4 "Disclosure of Liabilities and Investigations"**

Neither Independent Energy Consultants, Inc. nor any of its employees have ever had a judgment, investigation, or ruling against it that would financially or operationally impact its ability to perform the brokerage and aggregation service for which it seeks certification.

**Exhibit C-1 "Annual Reports"**

Independent Energy Consultants, Inc. is a privately held corporation, and as such, does not produce Annual Reports.

**Exhibit C-2 “SEC Filings”**

Independent Energy Consultants, Inc. is a privately held corporation, and as such, does not produce or file 10-K/8-K, 10-Q, etc., Reports with the Securities Exchange Commission.



**Exhibit C-3 “Financial Statements”**

Independent Energy Consultants, Inc. has filed this information Under Seal.

**Exhibit C-4 “Financial Arrangements”**

Independent Energy Consultants, Inc. does not need to rely on outside financial arrangements to conduct its business as a Natural Gas Broker and Aggregator. Independent Energy Consultants, Inc. is an energy-management consulting firm and does not take title to or trade energy, nor is it a capital intensive business.

Independent Energy Consultants, Inc. maintains business checking accounts with Chase and Huntington Banks in Aurora, Ohio.

Independent Energy Consultants, Inc. has business debit and credit cards with Chase Bank, and a Staples Office Supply credit card.

**Exhibit C-5 “Forecasted Financial Statements”**

Independent Energy Consultants, Inc. has filed this information Under Seal.

**Exhibit C-6 “Credit Rating”**

As a privately held S Corporation, Independent Energy Consultants, Inc. does not possess a published credit rating.

**Exhibit C-7 “Credit Report”**

The credit report for Independent Energy Consultants, Inc. as provided by Experian is provided on the following two pages.

Independent Energy Consultants, Inc. and the company owners possess an unblemished corporate and personal credit history.

## Independent Energy Consultants, Inc

**Doing Business As:** Iec Energy, Inc.  
**Address:** 215 W Garfield Rd Ste 210  
 Aurora, OH 44202-8849  
 United States  
**Phone:** 330-995-2670  
**Experian BIN:** 750177526  
**Agent:** Corporation Service Company Dba Csc - La  
**Agent Address:** 211 E 7TH Street  
 Austin, TX

**Key Personnel:** Mark R Burns  
**SIC Code:** 8742-Energy Conservation & Mgmt Consult  
**NAICS Code(s):** 54161203-Human Resource Consulting  
 Svcs  
**Business Type:** Corporation  
**Experian File Established:** April 2004  
**Experian Years on File:** 8 Years  
**Years in Business:** 8 Years  
**Total Employees:** 3  
**Sales:** \$500,000 - \$999,999  
**Filing Data Provided by:** Texas  
**Date of Incorporation:** 06/12/2007

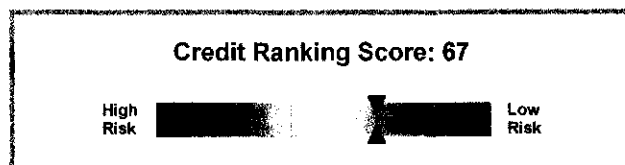
This location does not yet have an estimated Days Beyond Terms (DBT), or a Payment Trend Indicator. This is often the result of too few Payment Tradelines.

**Payment Tradelines (see charts):** 2  
**UCC Filings:** 0

**Businesses Scoring Worse:** 67%  
 ✓ **Bankruptcies:** 0  
 ✓ **Liens:** 0  
 ✓ **Judgments Filed:** 0  
 ✓ **Collections:** 0

### Credit Summary

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The objective of the Credit Ranking Score is to predict payment behavior. High Risk means that there is a significant probability of delinquent payment. Low Risk means that there is a good probability of on-time payment.

#### Key Score Factors:

- Number of recently active commercial accounts.
- Total balance to total high credit on all commercial accts.
- Number of commercial accounts paying same as industry norm.

**Recommended Action:** Low-Medium Risk

### Payment Summary

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Insufficient information to produce  
**Monthly Payment Trends**  
 chart.

Insufficient information to produce  
**Quarterly Payment Trends**  
 chart.

Insufficient information to produce

Insufficient information to produce

Insufficient information to produce

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**Exhibit C-8 “Bankruptcy Information”**

Independent Energy Consultants, Inc. is a debt-free service corporation. It has never filed for reorganization or bankruptcy protection.



**Exhibit C-9 “Merger Information”**

Independent Energy Consultants, Inc. became an Ohio corporation in April 2004. Neither it nor its principals have ever been involved in a corporate dissolution, merger or acquisition.

### **Exhibit D-1 “Operations”**

As a broker and aggregator Independent Energy Consultants, Inc. targets its consulting services to two types of clients; Governmental Aggregators, and Commercial and Industrial customers. For Governmental Aggregators, Independent Energy Consultants, Inc. provides from start to finish all of the steps needed to design, implement and administer a program. Those steps will include but not be limited to:

- Assisting a community in preparing and filing an ordinance to put the opt-out aggregation issue on the ballot;
- Draft a Plan of Operations and Governance;
- Assist with the completion and filing of client’s PUCO Certification Application;
- Conduct Public Hearings;
- Prepare Request for Proposal (RFP);
- Analyze supplier bids and make recommendations to community leaders;
- Review of Supplier Agreements;
- Design Opt-Out Notification Forms;
- Identify Eligible Customers through various data scrubbing techniques;
- Assist with the Customer Switching Process;
- Provide ongoing assistance during the life of the program;
- Prepare client’s quarterly and annual reports to the PUCO;
- Prepare quarterly reports to community leaders to track progress; and
- Keep clients aware of any utility and/or regulatory changes that could impact their program.

For commercial and industrial customers, Independent Energy Consultants, Inc. provides among other things:

- Gather and analyze client’s load data;
- Analyze for proper rate code classification;
- Prepare and issue a customized RFP to all qualified suppliers;
- Negotiate with suppliers;
- Assist in the completion of Supplier and LDC contract paperwork;
- Assist in the customer switching process;
- Audit bills;
- Provide ongoing client support during the term of the agreement.

**Exhibit D-2 “Operations Expertise”**

Independent Energy Consultants, Inc. provides consulting services to assist customers in making wise decisions concerning their natural gas supply. It provides this advice for governmental aggregation buying groups and to individual commercial and industrial customers. In providing this service, the company at no time will own title to natural gas. It does not purchase natural gas for sale or resale.

Independent Energy Consultants, Inc. is very familiar with the Local Distribution Company Rules and PUCO regulations for doing business in Ohio's natural gas markets. As an aggregator and broker we have experience working with LDC forms and supplier contracts to effectively broker deals in Ohio's Choice programs and traditional Transportation programs.

Mr. Burns has experienced all stages of the customers support “life cycle” here in Ohio's natural gas markets. That life cycle includes, but is not limited to: (i) customer inquiry, (ii) customer acquisition, (iii) customer load data assembly and analysis, (iv) supplier negotiation and selection, (v) customer switching (vi) ongoing customer support and finally (vii) customer renewal.

Finally, Mr. Burns has provided Risk Management oversight to a \$1 billion electric and gas trading operation. He uses that experience to help clients understand and manage their risk exposure when making decisions concerning their natural gas purchase agreements.

**Exhibit D-3 “Key Technical Personnel”**

Mark R. Burns  
President  
mburns@naturalgas-electric.com  
(330) 995-2675 x1  
(Resume attached)

Joseph Cerny  
National Sales Executive  
jcerny@naturalgas-electric.com  
(330) 995-2675 x2  
(Resume attached)

Anne Czerwinski  
Senior Analyst  
annec@naturalgas-electric.com  
(330) 995-2675 x3  
(Resume attached)

Jane Grudowski  
Marketing and Sales Coordinator  
(330) 995-2675  
(Resume attached)

### **Exhibit D-3 “Key Technical Personnel”**

**Mark R. Burns**  
**President, Independent Energy Consultants, Inc.**

#### **Education:**

- Master of Business Administration - Baldwin-Wallace College, 1993.
- Bachelor of Electrical Engineering Technology - Youngstown State University, 1982.
- 25 years extensive training and professional development

#### **Certifications and Licenses:**

- Public Utilities Commission of Ohio Electric Broker and Aggregator (04-116(2)).
- Public Utilities Commission of Ohio Natural Gas Broker and Aggregator (04-078(2))
- Virginia State Corporation Commission Electric and Natural Gas Aggregator (A-17)
- Illinois Commerce Commission Licensed Agent/Broker/Consultant Electricity
- Public Utilities Commission of Texas licensed Aggregator of Electric
- Formerly licensed Senior Reactor Operator from the Nuclear Regulatory Commission (SOP-30781)
- AEE Certified Energy Manager

#### **Experience:**

- Possesses 25-years broad background experience in engineering and management in the Electric and Natural Gas industries
- Expertise includes providing energy brokerage and aggregation services for governments, and commercial and industrial customers
- Conducting energy efficiency audits and facility energy benchmarking
- Utility tariff analysis and utility bill auditing
- Operational, financial, and credit risk management
- Founder of two successful energy consulting services companies
- Designed, implemented and administered Governmental Aggregation Programs (natural gas and electric) that form the basis of over 100 community relationships in Ohio and serve 31 communities in Illinois.
- Risk Control oversight of a \$1 Billion Gas and Electric trading group (FirstEnergy Corporation)
- Utility Company Strategic Planning Manager (Centerior Energy)
- Shift Manager Davis-Besse Nuclear Power Station (Toledo Edison)
- Instrument and Control Engineer Davis-Besse Nuclear Power Station (Toledo Edison)
- Electrical Test Engineer of Naval Nuclear Submarines (Newport News Shipbuilding)

### **Exhibit D-3 “Key Technical Personnel”**

**Joseph Cerny**  
**National Sales Executive**

#### **Education:**

- Bachelor of Science Electrical Engineering – Cleveland State University, 1974
- Additional course work in Financial Management and Accounting – Cleveland State University
- 30+ years of professional training courses and development

#### **Certifications and Licenses: (previously held)**

- Ohio Department of Commerce – Electrical Contractor
- City of Cleveland – Electrical Contractor

#### **Experience:**

- Sales in energy consulting services (Independent Energy Consultants)
- Sales and consulting in the use of induction heating equipment and systems for forging, heat treating, and melting (Inductoheat)
- Consulting and project management in the induction heating equipment industry as an independent contractor (Self-employed)
- Project Manager responsible for the successful installations of many government owned water treatment, wastewater treatment, wastewater collection, and electrical systems (Bay Mechanical & Electrical)
- Director of Operations managing the daily operations of an induction heating equipment systems manufacturing business (Welduction)
- Technical Support Specialist and Sales working with customers of a utility to improve efficiencies of electrical consumption and efficiencies and quality of manufacturing processes. In addition attending workshops and working with EPRI in various capacities (Centerior Energy)
- Owner & Founder of two successful businesses for over a 14 year period. One installed electrical power and control systems within industrial facilities and the other designed and built induction heating equipment for the heating of metals (Industrial Power & Controls, Induction Heating Systems)
- Engineering Manager for an electrical contracting company managing the designs, preparing bids, scheduling, and supervision (Supreme Electric & Motor Repair)

**Exhibit D-3 “Key Technical Personnel”**  
**Anne Czerwinski**  
**Senior Analyst, Independent Energy Consultants, Inc.**

**Independent Energy Consultants, Inc**

**Feb 2011-Present**

**Senior Analyst - responsibilities include:**

- Prepare and email quarterly reports to active clients
- Prepare PUCO Market Monitor Reports
- Prepare and file clients’ annual report with the PUCO
- Prepare and file PUCO certification and renewal documents for clients
- Prepare and distribute company sales material to potential clients
- Maintain an Access database of potential and current clients
- Prepare and email natural gas and electric price quotes to clients
- Update company website
- Audit utility bills

**Analyst - responsibilities include:**

**Feb 2009 – Feb 2011**

- Prepare and distribute company sales material to potential clients
- Maintain an Access database of potential and current clients
- Prepare and email natural gas and electric price quotes to clients
- Update company website
- Audit utility bills

**OL-H AFESC/CEMIRT**

**Secretary for Department of Defense**

**1989-1992**

- Directed visitors, phone calls and service requests to the appropriate personnel
- Maintained files and current publications library according to prescribing directives
- Cost accounting
- Time and attendance reporting
- Maintained status log and prepared travel vouchers for personnel on TDY (temporary duty) status

**Training and Proficiency**

- EnergyCAP software training – Energy Accounting and Utility Bill Auditing
- Proficient in Microsoft Office Products; Word, Excel, PowerPoint, Access
- Natural Gas Market Fundamentals Training
- Electric Markets Fundamentals Training Targeted Opportunities Program: Executive Training - Management Leadership Skills
- Air Force Technical Order System Training

**Jane Grudowski**  
**Sales and Marketing Coordinator**

**Independent Energy Consultants, Inc.**

**2011-Present**

**Sales and Marketing Coordinator-responsibilities include:**

- Prepare Marketing materials
- Follow up with potential new clients
- Maintain social media forums
- Prepare material for docketing with the State Regulators
- Utility bill auditing
- Maintain general office functions as assigned by company president

**Utility Choice International**

**Mar 2009-2011**

- Maintain website used for Internet Marketing
- Back office support for approximately 4,000 Independent Energy Sales Representatives, nationwide.
- Processing utility company letters of authorization (LOA's)
- Website troubleshooting
- Uploading customer information into CIS

**Jorgensen Steel Corp**

**Oct 1993-Feb 2009**

**Inside Sales Rep**

- Maintained numerous accounts and contracts in the steel industry
- Responsible for purchasing various commodities from numerous steel mills
- Maintained test reports and customers specifications
- Order expediting
- Was involved in many ISO certification audits

**Training and Certifications**

- Have attended many sales seminars and courses such as
- Dale Carnegie sales training
- Lou Tice team building
- Timken Institute technical sales training
- STNA certified
- Social Media Training
- Microsoft Excel Basics and Beyond the Basics Training