



Ryan Harwell

Licensing & Reporting Manager, Regulatory Affairs

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March 30, 2020

Public Utilities Commission of Ohio
Attn: Commission Staff
180 East Broad Street
Columbus, OH 43215-3793

RE:

Direct Energy Services, LLC – Docket No. 02-1829-GA-CRS
Direct Energy Services, LLC – Docket No. 00-1936-EL-CRS
Direct Energy Business, LLC – Docket No. 00-1758-EL-CRS
Direct Energy Business Marketing, LLC – Docket No. 13-0835-GA-CRS

Dear Commission Staff,

Based on the recent emergency declaration by the Governor of Ohio, and in order to ensure continuity of business, Direct Energy is providing our list of backup contacts in the case of illness for our Ohio license contacts. This list will remain in effect during the state of emergency order. Please see the list of contacts on behalf of Direct Energy on the following page. We are providing all contacts in case one of the primary contacts become unavailable.

Respectfully Submitted,

A handwritten signature in black ink that reads "Ryan Harwell".

Ryan Harwell

Direct Energy Contacts

Commission Staff Complaint Contact (Direct Energy Services, LLC):

Paige Harris (Primary)
Manager, Customer Solutions
6502 S. Yale Ave, Suite 300
Tulsa, OK 74136
contactdirectenergy@directenergy.com
csdirectenergy@directenergy.com
Phone: (866)670-6671 / Internal Commission use: (918)607-1167
Fax 888-522-6528

Commission Staff Complaint Contact (Direct Energy Business, LLC / Direct Energy Business Marketing, LLC):

Nicole Nadeja (Primary)
Supervisor, Customer Escalations & Critical Care
1001 Liberty Avenue, Suite 1200
Pittsburgh, PA 15222
DEB.president@directenergy.com
(888)925-9115

Jonathan Laychak
Manager, Customer Solutions
1001 Liberty Avenue, Suite 1200
Pittsburgh, PA 15222
DEB.president@directenergy.com
(888)925-9115

Regulatory Contact (All entities):

Teresa Ringenbach (Primary)
Sr. Manager, G&RA – Midwest
106 North High St., Suite 220
Dublin, OH 43017
Teresa.ringenbach@directenergy.com
(614)633-6829

Angela Schorr
574 Derby Dr. S.
Oceanside, NY 11572
Angela.schorr@directenergy.com
(516)536-6180

Licensing & Reporting Contacts (All entities):

Barbara Farmer (Primary)
Licensing & Reporting Analyst
12 Greenway Plaza, Suite 250
Houston, TX 77046
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(281)731-5027

Ryan Harwell
Licensing & Reporting Manager
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(281)800-6157

Ethics & Compliance Contacts (All entities):

Christina Crable (Primary)
Director – Compliance
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Ayo Ekisola
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Iliana McNicholas
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Case No(s). 00-1758-EL-CRS, 02-1829-GA-CRS, 00-1936-EL-CRS, 13-0835-GA-CRS

Summary: Notice Direct Energy backup contacts related to recent emergency declaration by Governor of Ohio. electronically filed by Mr. Ryan D Harwell on behalf of Harwell, Ryan and Ringenbach, Teresa and Direct Energy Services, LLC and Direct Energy Business and Direct Energy Business Marketing, LLC