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Via US email

Docketing Division
180 East Broad Street,
Columbus, Ohio 43215

June 30, 2020

RE: In the Matter of the Application of Great American Gas & Electric, LLC (“GAGE”) for a Certificate to Provide Competitive Electricity Service in Ohio - 20-1082-EL-CRS

Great American Gas & Electric LLC (“GAGE”) submits the attached amended document, as supplement to its application with the PUCO.

If you have any questions or comments regarding this submission, please feel free to contact the undersigned.

A handwritten signature in black ink, appearing to read "GGlynn", is positioned above a horizontal line.

Gabriela G. Glynn

VP, Regulatory Affairs & Compliance

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Exhibit B-2

Experience & Plans

Contracting with Customers/Providing Contracted Services

Great American Gas & Electric, LLC ("GAGE") will provide competitively priced electricity products and will comply with all applicable laws and rules of the Public Utilities Commission of Ohio. GAGE is committed to providing the same high level of retail electric services as it already provides to customers in New York and New Jersey. GAGE will only work with reputable marketing and brokerage firms in OH and will disclose to the customers in clear and understandable language the terms and conditions of its customer contracts, including, but not limited to pricing, right to terminate and switching provisions.

Providing Billing Statements

GAGE will use consolidated billing whenever possible unless the customer/product dictates that GAGE bills for energy charges separately. GAGE's billing practices are performed by 3 experienced internal employees, through a billing system platform. The billing system is backed by an EDI provider with multi-jurisdictional EDI know-how and reliability. GAGE already uses the same billing system to manage all its billing and customer care matters in New York and New Jersey and will comply with all PUCO regulations.

Response to Customer Inquiries and Complaints

GAGE commits to maintaining a fully trained staff of representatives to fulfill the needs of its customers. GAGE has a team of 2-4 experienced customer care professionals to handle customer inquiries via phone or email and 1 experienced regulatory professional to handle any escalations from regulatory agencies. GAGE will comply with all sections of Chapter 4901:1-21-08 - Customer access, slamming complaints, and complaint handling procedures of the Ohio Administrative Code. GAGE is very proficient in accepting customer inquiries and responding to complaints as it already handles customer inquiries related tasks in other jurisdictions with similar requirements.



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Exhibit B-3

Summary of Experience

GAGE has been actively marketing electricity in jurisdictions with retail electric supplier certification requirements similar to Ohio's, since 2019. GAGE presently has over ten employees, including energy and technical consultants and has contractual relationships with service providers who support its retail electric businesses which serve over 2,900 accounts in 10 utilities spanning over New York and New Jersey. GAGE's team is comprised of individuals with several years of multi-jurisdictional retail experience, in sales & marketing, finance, operations, IT and regulatory arenas, with emphasis on compliance, transparency and customer satisfaction. Additionally, GAGE is a member of PJM and 2 other ISOs (NYISO and ISO-NE) in good standing and in full compliance with renewable standards in each state where it operates.

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

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in

Case No(s). 20-1082-EL-CRS

Summary: Application Supplemental response to supplier GAGE's application electronically filed by Ms. Gabriela Glynn on behalf of Great American Gas & Electric, LLC