



DIS Case Number: 17-0065-EL-AGG

Section A: Application Information

A-1. Provider type:

☒ Power Broker ☐ Aggregator ☐ Retail Generation Provider ☐ Power Marketer

A-2. Applicant's legal name and contact information.

Legal Name: National Utilities Refund LLC

Country: United States

Phone: 800-687-1968

Extension (if applicable):

Street: PO BOX 332

Website (if any):

www.nationalutilitiesrefund.com

City: Fogelsville

Province/State: PA

Postal Code: 18051

A-3. Names and contact information under which the applicant will do business in Ohio

Provide the names and contact information the business entity will use for business in Ohio. This does not have to be an Ohio address and may be the same contact information given in A-2.

Name	Type	Address	Active?	Proof
National Energy	DBA	1717 Main St., 2nd Fl Northampton, PA 18067	Yes	File

A-4. Names under which the applicant does business in North America

Provide all business names the applicant uses in North America, including the names provided in A-2 and A-3.

Name	Type	Address	Active?	Proof
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A-5. Contact person for regulatory matters



Public Utilities Commission

Vincent DiMaio
PO BOX 332
Fogelsville, PA 18051
US
vince@nationalutilityltd.com
6104629818

A-6. Contact person for PUCO Staff use in investigating consumer complaints

Vincent DiMaio
PO BOX 332
Fogelsville, PA 18051
US
vince@nationalutilityltd.com
6104629818

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

Phone: 800-687-1968	Extension (if applicable):	Country: United States
Fax: 800-687-1968	Extension (if applicable):	Street: PO BOX 332
Email: info@nationalutilityltd.com	City: Fogelsville	Province/State: PA
	Postal Code: 18051	

A-8. Applicant's federal employer identification number

45-3825531

A-9. Applicant's form of ownership

Form of ownership: Limited Liability Company (LLC)

A-10. Identify current or proposed service areas

Identify each service area in which the applicant is currently providing service or intends to provide service and identify each customer class that the applicant is currently serving or intends to serve.

Service area selection

AEP Ohio

DP&L

Duke Energy Ohio

FirstEnergy - Cleveland Electric Illuminating

FirstEnergy - Ohio Edison

FirstEnergy - Toledo Edison

Class of customer selection

Commercial

Industrial

Mercantile

A-11. Start date

Indicate the approximate start date the applicant began/will begin offering services: 02-01-2021

A-12. Principal officers, directors, and partners

Please provide all contacts that should be listed as an officer, director or partner.

Name	Email	Title	Address
Vincent DiMaio	vince@nationalutilityltd.com	President	PO BOX 332 Fogelsville, PA 18051 US

A-13. Company history

National Utilities Refund LLC, 'NUR', DBA National Energy, is a utility bill auditing firm that uncovers billing discrepancies within the utility invoices for commercial organizations. NUR was formed in 2011 by Ralph DiMaio and Vincent DiMaio and has grown to service over 300 active customers across the country. In 2012, NUR created the DBA National Energy and is licensed to broker electricity and natural gas in OH, PA, MD, DC, and IL. The DBA National Energy was created and is used when procuring energy rates for customers in order to eliminate any potential customer confusion between our other utility auditing services.

A-14. Secretary of State

Secretary of State Link:



Section B: Applicant Managerial Capability and Experience

B-1. Jurisdiction of operations

List all jurisdictions in which the applicant or any affiliated interest of the applicant is certified, licensed, registered or otherwise authorized to provide retail natural gas service or retail/wholesale electric service as of the date of filing the application..

Jurisdiction of Operation: National Utilities Refund LLC DBA National Energy is currently licensed to broker electricity and natural gas in PA, MD, DC, OH, VA, TX, and IL.

B-2. Experience and plans

Describe the applicant's experience in providing the service(s) for which it is applying (e.g., number and type of customers served, utility service areas, amount of load, etc.). Include the 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 Sections 4928.10 and/or 4929.22 of the Ohio Revised Code.

File(s) attached

B-3. Disclosure of liabilities and investigations

For the applicant, affiliate, predecessor of the applicant, or any principal officer of the applicant, describe all existing, pending or past rulings, judgments, findings, contingent liabilities, revocation of authority, regulatory investigations, judicial actions, or other formal or informal notices of violations, or any other matter related to competitive services in Ohio or equivalent services in another jurisdiction..

Liability and Investigations Disclosures: None. Not applicable

B-4. Disclosure of consumer protection violations

Has the applicant, affiliate, predecessor of the applicant, or any principal officer of the applicant been convicted or held liable for fraud or for violation of any consumer protection or antitrust laws within the past five years?

No



B-5. Disclosure of certification, denial, curtailment, suspension or revocation

Has the applicant, affiliate, or a predecessor of the applicant had any certification, license, or application to provide retail natural gas or retail/wholesale electric service denied, curtailed, suspended, revoked, or cancelled or been terminated or suspended from any of Ohio's Natural Gas or Electric Utility's Choice programs within the past two years?

No

Section C: Applicant Financial Capability and Experience

C-1. Financial reporting

Provide a current link to the most recent Form 10-K filed with the Securities and Exchange Commission (SEC) or upload the form. If the applicant does not have a Form 10-K, submit the parent company's Form 10-K. If neither the applicant nor its parent is required to file Form 10-K, state that the applicant is not required to make such filings with the SEC and provide an explanation as to why it is not required.

Does not apply

C-2. Financial statements

Provide copies of the applicant's two most recent years of audited financial statements, including a 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, provide audited or officer certified financial statements covering the life of the business. If the applicant does not have a balance sheet, income statement, and cash flow statement, the applicant may provide a copy of its two most recent years of tax returns with **social security numbers and bank account numbers redacted**.

If the applicant is unable to meet the requirement for two years of financial statements, the Staff reviewer may request additional financial information.

Preferred to file this information confidentially



C-3. Forecasted financial statements

Provide two years of forecasted income statements **based solely on the applicant's anticipated business activities in the state of Ohio.**

Include the following information with the forecast: a list of assumptions used to generate the forecast; a statement indicating that the forecast is based solely on Ohio business activities only; and the name, address, email address, and telephone number of the preparer of the forecast.

The forecast may be in one of two acceptable formats: 1) an annual format that includes the current year and the two years succeeding the current year; or 2) a monthly format showing 24 consecutive months following the month of filing this application broken down into two 12-month periods with totals for revenues, expenses, and projected net incomes for both periods. Please show revenues, expenses, and net income (revenues minus total expenses) that is expected to be earned and incurred in **business activities only in the state of Ohio** for those periods.

If the applicant is filing for both an electric certificate and a natural gas certificate, please provide a separate and distinct forecast for revenues and expenses representing Ohio electric business activities in the application for the electric certificate and another forecast representing Ohio natural gas business activities in the application for the natural gas certificate.

Preferred to file confidentially

C-4. Credit rating

Provide a credit opinion disclosing the applicant's credit rating as reported by at least one of the following ratings agencies: Moody's Investors Service, Standard & Poor's Financial Services, Fitch Ratings or the National Association of Insurance Commissioners. If the applicant does not have its own credit ratings, substitute the credit ratings of a parent or an affiliate organization and submit a statement signed by a principal officer of the applicant's parent or affiliate organization that guarantees the obligations of the applicant. If an applicant or its parent does not have such a credit rating, enter 'Not Rated'.

This does not apply

C-5. Credit report

Provide a copy of the applicant's credit report from Experian, Equifax, TransUnion, Dun and Bradstreet or a similar credit reporting organization. If the applicant is a newly formed entity with no credit report, then provide a personal credit report for the principal owner of the entity



Public Utilities Commission

seeking certification. At a minimum, the credit report must show summary information and an overall credit score. **Bank/credit account numbers and highly sensitive identification information must be redacted.** If the applicant provides an acceptable credit rating(s) in response to C-4, then the applicant may select 'This does not apply' and provide a response in the box below stating that a credit rating(s) was provided in response to C-4.

This does not apply.

C-6. Bankruptcy information

Within the previous 24 months, have any of the following filed for reorganization, protection from creditors or any other form of bankruptcy?

- Applicant
- Parent company of the applicant
- Affiliate company that guarantees the financial obligations of the applicant
- Any owner or officer of the applicant

No

C-7. Merger information

Is the applicant currently involved in any dissolution, merger or acquisition activity, or otherwise participated in such activities within the previous 24 months?

No

C-8. Corporate structure

Provide a graphical depiction of the applicant's corporate structure. Do not provide an internal organizational chart. The graphical depiction should include all parent holding companies, subsidiaries and affiliates as well as a list of all affiliate and subsidiary companies that supply retail or wholesale electricity or natural gas to customers in North America. If the applicant is a stand-alone entity, then no graphical depiction is required, and the applicant may respond by stating that it is a stand-alone entity with no affiliate or subsidiary companies.

Stand-alone entity with no affiliate or subsidiary companies

Section D: Applicant Technical Capacity

D-1. Operations



Power brokers/aggregators: Include details of the applicant's business operations and plans for arranging and/or aggregating for the supply of electricity to retail customers.

File(s) attached

D-2. Operations Expertise & Key Technical Personnel

Given the operational nature of the applicant's business, provide evidence of the applicant's experience and technical expertise in performing such operations. Include the names, titles, e-mail addresses, and background of key personnel involved in the operations of the applicant's business.

File(s) attached



Public Utilities
Commission

Application Attachments



DATE	DOCUMENT ID	DESCRIPTION	FILING	EXPED	PENALTY	CERT	COPY
12/16/2016	201635004048	REGISTRATION OF FOREIGN FOR PROFIT LLC (LFP)	99.00	0.00	0.00	0.00	0.00

Receipt

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

NATIONAL UTILITIES REFUND LLC
ATTN V DIMAIO
P O BOX 332
FOGELSVILLE, PA 18051

STATE OF OHIO CERTIFICATE

Ohio Secretary of State, Jon Husted
3968726

It is hereby certified that the Secretary of State of Ohio has custody of the business records for
NATIONAL UTILITIES REFUND LLC

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

Document(s)

REGISTRATION OF FOREIGN FOR PROFIT LLC

Effective Date: 12/12/2016

Document No(s):

201635004048



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
16th day of December, A.D. 2016.

Ohio Secretary of State



Form 533B Prescribed by:

JON HUSTED
 OHIO SECRETARY OF STATE

 Toll Free: (877) SOS-FILE (877-767-3453)
 Central Ohio: (614) 466-3910

www.OhioSecretaryofState.gov
busserv@OhioSecretaryofState.gov
File online or for more information: www.OHBusinessCentral.com

Mail this form to one of the following:

 Regular Filing (non expedite)
 P.O. Box 670
 Columbus, OH 43216

 Expedite Filing (Two business day processing time.
 Requires an additional \$100.00)
 P.O. Box 1390
 Columbus, OH 43216

Registration of a Foreign Limited Liability Company

Filing Fee: \$99

Form Must Be Typed

CHECK ONLY ONE (1) BOX

- (1) ☒ Registration of a Foreign For-Profit Limited Liability Company
 (106-LFA)
 ORC 1705

Jurisdiction of Formation

PA

Date of Formation

10/20/2011

- (2) ☐ Registration of a Foreign Nonprofit Limited Liability Company
 (106-LFA)
 ORC 1705

Jurisdiction of Formation

Date of Formation

Name of Limited Liability Company in its jurisdiction of formation

National Utilities Refund LLC

Name under which the foreign limited liability company desires to transact business in Ohio (if different from its name in its jurisdiction of formation) is:

National Energy

Name must include one of the following words or abbreviations: "limited liability company," "limited," "LLC," "L.L.C.," "Ltd.," or "Ltd"

The address to which interested persons may direct requests for copies of the limited liability company's operating agreement, bylaws, or other charter documents of the company is:

Vincent DiMaio

Name

PO BOX 332

Mailing Address

Fogelsville

City

PA

State

18051

ZIP Code

The limited liability company hereby appoints the following as its agent upon whom process against the limited liability company may be served in the state of Ohio. The name and complete address of the agent is

Corporate Creations Network Inc.

Name

119 East Court Street

Mailing Address

Cincinnati

City

Ohio

State

45202

ZIP Code

The limited liability company irrevocably consents to service of process on the agent listed above as long as the authority of the agent continues, and to service of process upon the Ohio Secretary of State if:

- a. an agent is not appointed, or
- b. an agent is appointed but the authority of that agent has been revoked, or
- c. the agent cannot be found or served after the exercise of reasonable diligence.

By signing and submitting this form to the Ohio Secretary of State, the undersigned hereby certifies that he or she has the requisite authority to execute this document.

Required

Must be signed by an authorized representative.

If authorized representative is an individual, then they must sign in the "signature" box and print their name in the "Print Name" box.

If authorized representative is a business entity, not an individual, then please print the business name in the "signature" box, an authorized representative of the business entity must sign in the "By" box and print their name in the "Print Name" box.

Signature

By (if applicable)

Print Name

National Utilities Refund LLC

Signature

By (if applicable)

Vincent DiMaio

Print Name

Signature

By (if applicable)

Print Name

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF STATE

12/08/2016

TO ALL WHOM THESE PRESENTS SHALL COME, GREETING:

I DO HEREBY CERTIFY THAT,

NATIONAL UTILITIES REFUND, LLC

is duly registered as a Pennsylvania Limited Liability Company under the laws of the Commonwealth of Pennsylvania and remains subsisting so far as the records of this office show, as of the date herein.

I DO FURTHER CERTIFY THAT this Subsistence Certificate shall not imply that all fees, taxes and penalties owed to the Commonwealth of Pennsylvania are paid.



IN TESTIMONY WHEREOF, I have hereunto set
my hand and caused the Seal of the Secretary's
Office to be affixed, the day and year above written

Pedro A. Contes

Secretary of the Commonwealth

Certification Number: TSC161208100516-1

Verify this certificate online at <http://www.corporations.pa.gov/orders/verify.aspx>



DATE	DOCUMENT ID	DESCRIPTION	FILING	EXPED	PENALTY	CERT	COPY
01/27/2017	201702403922	TRADE NAME REGISTRATION (RNO)	39.00	0.00	0.00	0.00	0.00

Receipt

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

LICENSELOGIX LLC
140 GRAND ST
STE 300
WHITE PLAINS, NY 10601

STATE OF OHIO CERTIFICATE

Ohio Secretary of State, Jon Husted
3983246

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

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

Document(s)

TRADE NAME REGISTRATION

Effective Date: 01/24/2017

Document No(s):

201702403922

Date of First Use: 12/17/2012

Expiration Date: 01/24/2022

NATIONAL UTILITIES REFUND LLC
6216 VISTA TERRACE
OREFIELD, PA 18069



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
27th day of January, A.D. 2017.

Ohio Secretary of State



Form 534A Prescribed by:

JON HUSTED
Ohio Secretary of State

Central Ohio: (614) 466-3910

Toll Free: (877) SOS-FILE (767-3453)

www.OhioSecretaryofState.govBusserv@OhioSecretaryofState.gov

Date Electronically Filed: 1/24/2017

Name Registration**Filing Fee: \$39****CHECK ONLY ONE (1) Box**Trade Name
(167-RNO)

Date of first use:

12/17/2012

MM/DD/YYYY

Fictitious Name
(169-NFO)

NATIONAL ENERGY

Name being Registered or Reported

NATIONAL UTILITIES REFUND LLC

Name of the Registrant

Note: If the registrant is a partnership, please provide the name of the partnership. Individual partner names are not permitted but are required on page 2 of the form.

Registrant's Entity Number (if registered with Ohio Secretary of State): 3968726

All registrants must complete the information in this section

The general nature of business conducted by the registrant:

Energy procurement services and consulting

Business address:

6216 VISTA TERRACE

Mailing Address

OREFIELD

City

PA

State

18069

ZIP Code

Complete the information in this section if registrant is a partnership NOT registered in Ohio pursuant to ORC 1776, if partnership is registered, provide registration number on page one.

Provide the name and address of at least one general partner:

Name

Address

NOTE: Pursuant to OAG 89-081, if a general partner is a foreign corporation/limited liability company, it must be licensed to transact business in Ohio; if a general partner is a foreign corporation/limited liability company licensed in Ohio under an assumed name, please provide the assumed name and the name as registered in its jurisdiction of formation.

By signing and submitting this form to the Ohio Secretary of State, the undersigned hereby certifies that he or she has the requisite authority to execute this document.

Required

Application must be signed by the registrant or an authorized representative.

NATIONAL UTILITIES REFUND LLC

Signature

If authorized representative is an individual, then they must sign in the "signature" box and print their name in the "Print Name" box.

VINCENT DIMAIO

By (if applicable)

Print Name

If authorized representative is a business entity, not an individual, then please print the business name in the "signature" box, an authorized representative of the business entity must sign in the "By" box and print their name in the "Print Name" box.

EXHIBIT D -1

Business Operational Plans

Prospecting

- *New Customers:* Direct Marketing Techniques IE: Networking events, referrals, and trade shows. No mass marketing techniques or mailers, only direct forms of communication through phone and email. Schedule meeting for a sales presentation.
- *Current Clients:* Inform current clientele that National Energy is a licensed broker and schedule an appointment to go over the client's current energy procurement needs.

Sales Presentation

- Introduce National Energy, understand customer's needs, and go over various electric rate options; variable, fixed, block & index.
- Identify customer's current contract end date or obtain a copy of the customer's current agreement if the customer is unsure.
- Present a letter of authorization for the customer to grant National Energy permission to obtain pricing from various electric suppliers.
- Obtain a copy of the customer's energy bills and/or list of accounts to submit for pricing.
- Schedule an appointment on a future date to go over the rates with the customer.

Procure Electric Rates

- Compile the customer's accounts and billing information into an excel document and note any specific pricing requests.
- Send the customer's account data to various electric suppliers who can fulfill the customer's specific needs and rate requests.
- Compile the supplier's rates into a proposal as we receive them.
- Verify whether or not each supplier's rate can be compared apples-to-apples. If not, note the difference between the rates; does not include pass-through charges, GRT, and/or etc.
- Obtain a copy of the supplier's electric agreement for the customer to review.

Present Supplier Rates

- Present a report to the customer that compares all of the supplier rate options so they can make an informed decision.
- If the customer chooses to move forward with an electric rate, help the customer complete the supplier's agreement.
- Send the supplier a copy of the executed agreement and any other required documents.
- If the customer declines the rates, inform the suppliers and schedule a date to refresh the rates for the customer, unless they chose another supplier.

Post-procurement Review (Optional)

- Per the customer's request, obtain a copy of their supplier bill to verify that it is being billed in accordance with the supplier agreement and make sure the tax exemption certificates properly transferred over, where applicable.
- If a billing error is uncovered on the supply charges, notify the supplier and perform the necessary follow-up work to get the error corrected and credited on the customer's invoice.
- Note the customer's contract end date and update CRM for renewal follow-up.

EXHIBIT D-2

Operations expertise and key technical personnel

The two owners of National Utilities Refund, "NUR" bring over 40 years of combined experience in the utility industry. Ralph and Vincent co-founded NUR and successfully managed audit operations and energy sales since 2011. Prior to NUR, Vincent DiMaio received training from a national utility bill auditing firm and successfully performed utility bill audits for over 3,000 organizations to date. Before founding NUR, Ralph DiMaio was a branch sales manager for 22 years at a utility construction company. Today he manages the sales operations and customer relations at NUR for over 400 energy contracts.

NUR has 9 years of experience brokering energy and is currently licensed to broker energy in PA, MD, OH, DC, VA, and IL. Currently, we manage over 400 energy supply contracts and our customer retention is greater than 95%. The majority of NUR's customers are medium to large businesses less than 2,000,000 kWh, we do not service residential customers. NUR offers a variety of energy rate plans; fixed, variable, block and index, and blended products. The supplier options are always presented in an apples-to-apples format to help the customer make an informed decision. In addition, NUR will analyze the customer's historical energy use to assist the customer in choosing a product that best fits their load profile.

NUR has strategically remained a small business and we do not have affiliations with other companies. As a family run business, our number one priority is customer satisfaction. By limiting the number of customers we service, we can ensure that every customer is properly serviced.

Attached are resumes for the two owners of National Utilities Refund.

Vincent A. DiMaio

143 Susquehanna Trail • Allentown, PA 18104
Phone: 610.462.9818 Email: vince@nationalutilityltd.com

SUMMARY

President and lead utility bill auditor at National Utilities Refund, LLC, DBA National Energy, performed hundreds of utility audits for a wide range of businesses, including fortune 500 companies and local government entities. He holds a BSBA in Entrepreneurship and Marketing from John L Grove School of Business at Shippensburg University. Vincent is experienced in analyzing and verifying electric and gas tariffs in over 40 states including Canada. Vincent has experience working with public, private, and municipally owned utilities, and he has uncovered errors billed by some of the largest utility companies in the country as well as the fly-by-night ESCOs. Vincent has a proven track record auditing commercial customers and he untangled extremely complex energy billing errors, resulting in high five-figure recoveries for our clients.

PROFESSIONAL EXPERIENCE

National Utilities Refund LLC DBA National Energy- President

Nov 2011 – Present

1717 Main Street, 2nd Floor, Northampton PA 18067

6216 Vista Terrace, Orefield PA 18069

➤ Operations

- Identify the most cost efficient electric, natural gas, and water/sewer rate classification
- Determine whether or not a time-of-use rate schedule is advantageous for a business
- Verify historical meter reads for demand errors, skipped meters, and additional overcharges
- Implement and present findings to the utility and customer
- File state sales tax overpayments with the State for exempt organizations

➤ Sales & Marketing

- Increased Sales by 49% from 2014 to 2015 through direct-to-consumer online marketing

➤ Product Development

- Developed and programmed an in-house platform for utility bill auditing and rate schedule verification

➤ Audit Abilities

- Solid understanding of electric and gas tariffs
- Experienced verifying energy supplier agreements, assuring proper contract start and end dates
- Thoroughly educated on the state sales tax exemption requirements for qualified government, nonprofit, and educational institutions.
- Knowledgeable on the various 3rd party supplier contracts: fixed, variable, index, and block & index

➤ Key Accomplishments

- 100% success rate filing refunds through the State for utility state sales tax exemptions
- Uncovered, \$60,000 in LG&E electric rate schedule errors for a large insurance company in 2015
- Identified errors and recovered funds for 80% of the municipalities NUR audited in Pennsylvania
- Implemented a time-of-use rate schedule for Little Caesar's restaurants.

Ralph R. DiMaio

6216 Vista Terrace • Orefield, PA 18069

Phone: 610.440.2300 Email: Ralph@nationalutilityltd.com

Company Biography

Member of National Utilities Refund, LLC, DBA National Energy, and lead auditor on energy efficiency, bringing over 30+ years as a consultant within the utility and construction industry. Ralph has a thorough background in water, sewer, and energy tariffs and he has broken down and redesigned some of the most complex manufacturing and waste water energy projects in the Northeast. With this experience, Ralph is able to bridge a connection between a client's energy consumption and the most cost efficient rate option by analyzing their run hours and machine use. In most states, a manufacturer may be entitled to sales tax exemption on their electric and natural gas; Ralph is experienced in calculating and filing the necessary documentation for a manufacturer to properly claim a partial or full state tax exemption on the utilities.

Company Experience

National Utilities Refund LLC DBA National Energy- Partner

Nov 2011 – Present

1717 Main Street, 2nd Floor, Northampton PA 18067

6216 Vista Terrace, Orefield PA 18069

➤ Operations

- Designing new sales and marketing material to expand into new markets
- Onsite customer visits to collect data on energy consumption
- Develop and engineer manufacturing energy tax exemptions

➤ Sales & Marketing

- Track and Record sales results
- Post audit follow-up for customer satisfaction
- Develop new customer relationships and expand sales through trade associations

➤ Product Development

- Capable of performing onsite visits to analyze energy consumption for lighting efficiency

➤ Audit Abilities

- Engineer detailed energy consumption reports in order to show the electric or gas usage attributable to a plant's manufacturing process.
- Experienced verifying 3rd party energy supplier agreements to compare contractual rates to billed rates.
- Thoroughly educated on the state sales tax exemptions requirements for manufacturers in over 20 States, including Pennsylvania.
- Analyzes energy consumption at a facility to determine the best supply contract for the customer: fixed, variable, index, and block & index.

➤ Key Accomplishments

- Audit with **Ultrasep** on water filtration technologies on separating contaminants from manufacturing processes.
- Designed drainage systems to handle drillings and steel scale for **Carpenter** technologies- reclassified rate schedule.
- Implemented digestion tanks for **Armstrong Flooring** to dispose toxins created from their manufacturing process.
- Consulting **The H&K Group** on controlling costs within their manufacturing processes.
- Identified a major rate schedule error on a **3M** modified Ink plant.

EXHIBIT B-2

Experience and Plans

Sales, Marketing, and Customer Service Plans

The majority of NUR's new business is derived from word of mouth and customer referrals. In return, customer satisfaction is our number one priority. And, as our client's utility advocate, we are fully aware of the importance of delivering on our promises – it's key to maintaining our reputation as an industry leader in customer satisfaction. We strive to develop longstanding business relationships and our vision is to consistently meet the evolving needs of our customer's.

National Utilities Refund LLC, "NUR", DBA National Energy offers electric supply contracts to our current clientele and prospects new customers through our established marketing techniques. We currently acquire new clients through face-to-face direct marketing and we will continue to prospect customers through the same means as a licensed electric broker. Currently, Ralph DiMaio and Vincent DiMaio actively pursue new customers by attending trade shows, industry associations, and local networking events. In addition, we have four independent sales contractors that perform the same sales techniques in the tristate area.

Ralph DiMaio is in charge of sales and marketing training for the company as well as the independent sales contractors. In order to ensure that all marketing is performed in an ethical manner, Ralph developed a sales system and training manual for our independent contractors. In addition, he continually educates them by hosting bi-weekly sales training calls. Ralph also performs follow-up calls with each customer and asks about their experience working with us to see if there is anything we can improve on.

Customer Complaints

In order to limit customer complaints, National Energy will use a systematic sales approach to promote transparency and ensure customer satisfaction. In addition, several checks and balances will be established in order to prevent errors. For example, if the customer is unsure of their contract end date with their current supplier, National Energy can assist the customer by reviewing their current supply agreement.

Customer Complaints can be filed via mail, phone, and/or fax. All customer complaints will promptly be addressed by Ralph DiMaio and/or Vincent DiMaio within 24 hours. In the event a customer's complaint involves an error billed by the energy supplier we recommended, we will resolve the issue with the supplier for the customer.

EXHIBIT B-2

Summary of Experience and Plans (cont.)

National Utilities Refund LLC, “NUR”, DBA National Energy, is a utility bill auditing firm that uncovers billing discrepancies within the utility invoices for commercial organizations all over the country. NUR has experience verifying electric and natural gas tariffs/rate schedules in deregulated and regulated energy markets. Our utility bill audit will verify the most cost efficient rate schedule for a business, determine the accuracy of their historical meter reads, confirm whether or not a meter was properly installed, and uncover sales tax exemptions for eligible organizations. In addition, NUR verifies the accuracy of 3rd party energy supplier bills and agreements. We can verify if an energy supplier met the contracted start/end dates, audit the contract supply rate versus the actual billed rate, uncover hidden pass-through charges, and rectify sales tax billed to exempt organizations. Having this type of knowledge is crucial to be a successful energy broker.

In 2012, NUR created the DBA National Energy in order to offer energy procurement services to our current customers. The DBA National Energy was created and is used when procuring energy rates for customers in order to eliminate any potential customer confusion between our other utility services. National Energy is contracted to procure electric and natural gas in PA, MD, DC, IL, and OH and we are familiar with all of the electric and gas utility tariffs in each state. National Energy services approximately 30+ businesses in Ohio from, medium to large businesses, less than 2,000,000 kWh, and none of the customers have been aggregated to combined electric loads. This is due to the difficulty of arranging multiple customers to agree to one agreement. In return, National Energy does not intend to aggregate customers and/or accounts that are unrelated to each other.

When National Energy submits customer contracts to the supplier for processing, National Energy also performs a complimentary review for our customers after they receive their first supply bill from the supplier they chose. The “post procurement review” helps ensure that the customer’s bill coincides with the supplier agreement. Unfortunately, some energy suppliers seem to be more error prone than others. With an energy broker license, National Energy has control over which suppliers we represent and recommend to our customers which will increase customer satisfaction and eliminate customer complaints.

*Resumes listing industry experience for Ralph DiMaio and Vincent DiMaio have also been attached.

Competitive Retail Electric Service Affidavit

County of LEHIGH :

State of PA :

Vincent DiMaio, 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, and that it will amend its application while it is pending if any substantial changes occur regarding the information provided.
2. The applicant will timely file an annual report of its intrastate gross receipts, gross earnings, and sales of kilowatt-hours of electricity pursuant to Sections 4905.10(A), 4911.18(A), and 4928.06(F), Ohio Revised Code.
3. The applicant will timely pay any assessment made pursuant to Sections 4905.10, 4911.18, and 4928.06(F), Ohio Revised Code.
4. The 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. The applicant will cooperate fully with the Public Utilities Commission of Ohio, and its Staff on any utility matter including the investigation of any consumer complaint regarding any service offered or provided by the applicant.
6. The applicant will fully comply with Section 4928.09, Ohio Revised Code regarding consent to the jurisdiction of Ohio Courts and the service of process.
7. The applicant will comply with all state and/or federal rules and regulations concerning consumer protection, the environment, and advertising/promotions.
8. The applicant will use its best efforts to verify that any entity with whom it has a contractual relationship to purchase power is in compliance with all applicable licensing requirements of the Federal Energy Regulatory Commission and the Public Utilities Commission of Ohio.
9. The applicant will cooperate fully with the Public Utilities Commission of Ohio, the electric distribution companies, the regional transmission entities, and other electric suppliers in the event of an emergency condition that may jeopardize the safety and reliability of the electric service in accordance with the emergency plans and other procedures as may be determined appropriate by the Commission.
10. If applicable to the service(s) the applicant will provide, it will adhere to the reliability standards of (1) the North American Electric Reliability Council (NERC), (2) the appropriate regional reliability council(s), and (3) the Public Utilities Commission of Ohio.
11. The Applicant will inform the Public Utilities Commission of Ohio of any material change to the information supplied in the application within 30 days of such material change, including any change in contact person for regulatory purposes or contact person for Staff use in investigating consumer complaints.

12. The facts set forth above are true and accurate to the best of his/her knowledge, information, and belief and that he/she expects said applicant to be able to prove the same at any hearing hereof.

13. Affiant further sayeth naught.

Barbara Sheetz
Signature of Affiant & Title

Commonwealth of Pennsylvania - Notary Seal
Barbara Sheetz, Notary Public
Lehigh County
My commission expires December 20, 2023
Commission number 1360864
Member, Pennsylvania Association of Notaries

Sworn and subscribed before me this 30 day of DEC., 2020
Month Year

Barbara Sheetz
Signature of official administering oath

BARBARA SHEETZ, NOTARY PUBLIC
Print Name and Title

My commission expires on 12/20/2023

This foregoing document was electronically filed with the Public Utilities

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in

Case No(s). 17-0065-EL-AGG

Summary: In the Matter of the Application of National Utilities Refund LLC