

**DIS Case Number: 20-1812-EL-AGG**

## Section A: Application Information

### **A-13. Company history**

I am the President of Orzel Energy Solutions.

I have no employees. I am self-employed. SEE ATTACHMENT IN B-2 WITH THIS INFO!

## Section B: Applicant Managerial Capability and Experience

### **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

## Section C: Applicant Financial Capability and Experience

## 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



Public Utilities  
Commission

# Application Attachments

## **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.

### **Utilities Service Areas**

- Duke Energy
- AEP Ohio - Columbus Southern

### **Load Information**

- Current load size for Ohio: 3,006,340 kwh
- Number of electric meters in Ohio: 77

### **Plan for contracting with customers**

We get our customers from networking and word of mouth. All of our contracts are fixed rates that include all costs. We don't want any surprises for our customers.

Some of the things we make sure a contract includes are:

- |  |                              |
|--|------------------------------|
| • Energy Costs                           | • Transmission Loss Credits  |
| • Ancillary Services and Other ISO Costs | • Line Loss Costs            |
| • Auction Revenue Rights Credits         | • FERC Order 745 Costs       |
| • Capacity Costs                         | • Balancing Congestion Costs |

Orzel Energy Solutions LLC is just a broker. All of our contracts are executed through our suppliers. We do not do the actual hedging. We just help our clients get the best contracts with the best possible terms.

**Billing statements**

All billing statements are done through our suppliers (mostly utility consolidated). In some instances, we will recommend our clients get dual billing. However, that is only for very sophisticated clients. They would have to match their delivery and supply amounts and make sure they aren't being billed incorrectly.

**Responding to customer inquiries and complaints**

I personally take all inquiries and get back to my customers within 24 hours. My clients know they can call me until 10pm every day for any emergencies. I have gotten letters of recommendation and could provide it at your request.

D-1 – Operations. Provide a description of the business operations. Include details of the customer relationship and how the company assists the customer in finding, (arranging for the supply of electricity) and contracting with, a competitive provider.

**Exhibit D-1. Operations**

Our office is in Brooklyn NY. We get most of our customers organically and through our existing relationships. As for the day-to-day, Orzel Energy Solutions is run by Chaim Orzel. Chaim sends out the accounts for pricing and follows up with customers. Before we recommend a client to any supplier, we research each contract and make sure the language is to the benefit of our customer. Some of the suppliers we work with are, Constellation New Energy, Major Energy and Energy Harbor. It's important to note, we arrange the contracts (as brokers), but we do not supply the actual electricity. Lastly, Chaim also takes care of any customer service inquiries.

A-13 - Company History Company history needs to include information on the history of the company. When it was formed and for what purpose.

A little more than 3 years ago, Chaim Orzel started Orzel Energy Solutions LLC. The purpose was to give customers a reliable broker that would look out for a customer's best interests.

Orzel Energy Solutions LLC is run by the following principles.

1. Be 100% honest with our customers.
2. Put the customer first.
3. Find the customer the lowest rate with all the costs included.
4. Provide a savings analysis to each customer and advise whether a customer should stay at utility or switch.
5. Explain to current and prospective customers, if the price per kWh is lowered by the utility, they might lose money.
6. Offer the highest quality contracts (that include all hidden costs) even if our customer did not ask for it.
7. Make sure all contracts include 100% bandwidth make sure they understand the terms of the contract.
8. Work with many ESCOs to give our customers the lowest prices possible.
9. Our main motto is, if we can't save you money, we don't want you as a customer. If a customer's load factor is terrible, advise them to stay with utility because it's usually cheaper.

**This foregoing document was electronically filed with the Public Utilities  
Commission of Ohio Docketing Information System on**

**1/9/2023 3:40:45 PM**

**in**

**Case No(s). 20-1812-EL-AGG**

**Summary: In the Matter of the Application of Orzel Energy Solutions LLC**