

# Sunwave USA Holdings Inc., dba Sunwave Gas & Power Ohio Inc.

## Renewal Application for Retail Generation Providers and Power Marketers

### **D-2 Exhibit D-2 "Operations Expertise"**

Sunwave Gas & Power Inc. is a licensed retailer of electricity in Pennsylvania, Massachusetts, Connecticut and soon in Ohio, and natural gas in Ontario, Canada. Sunwave was licensed by the Ontario Energy Board on June 21, 2012 and began operations during the fall of 2012

Through its affiliate companies, Sunwave Gas & Power provides electricity to over 27,000 residential and commercial customers in the CLP, UI, PPL and PECO, NGRID and NStar service areas which represent close to 29,000 MWh of volume annually. In Ontario, Sunwave Gas & Power services more than 3,200 residential customers in over 50 utility service territories in Ontario. Sunwave Gas & Power Inc. in Canada currently serves 34,247 MWh and 294,252 GJs annually.

Sunwave Gas & Power Utilizes a third party to complete all EDI transactions with the utilities in which we do business with. Internally we manage the day to day processing of our daily transactions as it relates to enrollments, rejections, cancellations/ drops, renewals, rate changes, etc..

Customers may reach Sunwave Gas & Power's customer service representatives by calling (855) 478-6925 during regular business hours or customers are more than welcome to contact us via e-mail at [customer@gosunwave.com](mailto:customer@gosunwave.com). Customers that do not reach a representative directly are asked to leave a phone number and time during regular business hours when it is convenient for the customer to be contacted. Sunwave Gas & Power will make commercially reasonable efforts to contact the customer at the time requested or to set up another time to discuss the customer's issue.

Sunwave's customer service group is able to resolve many customer issues at the point of initial contact. Occasionally though the customer service group will need additional resources to resolve the issue, either through escalation of the issue to a senior manager or through resources from other departments or external parties. The customer service representative clearly defines the issue for the customer and forward the issue to the appropriate manager or department for timely resolution. The manager or department assigned the issue targets to a 24-hour turn around and will forward the response back to the customer service representative who will then contact the customer.

If the issue cannot be resolved, the customer will be informed of its rights under the contract. If the customer chooses to terminate and is on a fixed price product, the customer will be informed of the early termination charge, if any. Once the customer's utility processes the termination, the Customer will be returned to utility supply service unless Customer elects to receive service from another electric supplier.