



PUCO USE ONLY - Version 1.07		
Date Received	Renewal Certification Number	ORIGINAL AGG Case Number
		11- 3277- GA-AGG

## RENEWAL CERTIFICATION APPLICATION COMPETITIVE RETAIL NATURAL GAS BROKERS/AGGREGATORS

Please type or print all required information. Identify all attachments with an exhibit label and title (*Example: Exhibit A-16 - Company History*). All attachments should bear the legal name of the Applicant. Applicants should file completed applications and all related correspondence with the Public Utilities Commission of Ohio, Docketing Division, 180 East Broad Street, Columbus, Ohio 43215-3793.

This PDF form is designed so that you may directly input information onto the form. You may also download the form by saving it to your local disk.

### SECTION A - APPLICANT INFORMATION AND SERVICES

#### A-1 Applicant intends to renew its certificate as: (check all that apply)

☐ Retail Natural Gas Aggregator ☒ Retail Natural Gas Broker

#### A-2 Applicant information:

Legal Name Consumer Energy Solutions, Inc.  
Address 1255 Cleveland Street, Suite 400, Clearwater, Florida 33755  
Telephone No. 727-724-5811 Web site Address <http://consumerenergysolutions.com>  
Current PUCO Certificate No. 11-219G(1) Effective Dates July 3rd, 2011-July 3rd, 2013

#### A-3 Applicant information under which applicant will do business in Ohio:

Name Consumer Energy Solutions of Florida, Inc.  
Address 1255 Cleveland Street, Suite 400, Clearwater, Florida 33755  
Web site Address <http://consumerenergysolutions.com> Telephone No. 727-724-5811

#### A-4 List all names under which the applicant does business in North America:

Consumer Energy Solutions, Inc.

#### A-5 Contact person for regulatory or emergency matters:

Name Eve Witter Title Regulatory Director  
Business Address 1255 Cleveland Street, Suite 400, Clearwater, Florida 33755  
Telephone No. 727-724-5811 Ext 2022 Fax No. 727-748-1756 Email Address [evew@consumerenergysolutions.com](mailto:evew@consumerenergysolutions.com)

(CRNGS Broker/Aggregator Renewal) Page 1 of 7

**A-6 Contact person for Commission Staff use in investigating customer complaints:**

Name Karen McNealy

Title Customer Service Manager

Business address 1255 Cleveland Street, Suite 400, Clearwater, Florida 33755

Telephone No. 727-724-5811 Ext 2029 Fax No. 727-748-1756

Email Address Karen@consumernenergysolution

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

Customer service address Customer Service Department/CES, Inc, 1255 Cleveland Street, Suite 400, Clearwater, Florida 33755

Toll-Free Telephone No. 866-263-7808

Fax No. 727-748-1756

Email Address karen@consumerenergysolu

**A-8 Provide "Proof of an Ohio Office and Employee," in accordance with Section 4929.22 of the Ohio Revised Code, by listing name, Ohio office address, telephone number, and Web site address of the designated Ohio Employee**

Name Kegler, Brown, Hill & Ritter LPA Statutory Agent

Title Statutory Agent

Business address 65 East State Street, Suite 1800 Columbus, Ohio 43215

Telephone No. : (614) 462-5400

Fax No. (614) 464-2634

Email Address

**A-9 Applicant's federal employer identification number 593600276**

**A-10 Applicant's form of ownership: (Check one)**

☐ Sole Proprietorship

☐ Partnership

☐ Limited Liability Partnership (LLP)

☐ Limited Liability Company (LLC)

☒ Corporation

☐ Other

**A-11 (Check all that apply) Identify each natural gas company service area in which the applicant is currently providing service or intends to provide service, including identification of each customer class that the applicant is currently serving or intends to serve, for example: *residential, small commercial, and/or large commercial/industrial (mercantile) customers.* (A mercantile customer, as defined in Section 4929.01(L)(1) of the Ohio Revised Code, means a customer that consumes, other than for residential use, more than 500,000 cubic feet of natural gas per year at a single location within the state or consumes natural gas, other than for residential use, as part of an undertaking having more than three locations within or outside of this state. In accordance with Section 4929.01(L)(2) of the Ohio Revised Code, "Mercantile customer" excludes a not-for-profit customer that consumes, other than for residential use, more than 500,000 cubic feet of natural gas per year at a single location within this state or consumes natural gas, other than for residential use, as part of an undertaking having more than three locations within or outside this state that has filed the necessary declaration with the Public Utilities Commission.)**

<input checked="" type="checkbox"/> Columbia Gas of Ohio	<input checked="" type="checkbox"/> Residential	<input checked="" type="checkbox"/> Small Commercial	<input checked="" type="checkbox"/> Large Commercial / Industrial
<input checked="" type="checkbox"/> Dominion East Ohio	<input checked="" type="checkbox"/> Residential	<input checked="" type="checkbox"/> Small Commercial	<input checked="" type="checkbox"/> Large Commercial / Industrial
<input checked="" type="checkbox"/> Duke Energy Ohio	<input checked="" type="checkbox"/> Residential	<input checked="" type="checkbox"/> Small Commercial	<input checked="" type="checkbox"/> Large Commercial / Industrial
<input checked="" type="checkbox"/> Vectren Energy Delivery of Ohio	<input checked="" type="checkbox"/> Residential	<input checked="" type="checkbox"/> Small Commercial	<input checked="" type="checkbox"/> Large Commercial / Industrial

**A-12 If applicant or an affiliated interest previously participated in any of Ohio's Natural Gas Choice Programs, for each service area and customer class, provide approximate start date(s) and/or end date(s) that the applicant began delivering and/or ended services.**

☒ Columbia Gas of Ohio

<input checked="" type="checkbox"/> Residential	Beginning Date of Service	July 3, 2011	End Date	Perpetual/as renewed
<input checked="" type="checkbox"/> Small Commercial	Beginning Date of Service	July 3, 2011	End Date	Perpetual/as renewed
<input checked="" type="checkbox"/> Large Commercial	Beginning Date of Service	July 3, 2011	End Date	Perpetual/as renewed
<input checked="" type="checkbox"/> Industrial	Beginning Date of Service	July 3, 2011	End Date	Perpetual/as renewed

☒ Dominion East Ohio

<input checked="" type="checkbox"/> Residential	Beginning Date of Service	July 3, 2011	End Date	Perpetual/as renewed
<input checked="" type="checkbox"/> Small Commercial	Beginning Date of Service	July 3, 2011	End Date	Perpetual/as renewed
<input checked="" type="checkbox"/> Large Commercial	Beginning Date of Service	July 3, 2011	End Date	Perpetual/as renewed
<input checked="" type="checkbox"/> Industrial	Beginning Date of Service	July 3, 2011	End Date	Perpetual/as renewed

☒ Duke Energy Ohio

<input checked="" type="checkbox"/> Residential	Beginning Date of Service	July 3, 2011	End Date	Perpetual/as renewed
<input checked="" type="checkbox"/> Small Commercial	Beginning Date of Service	July 3, 2011	End Date	Perpetual/as renewed
<input checked="" type="checkbox"/> Large Commercial	Beginning Date of Service	July 3, 2011	End Date	Perpetual/as renewed
<input checked="" type="checkbox"/> Industrial	Beginning Date of Service	July 3, 2011	End Date	Perpetual/as renewed

☒ Vectren Energy Delivery of Ohio

<input checked="" type="checkbox"/> Residential	Beginning Date of Service	July 3, 2013	End Date	Perpetual/as renewed
<input checked="" type="checkbox"/> Small Commercial	Beginning Date of Service	July 3, 2013	End Date	Perpetual/as renewed
<input checked="" type="checkbox"/> Large Commercial	Beginning Date of Service	July 3, 2013	End Date	Perpetual/as renewed
<input checked="" type="checkbox"/> Industrial	Beginning Date of Service	July 3, 2013	End Date	Perpetual/as renewed

**A-13 If not currently participating in any of Ohio's four Natural Gas Choice Programs, provide the approximate start date that the applicant proposes to begin delivering services:**

<input checked="" type="checkbox"/>	Columbia Gas of Ohio	Intended Start Date	July 3, 2013
<input checked="" type="checkbox"/>	Dominion East Ohio	Intended Start Date	July 3, 2013
<input checked="" type="checkbox"/>	Duke Energy Ohio	Intended Start Date	July 3, 2013
<input checked="" type="checkbox"/>	Vectren Energy Delivery of Ohio	Intended Start Date	July 3, 2013

PROVIDE THE FOLLOWING AS SEPARATE ATTACHMENTS AND LABEL AS INDICATED.

- A-14 **Exhibit A-14 "Principal Officers, Directors & Partners,"** provide the names, titles, addresses and telephone numbers of the applicant's principal officers, directors, partners, or other similar officials.
- A-15 **Exhibit A-15 "Corporate Structure,"** provide a description of the applicant's corporate structure, including a graphical depiction of such structure, and a list of all affiliate and subsidiary companies that supply retail or wholesale natural gas or electricity to customers in North America.
- A-16 **Exhibit A-16 "Company History,"** provide a concise description of the applicant's company history and principal business interests.
- A-17 **Exhibit A-17 "Articles of Incorporation and Bylaws,"** provide the articles of incorporation filed with the state or jurisdiction in which the applicant is incorporated and any amendments thereto, *only if the contents of the originally filed documents changed since the initial application.*
- A-18 **Exhibit A-18 "Secretary of State,"** provide evidence that the applicant is still currently registered with the Ohio Secretary of the State.

## **SECTION B - APPLICANT MANAGERIAL CAPABILITY AND EXPERIENCE**

PROVIDE THE FOLLOWING AS SEPARATE ATTACHMENTS AND LABEL AS INDICATED

- B-1 **Exhibit B-1 "Jurisdictions of Operation,"** provide a current list of all jurisdictions in which the applicant or any affiliated interest of the applicant is, at the date of filing the application, certified, licensed, registered, or otherwise authorized to provide retail natural gas service, or retail/wholesale electric services.
- B-2 **Exhibit B-2 "Experience & Plans,"** provide a current description of the applicant's experience and 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 Section 4929.22 of the Revised Code and contained in Chapter 4901:1-29 of the Ohio Administrative Code.
- B-3 **Exhibit B-3 "Summary of Experience,"** provide a concise and current summary of the applicant's experience in providing the service(s) for which it is seeking renewed certification (e.g., number and types of customers served, utility service areas, volume of gas supplied, etc.).
- B-4 **Exhibit B-4 "Disclosure of Liabilities and Investigations,"** provide a description of all existing, pending or past rulings, judgments, contingent liabilities, revocations of authority, regulatory investigations, or any other matter that could adversely impact the applicant's financial or operational

status or ability to provide the services for which it is seeking renewed certification since applicant last filed for certification.

- B-5 Exhibit B-5 "Disclosure of Consumer Protection Violations,"** disclose whether the applicant, affiliate, predecessor of the applicant, or any principal officer of the applicant has been convicted or held liable for fraud or for violation of any consumer protection or antitrust laws since applicant last filed for certification.

☒ No ☐ Yes

If Yes, provide a separate attachment labeled as **Exhibit B-5 "Disclosure of Consumer Protection Violations,"** detailing such violation(s) and providing all relevant documents.

- B-6 Exhibit B-6 "Disclosure of Certification Denial, Curtailment, Suspension, or Revocation,"** disclose whether the applicant or a predecessor of the applicant has had any certification, license, or application to provide retail natural gas or retail/wholesale electric service denied, curtailed, suspended, or revoked, or whether the applicant or predecessor has been terminated from any of Ohio's Natural Gas Choice programs, or been in default for failure to deliver natural gas since applicant last filed for certification.

☒ No ☐ Yes

If Yes, provide a separate attachment, labeled as **Exhibit B-6 "Disclosure of Certification Denial, Curtailment, Suspension, or Revocation,"** detailing such action(s) and providing all relevant documents.

### **SECTION C - APPLICANT FINANCIAL CAPABILITY AND EXPERIENCE**

**PROVIDE THE FOLLOWING AS SEPARATE ATTACHMENTS AND LABEL AS INDICATED**

- C-1 Exhibit C-1 "Annual Reports,"** provide the two most recent Annual Reports to Shareholders. If applicant does not have annual reports, the applicant should provide similar information, labeled as Exhibit C-1, or indicate that Exhibit C-1 is not applicable and why.
- C-2 Exhibit C-2 "SEC Filings,"** provide the most recent 10-K/8-K Filings with the SEC. If applicant does not have such filings, it may submit those of its parent company. If the applicant does not have such filings, then the applicant may indicate in Exhibit C-2 whether the applicant is not required to file with the SEC and why.
- C-3 Exhibit C-3 "Financial Statements,"** provide copies of the applicant's two most recent years of audited financial statements (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, it shall file audited or officer-certified financial statements covering the life of the business.
- C-4 Exhibit C-4 "Financial Arrangements,"** provide copies of the applicant's current financial arrangements to conduct competitive retail natural gas service (CRNGS) as a business activity (e.g., guarantees, bank commitments, contractual arrangements, credit agreements, etc.)
- C-5 Exhibit C-5 "Forecasted Financial Statements,"** provide two years of forecasted financial statements (balance sheet, income statement, and cash flow statement) for the applicant's CRNGS operation, along with a list of assumptions, and the name, address, email address, and telephone number of the preparer.

- C-6 **Exhibit C-6 "Credit Rating,"** provide a statement disclosing the applicant's current credit rating as reported by two of the following organizations: Duff & Phelps, Dun and Bradstreet Information Services, Fitch IBCA, Moody's Investors Service, Standard & Poors, or a similar organization. In instances where an applicant does not have its own credit ratings, it may substitute the credit ratings of a parent or affiliate organization, provided the applicant submits a statement signed by a principal officer of the applicant's parent or affiliate organization that guarantees the obligations of the applicant.
- C-7 **Exhibit C-7 "Credit Report,"** provide a copy of the applicant's current credit report from Experion, Dun and Bradstreet, or a similar organization.
- C-8 **Exhibit C-8 "Bankruptcy Information,"** provide a list and description of any reorganizations, protection from creditors, or any other form of bankruptcy filings made by the applicant, a parent or affiliate organization that guarantees the obligations of the applicant or any officer of the applicant in the current year or since applicant last filed for certification.
- C-9 **Exhibit C-9 "Merger Information,"** provide a statement describing any dissolution or merger or acquisition of the applicant since applicant last filed for certification.

#### **SECTION D – APPLICANT TECHNICAL CAPABILITY**

PROVIDE THE FOLLOWING AS SEPARATE ATTACHMENTS AND LABEL AS INDICATED.

- D-1 **Exhibit D-1 "Operations,"** provide a current written description of the operational nature of the applicant's business functions.
- D-2 **Exhibit D-2 "Operations Expertise,"** given the operational nature of the applicant's business, provide evidence of the applicant's current experience and technical expertise in performing such operations.
- D-3 **Exhibit D-3 "Key Technical Personnel,"** provide the names, titles, email addresses, telephone numbers, and background of key personnel involved in the operational aspects of the applicant's current business.

Applicant Signature and Title



Patrick J. Clouden CEO

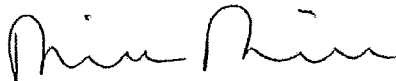
Sworn and subscribed before me this

7 day of

May

Month

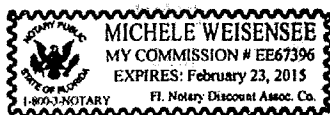
2013 Year



Signature of official administering oath

Michele Weisensee

Print Name and Title



My commission expires on 2-23-15



# The Public Utilities Commission of Ohio

Competitive Retail Natural Gas Service  
Affidavit Form  
(Version 1.07)

In the Matter of the Application of )

Consumer Energy Solutions, Inc )

for a Certificate or Renewal Certificate to Provide )

Competitive Retail Natural Gas Service in Ohio. )

Case No. **11-3277** -GA-AGG

County of  
State of

[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.
- (2) The applicant will timely file an annual report of its intrastate gross receipts and sales of hundred cubic feet of natural gas pursuant to Sections 4905.10(A), 4911.18(A), and 4929.23(B), Ohio Revised Code.
- (3) The applicant will timely pay any assessment made pursuant to Section 4905.10 or Section 4911.18(A), Ohio Revised Code.
- (4) 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) Applicant will cooperate with the Public Utilities Commission of Ohio and its staff in the investigation of any consumer complaint regarding any service offered or provided by the applicant.
- (6) Applicant will comply with Section 4929.21, Ohio Revised Code, regarding consent to the jurisdiction of the Ohio courts and the service of process.
- (7) Applicant will inform the Public Utilities Commission of Ohio of any material change to the information supplied in the certification or certification renewal application within 30 days of such material change, including any change in contact person for regulatory or emergency purposes or contact person for Staff use in investigating customer complaints.
- (8) Affiant further sayeth naught.

Affiant Signature & Title

Patrick J. Clouden

Sworn and subscribed before me this

7 day of

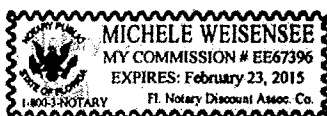
May Month

2013 Year

Signature of Official Administering Oath

Michele Weisensee

Print Name and Title



My commission expires on 2-23-15

(CRNGS Broker/Aggregator Renewal) Page 7 of 7

**A-14 Exhibit A-14 "Principal Officers, Directors & Partners,"** provide the names, titles, addresses and telephone numbers of the applicant's principal officers, directors, partners, or other similar officials

**Patrick Clouden, President & CEO**

1255 Cleveland Street  
STE 400  
Clearwater, FL 33755  
727-724-5811

**Jim Mather, VP & COO**

1255 Cleveland Street  
STE 400  
Clearwater, FL 33755  
727-724-5811

**Patty Harkonen, General Manager**

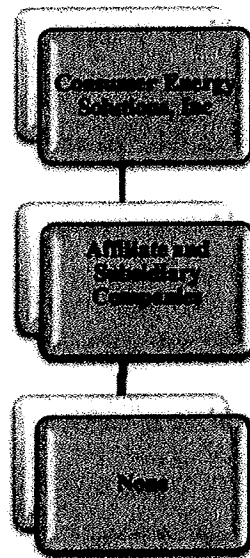
1255 Cleveland Street  
STE 400  
Clearwater, FL 33755  
727-724-5811

**George Clouden, Sales Manager**

1255 Cleveland Street  
STE 400  
Clearwater, FL 33755  
727-724-5811

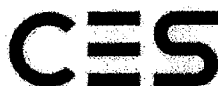


A-15 Exhibit A-15 "Corporate Structure," provide a description of the applicant's corporate structure, including a graphical depiction of such structure, and a list of all affiliate and subsidiary companies that supply retail or wholesale natural gas or electricity to customers in North America.



A-16 Exhibit A-16 "Company History," provide a concise description of the applicant's company history and principal business interests.

Please visit us at: <http://www.consumerenergysolutions.com/>



**Our Mission** CONSUMER ENERGY SOLUTIONS, INC.

Our mission is to be the most effective Brokering agent available to the energy marketing industry and to help the consumer manage their energy costs through effective energy purchasing strategies in small retail, commercial into, and including industrial, large commercial and renewable energy resources as they come available.

To support that mission, the owners bring over 30 years of sales experience to our clients and customers, with 11 years directly related to the Energy Markets in both Gas and Electric. By employing well-trained representatives, stringent policies related to the industry rules, effective management, and sales techniques, CES guarantees a degree of excellence in the field which supports our efforts in successfully attaining our mission goals.

## Overview

Consumer Energy Solutions was founded in 1999 and has enrolled over 2 million residential and 200,000 commercial customers across the United States and Canada.

We represent some of the largest energy suppliers in North America and have serviced many Fortune 500 companies.

We accomplish our goals by continuous research into the energy markets around the country. CES has built over the last 11 years a successful team of Sales Managers and Sales Consultants who are well educated in the Energy Supplier services industry. CES is proud to serve the industry and its customers in maintaining and ensuring a degree of excellence and competence by training all those who work within CES on the important issues in the Energy Supplier Industry to provide the best services possible.

**A-17 Exhibit A-17 "Articles of Incorporation and Bylaws," provide the articles of incorporation filed with the state or jurisdiction in which the applicant is incorporated and any amendments thereto, only if the contents of the originally filed documents changed since the initial application.**

N/A – No Changes

A-18 Exhibit A-18 "Secretary of State," provide evidence that the applicant is still currently registered with the Ohio Secretary of the State.

See Attachments:

Ohio Secretary of State  
Business Queries

Business Search Results by Business Name

Entry Number	Business Name	Type	Original Filing Date	Entry Date	Status	Business Location	County	State
200633	CONSUMER ENERGY SOLUTIONS OF FLORIDA, INC. (CONSUMER ENERGY SOLUTIONS, INC.)	FOREIGN CORPORATION	04/22/2011		Active			FLORIDA
184108	CONSUMER ENERGY SOLUTIONS, LLC	DOMESTIC LIMITED LIABILITY COMPANY	03/08/2008		Active			
1231769	CONSUMER ENERGY SOLUTIONS, INC.	FOREIGN CORPORATION	03/16/2001		Canceled			FLORIDA



DATE	DOCUMENT ID	DESCRIPTION	FILING	EXPED	PENALTY	CERT	COPY
03/23/2011	201108101203	FOREIGN LICENSE/FOR-PROFIT (FLF)	125.00	100.00		00	00

**Receipt**

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

CONSUMER ENERGY SOLUTIONS, INC.  
PO BOX 2454  
CLEARWATER, FL 33757

**STATE OF OHIO  
CERTIFICATE**

**Ohio Secretary of State, Jon Husted**

**2006323**

It is hereby certified that the Secretary of State of Ohio has custody of the business records for  
**CONSUMER ENERGY SOLUTIONS OF FLORIDA, INC. (CONSUMER ENERGY SOLUTIONS,  
INC.)**

Document(s)

**FOREIGN LICENSE/FOR-PROFIT**

Authorization to transact business in Ohio is hereby given, until surrender, expiration or  
cancellation of this license.

Document No(s):

**201108101203**



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 22nd day of March, A.D.  
2011.

*Jon Husted*

Ohio Secretary of State



Prescribed by:  
The Ohio Secretary of State  
Central Ohio: (614) 466-3910  
Toll Free: 1-877-SOS-FILE (1-877-767-3453)

[www.sos.state.oh.us](http://www.sos.state.oh.us)  
e-mail: [busserv@sos.state.oh.us](mailto:busserv@sos.state.oh.us)

**RESOLUTION OF FOREIGN CORPORATION  
TO QUALIFY UNDER AN ASSUMED NAME**  
(Foreign, Profit or Nonprofit)  
(161-PLA)

The undersigned hereby certifies that the Board of Directors of

Consumer Energy Solutions, Inc.  
(Name of Corporation)

a foreign corporation desiring a license to transact business in Ohio, did on 3/17/2011 adopt the following  
(date)  
resolution, to wit:

RESOLVED, that the corporation is hereby directed to make application for a license to transact business in Ohio

under the assumed name of Consumer Energy Solutions of Florida, Inc.  
and that the corporation will transact business in Ohio only under such assumed name.

Signature: Patrick Cloutier  
(Officer)

Print Name: Patrick Cloutier

Title: President/Dirctor

## **B. APPLICANT MANAGERIAL CAPABILITY AND EXPERIENCE**

**Exhibit B-1 "Jurisdictions of Operation,"** provide a list of all jurisdictions in which the applicant or any affiliated interest of the applicant is, at the date of filing the application, certified, licensed, registered, or otherwise authorized to provide retail or wholesale electric services including aggregation services.

Consumer Energy Solutions Inc. have a proven 11 year track record in the electric and natural gas industry as broker/marketer licensed in and serving the Energy Supplier Markets in Pennsylvania, Maryland, Maine, New Hampshire, Rhode Island, New Jersey, Massachusetts, and Connecticut.



**Exhibit B-2 "Experience & Plans,"** provide a description of the applicant's experience and 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 Section 4928.10 of the Revised Code.

Consumer Energy Solutions Inc. ("CES") have a proven 11 year track record in the electric and natural gas industry as broker/marketer licensed in and serving the Energy Supplier Markets in Pennsylvania, Maryland, Maine, New Hampshire, Rhode Island, New Jersey, Massachusetts, and Connecticut.

CES will at no time be taking title to any electricity, nor will it be contracting directly with Retail Customers in Ohio. CES will serve only in the capacity of a Power Broker and will not be providing any billing statements to customers. Customer inquiries and/or complaints can be handled directly by CES as outlined below or through the customers Local Delivery Company.

Consumer Energy Solutions follows certain protocols and sets company policy to both monitor and control the quality of its outreach and to fulfill its duty as a broker. First, any and all employees who will have contact with the public are trained in the Energy Industry basics and then are trained specific to each program it offers to the consumer within each specific program guideline. There is a specific 5 tier training program for all new employees and those wishing to advance to managerial positions in the sales areas must accomplish all the Mandatory Training and show proven skill in the sales area before attaining final Manager Status. Company disciplinary procedures and implementation of those procedures are also keyed to the industry and designed from the view of complete professionalism on the part of every company employee.

Consumer Energy Solutions records all calls, and through routine and daily call monitoring from its Quality Control Department, takes a proactive approach in maintaining an assurance of industry standards in its marketing activities.

Consumer Energy Solutions, Inc. maintains a Customer Service department dedicated to quickly resolve any customer questions or complaints that may occur with its own dedicated call lines.

In addition to the above, Consumer Energy Solutions uses a third party verification company to verify all its offers and acceptances of offers from the consumers who wish to take advantage of the energy savings they are informed of. The verification service employs recorded verification procedures which are then provided to CES for its obligations in record keeping management of all sales calls.

CES maintains an advanced IT Department to enable it to effectively reach, monitor and maintain its internal record keeping obligations, as well as custom designed programs to monitor and track all aspects of the business life cycle involved.

CES retains a dedicated Corporate Assistant who, in liaison with the company attorneys, monitors, tracks, and keeps its licensing and other obligations as an industry supplier current in each of the states it operates in, as well as assists in the internal procedures to track and ensure correct handling of sales related regulations and rules as applicable to such items as Do Not Call lists, and any other items related to regulations.

**Exhibit B-3 "Summary of Experience, "provide a concise and current summary of the applicant's experience in providing the service(s) for which it is seeking renewed certification (e.g., number and types of customers served, utility service areas, volume of gas supplied, etc.).**

Consumer Energy Solutions, Inc acting as a Broker/Marketer has serviced Gas Suppliers throughout the Northeast Regions in the deregulated states since 1999.

Specific to its services in Ohio, Consumer Energy Solutions, inc has been engaged by various suppliers to provide broker/marketing services to residential, small commercial, large commercial and industrial customers in the territories of the following utilities, which is it currently doing with each Utility listed below except Vectron, which it plans to engage later in 2013.

Columbia Gas

Dominion East

Duke Energy

Vectron

**Summary of Marketed Accounts in all Service Areas obtaining Choice Program offers.**

2011 - Grand Total – 240 accounts

2012- Grand Total – 375 accounts

Consumer Energy Solutions, Inc intends to continue broker/marketer services in the above territories, and to expand its service to suppliers and customers in those territories, including Vectron, in marketing the choice program offers available or which may come available throughout its next certification period July 3<sup>rd</sup>, 2013- July 3<sup>rd</sup>, 2015 to all classes of customers.

**Exhibit B-4 "Disclosure of Liabilities and Investigations,"** provide a description of all existing, pending or past rulings, judgments, contingent liabilities, revocation of authority, regulatory investigations, or any other matter that could adversely impact the applicant's financial or operational status or ability to provide the services it is seeking to be certified to provide.

CES has never had any existing, pending or past ruling, judgments, contingent liabilities, revocation of authority, regulatory investigations, or any other matter that could adversely impact the applicant's financial or operational status or ability to provide the services it is seeking to be certified to provide.

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**5/9/2013 10:17:32 AM**

**in**

**Case No(s). 11-3277-GA-AGG**

Summary: Application for Renewal Certification as a Competitive Retail Natural Gas Broker (Part 1 of 2) electronically filed by Ms. Margeaux Kimbrough on behalf of Consumer Energy Solutions, Inc.