



Public Utilities Commission

ORIGINAL

FILE

RETAIL NATURAL GAS SERVICE SUPPLIER/GOVERNMENTAL AGGREGATOR SERVICE OPERATIONS AND CERTIFICATE ABANDONMENT APPLICATION

Preface

This form is intended for the purpose of making application to The Public Utilities Commission of Ohio (PUCO) for the voluntary cessation of natural gas services and operations and the abandonment of certificate issued for competitive retail natural gas service(s) or governmental aggregation, within the service areas of all Ohio-regulated local gas distribution (LDC) companies.

Filing Instructions

The following cover form and application are designed so that you may directly input information onto the form. You may also download the entire application package by saving it to your local disk.

Please print or type all required information. Identify all attachments with an exhibit label and title (Example: Exhibit C-2 LDC Notice). All attachments should bear the legal name (and any references to which the Applicant is doing business in Ohio), and should be included on the electronic copy provided.

To file application, send or deliver the original completed cover form, application, affidavit, and all supporting information, along with 10 copies to:

The Public Utilities Commission of Ohio, Docketing Division
180 East Broad Street, 13th Floor
Columbus, OH 43215-3793.

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.

Technician [Signature] Date Processed MAR 24 2016

PUCO

2016 MAR 24 AM 10:32

RECEIVED - Docketing Division

*The Public Utilities Commission of Ohio*

**RETAIL NATURAL GAS SUPPLIER/GOVERNMENTAL AGGREGATOR  
FILING COVER FORM  
POST INITIAL CERTIFICATION**

In the Matter of the Application of )  
Direct Energy Source, LLC ) Case No. 02 - 1668 -GA- CRS  
dba Vectren Source )  
to: )

Name of Applicant: Direct Energy Source, LLC dba Vectren Source  
Applicant's Address: 12 Greenway Plaza, Suite 250, Houston, Tx 77074  
Contact Person or Counsel: Barbara Farmer Telephone Number: 713-354-4710

Mark the reason for filing this form, application, and supporting information. Check only one of the five main categories. Use separate copies of this form for each type of application.

- 1.  Certification Renewal Application (to be filed 30 to 60 days prior to expiration of current certificate) per Rules 4901:1-27-09 and 4901:1-27-04 of the Ohio Administrative Code.
- 2.  Notification of Material Change in Business (to be filed in the initial or most recent certification docket and within 30 days of the material change occurring) per Rule 4901:1-27-11 of the Ohio Administrative Code. Please check the following material change(s) that is(are) involved with this filing:
  - Change in ownership of five percent or more
  - Affiliation with public utility or change in affiliation with a public utility in this state
  - Retirement or other long-term changes to supply sources
  - Revocation, restriction, or termination of interconnection or service agreement with pipeline company or natural gas company
  - Fall of bond rating below BBB-
  - Fall of bond rating below Baa3
  - Filed or intend to file for some form of bankruptcy
  - Receipt of judgment, finding, or ruling that could affect fitness or ability to provide service
  - Other (please describe):
- 3.  Certificate Transfer Application per Rule 4901:1-27-11 of the Ohio Administrative Code.
- 4.  Abandonment Application (to be filed at least 90 days prior the effective date of the abandonment) per Rule 4901:1-27-12 of the Ohio Administrative Code. Please indicate which of the following two situations applies to the proposed abandonment:
  - Seek to abandon operations with no existing customers
  - Seek to abandon operations with existing customers
- 5.  Other application (please describe):

# The Public Utilities Commission of Ohio

## RETAIL NATURAL GAS SERVICE SUPPLIER/GOVERNMENTAL AGGREGATOR OPERATIONS AND CERTIFICATE ABANDONMENT APPLICATION

*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 - GENERAL INFORMATION

#### A-1 Applicant Information:

Name Direct Energy Source, LLC  
 Address 12 Greenway Plaza, Suite 250, Houston, Tx 77046  
 Telephone # 8 Web site address www.directenergy.com  
 PUCO Certification Case # 02-1668-GA-CRS Certificate # 02-001G

#### A-2 Contact person for regulatory or emergency matters:

Name Teresa Rigenbach Title Sr. Manager, Gov't & Reg Affairs  
 Business Address Firth Third Building, 21 E. State St. Columbus, OH 43215  
 Telephone # (614)220-4369 Fax # n/a  
 Email Address teresa.rigenbach@directenergy.com

### SECTION B - OPERATIONS/SERVICE INFORMATION

B-1 Date Applicant Will Cease Operations. 3/30/2016

B-2 Are customers being switched back to LDC  or contracts assigned ?

B-3 If contracts were/will be assigned, to whom? Direct Energy Services, LLC

B-4 In which month's billing cycle will the customers be switched? Consents have occurred at various times not related to billing cycle.

B-5 Indicate total number of Ohio customers currently served 0 , and by service territory:

CGO DEO DUKE VEDO

- B-6 Pursuant to Rule 4901:1-27-11 (B), applicant acknowledges that all contract terms and conditions were fulfilled prior to abandoning the operations provided under its certificate, or applicant has assigned such contracts to another retail natural gas supplier to fulfill the unexpired contract terms and conditions. YES  NO**

**SECTION C - EXHIBITS**

- C-1 Exhibit C-1 “Notice to Director of the Consumer Services Department”** provide a dated copy of the written notice that notified PUCO Department Director of Applicant’s intent to assign customer contracts, pursuant to Rule 4901:1-29-10(D)(1)(a) of the Ohio Administrative Code.
- C-2 Exhibit C-2 “LDC Notice”** provide a dated copy of the written notice provided to each LDC in each certified territory the CRNGS supplier operates of its intent to cease providing service pursuant to Rule 4901:1-27-11(B)(2) of the Ohio Administrative Code.
- C-3 Exhibit C-3 “Customer Notice”** provide a dated copy of the notice that notified customers of the company’s intent to abandon service pursuant to Rule 4901:1-27-11(B)(3); and if applicable, provide a dated copy of the notice that also notified customers of the company’s intent to assign contracts to another supplier.
- C-4 Exhibit C-4 “Affidavit”** provide a signed and notarized affidavit (*approved form attached herein*).



Applicant Signature:

Bray Dohrwardt

Date:

Title: Secretary

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# The Public Utilities Commission of Ohio

## RETAIL NATURAL GAS SERVICE SUPPLIER/GOVERNMENTAL AGGREGATOR OPERATIONS AND CERTIFICATE ABANDONMENT AFFIDAVIT EXHIBIT C-4


### AFFIDAVIT

In the Matter of the Application of )  
 Direct Energy Source, LLC )  
 To Abandon Retail Natural Gas Service Supplier ) Case No. 02-1668-GA-CRS  
 Or Ohio Natural Gas Governmental Aggregation )  
 Operations and Certificate in Ohio. )

County of Harris  
 State of Texas

Bray Dohrwardt Affiant, being duly sworn/affirmed according to law, deposes and says that:  
 He/She is the Secretary (Office of Affiant) of  
 Direct Energy Source, LLC (Name of Applicant).

1. Affiant is authorized to and does make this affidavit for said Applicant.
2. Applicant herein attests under penalty of false statement that all statements made in the application are true and complete.
3. Affiant further sayeth naught.

Affiant Signature & Title   
 Bray Dohrwardt, Secretary

Sworn and subscribed before me this day of March Month 2016 Year

  
 Signature of Official Administering Oath

Print Name and Title  
 JoAnn L. McLaughlin  
 Notary Public

My commission expires on 4/23/2017





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Exhibit C-2  
LDC Notice

1. Copy of Letter to from Direct Energy Source, LLC to Vectren Corporation – Notice of intent to not Renew Trade License Agreement.



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Direct Energy Services, LLC  
12 Greenway Plaza, Suite 250  
Houston, TX 77046

June 19, 2014

**VIA OVERNIGHT MAIL**

c/o Vectren Corporation  
One Vectren Square  
Evansville, Indiana 47708  
Facsimile Number: (812) 491-4169  
Attention: Ronald E. Christian, Executive V.P.  
Chief Legal & External Affairs Officer

**Reference:** Trademark License Agreement ("TLA") between Vectren Corporation ("Vectren") and Direct Energy Services, LLC ("Direct Energy") effective December 31, 2011.

**Subject:** Notice Not to Renew Second License & TLA

Dear Mr. Christian:

As you know, pursuant to Section 4(a)(ii) and (iii) of the TLA, the Second License (as such term is defined in Section 2(a)(ii) of the TLA) granted under the TLA will naturally expire on December 31, 2014 unless Direct Energy provides notice to Vectren of its desire to renew and Vectren agrees to such renewal.

This letter is provided as a courtesy to Vectren as notification of Direct Energy's decision not to renew the Second License. Accordingly, on December 31, 2014, the Second License will naturally expire, and as such, the TLA will naturally expire. Upon such expiration, neither party will have any further obligations to the other party under the TLA except for those obligations which by their very nature survive expiration.

If you have any questions, please feel free to reach out to Nishan Patel in our Legal Department via email at [nishan.patel@directenergy.com](mailto:nishan.patel@directenergy.com) or by telephone at 713.354.4710.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Hindman".

David Hindman  
Vice President & General Manager *NP*  
Direct Energy Services, LLC

cc: Barnes & Thornburg LLP  
11 South Meridian Street  
Indianapolis, Indiana 46204-3535  
Facsimile number: (317) 231-7433  
Attention: Catherine L. Bridge



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Exhibit C-3  
Customer Notice

1. Copy of Direct Energy's Assignment Notice to Vectren Energy Utility Customers. Informing customers of DE Source that accounts will be assigned to Direct Energy Services, LLC.
2. Copy of Direct Energy's Assignment Notice to Dominion East Ohio Utility Customers. Informing customers of De Source that accounts will be assigned to Direct Energy Services, LLC.





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<<DATE>>

<<FNAME>> <<LNAME>>

<<ADDRESS>>

<<CITY>>, <<STATE>> <<ZIP>>

### ***Assignment Notice***

We are writing you to share some important information about your natural gas supply service.

Your agreement with Direct Energy Source, LLC will be assigned to Direct Energy Services, LLC in approximately the next two months. From that point forward, all correspondence with you will be under the Direct Energy Services name. Shortly, you will also notice the Direct Energy Services name on your Dominion East Ohio bill as your natural gas supplier. **You can rest assured that your service will continue uninterrupted under the same terms and rates of your existing agreement**, and you will continue to receive the highest level of service we have to offer.

The utility, Dominion East Ohio will continue to deliver your natural gas, read your meter, respond to emergencies and provide you with a single bill, just as it does today. Although our name has changed, our quality of service has not. You will continue to benefit from competitive energy prices and receive the same exceptional customer service that you have come to know and trust. We are focused on exceeding the expectations you have for us as your Natural Gas supplier.

As always, we are committed to provide you with innovative energy products, competitive rates and world-class service. If you have any questions, give us a call at **1-888-566-9988**. Our energy representatives are available to answer any questions you may have regarding this name change. You can also find additional information by visiting our website at **[www.directenergy.com/ohio](http://www.directenergy.com/ohio)**, or scan the QR code at the bottom of the page with your smart phone or tablet!

Thank you for being a valued customer!

Sincerely,

A handwritten signature in black ink, appearing to read "D. Hindman".

David Hindman  
Vice President and General Manager  
Direct Energy





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## *Frequently Asked Questions*

### **Who is Direct Energy?**

Direct Energy is one of North America's largest competitive energy suppliers of electricity, natural gas and related services. With approximately 6,000 employees, we are active in upstream production (electricity and natural gas) and downstream delivery, and we help customers effectively manage all their energy needs.

Direct Energy operates in 10 Canadian provinces, 46 states in the U.S., and the District of Columbia, which includes more than six million customer relationships.

### **How are you different from other suppliers?**

As one of North America's largest energy and energy-related services providers, Direct Energy is a diverse, vertically-integrated, and financially strong North American energy company with a solid record of growth in the past decade.

Direct Energy provides customers with choice and support in managing their energy costs through a portfolio of innovative products and services. We attribute our success to our ability to adapt, innovate and earn the trust of customers in a competitive marketplace. Throughout the years, we grew tremendously but we have always remained close to our customers.

### **How will this affect my service and support?**

You will continue to receive the same competitive rates and the highest level of support. Our new strategic direction has positioned us to provide additional products and services to our customers in the future.

### **When will this change go into effect?**

This change will go into effect in approximately the next 2 months.

### **Where are you located?**

Direct Energy is headquartered in Houston TX with offices around the country which include Pittsburgh PA, Tulsa, OK and Columbus, OH.

### **How can I contact you?**

You can contact us by calling out Customer Care center toll free at **1-888-566-9988**, or by emailing [csdirectenergy@directenergy.com](mailto:csdirectenergy@directenergy.com).



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<<DATE>>

<<FNAME>> <<LNAME>>

<<ADDRESS>>

<<CITY>>, <<STATE>> <<ZIP>>

***Vectren Source is now Direct Energy!***

We are writing you to share some important news about your natural gas supply service. Vectren Source has become part of the Direct Energy family. Together, we have gained the strength that comes from serving the energy needs of more than six million customers in North America.

Your agreement with Vectren Source will be assigned to Direct Energy Services, LLC in approximately the next two months. From that point forward, all correspondence with you will be under the Direct Energy name. Shortly, you will also notice the Direct Energy name on your Vectren Energy Delivery of Ohio bill as your natural gas supplier. **You can rest assured that your service will continue uninterrupted under the same terms and rates of your existing agreement**, and you will continue to receive the highest level of service we have to offer.

The utility, Vectren Energy Delivery of Ohio will continue to deliver your natural gas, read your meter, respond to emergencies and provide you with a single bill, just as it does today. Although our name has changed, our quality of service has not. You will continue to benefit from competitive energy prices and receive the same exceptional customer service that you have come to know and trust. We are focused on exceeding the expectations you have for us as your Natural Gas supplier.

Our combined strengths better position us to provide you with innovative energy products, competitive rates and world-class service. If you have any questions, give us a call at **1-888-566-9988**. Our energy representatives are available to answer any questions you may have regarding this name change. You can also find additional information by visiting our website at **[www.directenergy.com/vectrensource](http://www.directenergy.com/vectrensource)**, or scan the QR code at the bottom of the page with your smart phone or tablet! When visiting our website, provide us with your email address and we will be able to email you important account information.

Thank you for being a valued customer!  
Sincerely,

David Hindman  
Vice President and General Manager  
Direct Energy





## *Frequently Asked Questions*

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### **Was Vectren Source acquired by Direct Energy?**

Yes. Vectren Source was acquired by Direct Energy in January 2012. Vectren Source is not the local utility but a separate company.

### **How will this affect my service and support?**

You will continue to receive the same competitive rates and the highest level of support. Our new strategic direction has positioned us to provide additional products and services to our customers in the future.

### **When will this change go into effect?**

This change will go into effect in approximately the next 2 months.

### **Where are you located?**

Direct Energy is headquartered in Houston TX with offices around the country which include Pittsburgh PA, Tulsa, OK and Columbus, OH.

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