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Fax: 866.306.7929 www.ondemandenergy.com

500 Cherrington Parkway

Moon Township, PA 15108 Telephone: 412.299.8900

Suite 400

PUCO

May 16, 2017

Public Utilities Commission of Ohio Docketing Division 180 East Broad Street Columbus OH 43215-3793

Re: Case Number 13-1459-GA-AGG, Application for CRNG Broker/Aggregator Renewal

PUCO:

On-Demand Energy, L.P. hereby submits its application for renewal of its Competitive Retail Natural Gas license to act as a Gas Broker/Aggregator. Please find enclosed one(1) original application signed by John Zbihley and three (3) copies including all exhibits, affidavits and other attachments. Exhibits C3, C5 and C7 are filed as confidential and under seal.

Please note that On-Demand Energy, L.P. is a Limited Partnership and its current license was filed under the name of On-Demand Energy, Inc. which is the corporate general partner of On-Demand Energy, L.P. We are requesting the renewal name change from On-Demand Energy, Inc. to On-Demand Energy, L.P. Our corporate and operating structure has remained the same and unchanged since 2002 and there will be no changes made at this time.

During a recent review and audit of our business we recognized that our various state PUC broker licenses (including Ohio) were not consistent in that they were not all registered in the same Limited Partnership entity. After internal review and careful consideration, we are seeking to be consistent with our broker licenses in all states including Ohio so that all our broker licenses are registered under our Limited Partnership entity, On-Demand Energy, L.P. I have also enclosed a "Full Force and Effect" certificate for On-Demand Energy, L.P. issued by the Ohio Secretary of State for your information.

Sincerely

President

Enclosures



PUCO USE O	NLY - Version 1.08	
Date Received	Renewal Certification	ORIGINAL AGG
	Number	Case Number
		13 - 1459 - 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-15 - 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 ANI OILVIII SAUL		
A-1	Applicant inte ✓ Retail Natur			s: (check all that il Natural Gas Brok		
A-2	Applicant info	rmation:				
	Legal Name Address	On-Demand En		00, Moon Township, PA	A 15108	
	Telephone No.	412-299-8900		Web site A	Address	www.ondemandenergy.com
	Current PUCO Ce	rtificate No.	13-316G(2)	Effective Dates	July 22	2,2015 through July 22,2017
A-3	Applicant info	rmation und	ler which applic	cant will do busine	ess in O	hio:
	Name	On-Demand E	nergy, L.P.			
	Address	500 Cherringto	on Parkway, Suite 4	00, Moon Township, Pa	A 15108	
	Web site Address	www.ondeman	denergy.com	Telephone	No. 412	2-299-8900

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

OnDemand Energy

A-5 Contact person for regulatory or emergency matters:

Name John R. Morris Title Director Technical and Regulatory Services

Business Address 500 Cherrington Parkway, Suite 400, Moon Township, Pa 15108

Telephone No. 412-424-2567 Fax No. 866-306-7929 Email Address jrmorris@ondemandenergy.com

A-0	Contact person for Commission Staff use in inv	estigating c	ustomer compiaints:
	Name John J. Zbihley	Title	President
	Business address 500 Cherrington Parkway, Suite 400, Mo	oon Township,	Pa 15108
	Telephone No. 412-424-2560 Fax No. 866-306-79	29	Email Address jzbihley@ondemandenergy.com
A-7	Applicant's address and toll-free number for cu	stomer serv	vice and complaints
	Customer service address 500 Cherrington Parkway, Suite	e 400, Moon To	ownship, PA 15108
	Toll-Free Telephone No. 888-566-3362 Fax No. 866	3-306-7929	Email Address clientservice@ondemander
A-8	Provide "Proof of an Ohio Office and Employee Revised Code, by listing name, Ohio office addr designated Ohio Employee	•	
	Name National Registered Agents, Inc	Title	
	Business address 1300 East Ninth Street, Cleveland, OH 4	4114	
	Telephone No. 800-767-1553 Fax No.	Ema	ail Address
A-9	Applicant's federal employer identification nun	aber ⁸²⁰⁵	648270
A-10	Applicant's form of ownership: (Check one)		
	Sole Proprietorship	Partne	ership
	Limited Liability Partnership (LLP)	Limite	ed Liability Company (LLC)
	Corporation	✓ Other	Limited Partnership (LP)
A-11	(Check all that apply) Identify each natural g currently providing service or intends to provid class that the applicant is currently serving o commercial, and/or large commercial/industrial	le service, in r intends t	ncluding identification of each customer o serve, for example: residential, small

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.)

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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:

Vectren Energy Deliv	very of Ohio In	ntended Start Date	
Duke Energy Ohio	i.	ntended Start Date	When opportunity arises
Dominion East Ohio	Ĭı	ntended Start Date	
Columbia Gas of Ohi	o <u> </u>	ntended Start Date	

PROVIDE THE FOLLOWING AS SEPARATE ATTACHMENTS AND LABEL AS INDICATED.

- A-14 <u>Exhibit A-14 "Principal Officers, Directors & Partners,"</u> 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 "Company History," provide a concise description of the applicant's company history and principal business interests.
- A-16 Exhibit A-16 "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-17 Exhibit A-17 "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 he
	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 <u>Exhibit B-5</u> "<u>Disclosure of Consumer Protection Violations</u>," 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 <u>Exhibit B-6 "Disclosure of Certification Denial</u>, <u>Curtailment</u>, <u>Suspension</u>, <u>or Revocation</u>," 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.

 (This is generally only applicable to publicly traded companies who publish annual reports.)
- C-2 <u>Exhibit C-2 "SEC Filings,"</u> 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 <u>Exhibit C-3 "Financial Statements</u>," 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. 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 account numbers redacted).

C-4 <u>Exhibit C-4 "Financial Arrangements,"</u> provide copies of the applicant's financial arrangements to satisfy collateral requirements to conduct retail electric/gas business activity (e.g., parental or third party guarantees, contractual arrangements, credit agreements, etc.,).

Renewal applicants can fulfill the requirements of Exhibit C-4 by providing a current statement from an Ohio local distribution utility (LDU) that shows that the applicant meets the LDU's collateral requirements.

First time applicants or applicants whose certificate has expired as well as renewal applicants can meet the requirement by one of the following methods:

- 1. The applicant itself stating that it is investment grade rated by Moody's, Standard & Poor's or Fitch and provide evidence of rating from the rating agencies.
- 2. Have a parent company or third party that is investment grade rated by Moody's, Standard & Poor's or Fitch guarantee the financial obligations of the applicant to the LDU(s).
- 3. Have a parent company or third party that is not investment grade rated by Moody's, Standard & Poor's or Fitch but has substantial financial wherewithal in the opinion of the Staff reviewer to guarantee the financial obligations of the applicant to the LDU(s). The guarantor company's financials must be included in the application if the applicant is relying on this option.
- 4. Posting a Letter of Credit with the LDU(s) as the beneficiary.

If the applicant is not taking title to the electricity or natural gas, enter "N/A "in Exhibit C-4. An N/A response is only applicable for applicants seeking to be certified as an aggregator or broker.

- C-5 <u>Exhibit C-5 "Forecasted Financial Statements</u>," provide two years of forecasted income statements for the applicant's **NATURAL GAS related business activities in the state of Ohio Only**, along with a list of assumptions, and the name, address, email address, and telephone number of the preparer. The forecasts should be in an annualized format for the two years succeeding the Application year.
- 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, Fitch IBCA, Moody's Investors Service, Standard & Poor's, 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 an 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. If an applicant or its parent does not have such a credit rating, enter "N/A" in Exhibit C-6.
- 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. An applicant that provides an investment grade credit rating for Exhibit C-6 may enter "N/A" for Exhibit C-7.

- 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 within the two most recent years preceding the application.
- C-9 Exhibit C-9 "Merger Information," provide a statement describing any dissolution or merger or acquisition of the applicant within the two most recent years preceding the application.
- C-10 Exhibit C-10 "Corporate Structure," provide a description of the applicant's corporate structure, not an internal organizational chart, including a graphical depiction of such structure, and 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 applicant may respond by stating that they are a stand-alone entity with no affiliate or subsidiary companies.

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

Sworn and subscribed before me this

MAY

Month

1017 Va

Signature of official administering oath

Print Name and Title

COMMONWEALTH OF PENNSYLVANIA

NOTARIAL SEAL
Lois A. Firanski, Notary Public
Moon Twp., Allegheny County
My Commission Expires, Feb. 12, 2018

MEMBER, PENNSYLVANIA ASSOCIATION OF NOTARIES

My commission expires on

2-12-2018



The Public Utilities Commission of Ohio

Competitive Retail Natural Gas Service Affidavit Form (Version 1.07)

In	the Matter of the Application of)		
On-	-Demand Energy, L.P.) Case No.	13 _ 1459	-GA-AGG
for	a Certificate or Renewal Certificate to Provide)		
Co	mpetitive Retail Natural Gas Service in Ohio.)		
	te of Pennsylvania			
	John Zbihley	[Affiant], being d	luly sworn/affir	med, hereby states that:
(1)	The information provided within the certification or cer complete, true, and accurate to the best knowledge of aff		plication and su	ipporting information is
(2)	The applicant will timely file an annual report of its inatural gas pursuant to Sections 4905.10(A), 4911.18(A)	-	•	
(3)	The applicant will timely pay any assessment made Revised Code.	pursuant to Section	4905.10 or Sec	etion 4911.18(A), Ohio
(4)	Applicant will comply with all applicable rules and o pursuant to Title 49, Ohio Revised Code.	rders adopted by the	Public Utilitie	s Commission of Ohio
(5)	Applicant will cooperate with the Public Utilities Corconsumer complaint regarding any service offered or pro-			he investigation of any
(6)	Applicant will comply with Section 4929.21, Ohio Rev courts and the service of process.	ised Code, regarding	consent to the	jurisdiction of the Ohio
(7)	Applicant will inform the Public Utilities Commission of the certification or certification renewal application with contact person for regulatory or emergency purposes complaints.	in 30 days of such m	aterial change,	including any change in
(8)	Affiant further sayeth naught.			
	1 de la		FRESIDA	
	Affiant Signature & Title			<u> </u>
	Sworn and subscribed before me this 25" day of	MAY	Month	2017 Year
	the a Sumsky	hois A	FIRANS	KI NOTARY
	Signature of Official Administering Oath	Print Name and Title	e	
	COMMONWEALTH OF PENNSYLVANIA NOTARIAL SEAL Lois A, Firanski, Notary Public Moon Twp., Allegheny County My Commission Expires Feb. 12, 2018 HELDER DENNSYLVANIA ASSOCIATION OF NOTARIES	on expires on	2-12-20	1/8

Exhibit A-14 Principal Officers, Directors, & Partners

President

John J. Zbihley 500 Cherrington Parkway Suite 400 Moon Township, PA 15108 412-424-2560 866-306-7929 fax

Vice President Energy Management Services

George Goss 500 Cherrington Parkway Suite 400 Moon Township, PA 15108 412-424-2561 866-306-7929 fax

Vice President Sales & Business Development

John R. Bodine 500 Cherrington Parkway Suite 400 Moon Township, PA 15108 412-424-2562 866-306-7929 fax

Vice President Managed Products

Doug Schafer 500 Cherrington Parkway Suite 400 Moon Township, PA 15108 412-604-2346 866-306-7929 fax

Director Technical Services & Regulatory Affairs John Morris 500 Cherrington Parkway Suite 400 Moon Township, PA 15108 412-424-2567 866-306-7929 fax



Organization Chart - March 2017 OnDemand Energy

President John J. Zbihley

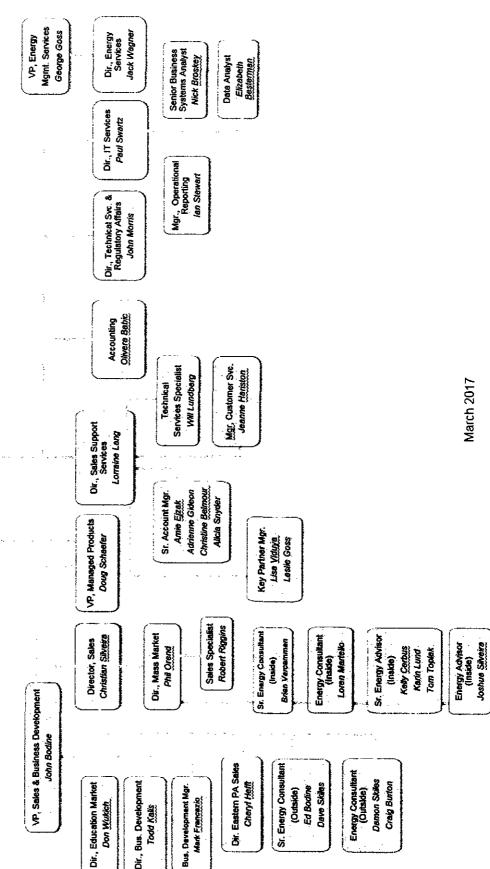


Exhibit A-15 Company History

OnDemand Energy ("OnDemand") was founded in 1995 in Pittsburgh, Pennsylvania, with the primary intent of helping business customers manage energy needs both on the supply and demand side of the meter. Its staff is comprised of energy experts offering over 200 years of combined experience in managing the complexities of energy delivery and consumption and controlling customer's energy costs.

OnDemand manages electricity and natural gas requirements for over 50,000 customer accounts offering energy service solutions for its customers that include energy procurement, energy performance contracting, energy rate analysis, energy management, energy monitoring, energy bill auditing, energy efficient lighting, HVAC services, demand management, power factor correction systems and O&M services.

OnDemand has managed the procurement of more than 15 Billion kWh's of electricity, primarily in the PJM Regional Transmission Operating Territory. In addition to electricity, OnDemand has managed over 5 BCF's of natural gas transactions. OnDemand has saved its clients over \$100million dollars in electricity and natural gas expenses since the inception of the deregulated markets.

OnDemand has been licensed by the Pennsylvania Public Utility Commission since 1999 as an Energy Generation Supplier and Natural Gas Supplier specifically as a consultant/broker of electricity and natural gas serving our customers throughout Pennsylvania. OnDemand is also a licensed electricity broker in Delaware, Maryland, New Jersey, Illinois and Massachusetts and a licensed natural gas broker in Maryland, New Jersey, and Ohio.

OnDemand is an independent, employee owned company and has no affiliation with any electric or natural gas utilities or suppliers. As a consultant, OnDemand does not supply, or resell, electricity or natural gas. OnDemand's energy professionals simply help its customers determine the best electricity or natural gas supply option that meets their needs at the lowest possible costs considering all contract terms and the customer's aversion to risk. OnDemand maintains a formal broker relationship with all of the major energy providers that serve the PJM region and evaluates all of the supply options and products in order to determine the optimal energy supply options for its customers. OnDemand also maintains a formal broker relationship with major natural gas suppliers in Pennsylvania, Ohio, Maryland, New Jersey, and New York.

OnDemand focuses its efforts on the mid-sized commercial and industrial market, but also services larger and smaller clients as needed. OnDemand's energy experts customize energy management strategies for each client, no matter what their line of business.

OnDemand's employees have a strong background in the electric utility industry with a comprehensive set of skills in all aspects and phases of energy procurement and energy management.

OnDemand has a strong back office having demonstrated the capability to manage thousands of electric and natural gas contracts representing over 4 billion kwh and over 2 Bcf of annual energy load. OnDemand routinely monitors the major energy markets and working closely with both energy suppliers and OnDemand's clients to optimize the timing of energy purchases.

OnDemand also manages the purchase of layered hedges for large power pools of small and midsized commercial and industrial accounts throughout PJM service territories.

Exhibit A-16 Articles of Incorporation and Bylaws

On-Demand Energy Solutions, Inc., is the General Partner for On-Demand Energy, LP (OD Energy Solutions, LP was renamed to On-Demand Energy, LP on July 17, 2002) was formed and incorporated and the By-Laws were adopted and approved on June 10, 2002. The Articles of Incorporation of OD Energy Solutions, Inc. were filed with the Commonwealth of Pennsylvania Department of State Corporation Bureau on June 10, 2002. See the attached incorporation, By-Laws and filings with the Commonwealth of Pennsylvania.

The following 5 pages are the Pennsylvania charter documents for OD Energy Solutions L.P. which was the original limited partnership name, and the Pennsylvania Certificate of Amendment to rename OD Energy Solutions L.P. to On-Demand Energy, L.P. with On-Demand Energy, Inc. as its General Partner.

Exhibit A-17 Secretary of State

See attached Certificate of Full Force issued by the state of Ohio.

1/1

UNITED STATES OF AMERICA STATE OF OHIO OFFICE OF THE SECRETARY OF STATE

I, Jon Husted, do hereby certify that I am the duly elected, qualified and present acting Secretary of State for the State of Ohio, and as such have custody of the records of Ohio and Foreign business entities; that said records show ON-DEMAND ENERGY, L.P., a Pennsylvania Limited Partnership, Registration Number 1852442, filed on April 22, 2009, is currently in FULL FORCE AND EFFECT upon the records of this office.



Validation Number: 201707303862

Witness my hand and the seal of the Secretary of State at Columbus, Ohio this 15th day of March, A.D. 2017.

Ohio Secretary of State

Exhibit B-1 Jurisdictions of Operation

- 1. Pennsylvania Electric Generation Supplier License A-110107 as a broker/marketer approved on March 4, 1999.
- 2. Pennsylvania Natural Gas Supplier License A-125076 as a supplier of natural gas supply services approved on April 13, 2000.
- 3. Delaware Electric Supplier Certificate was issued on January 7, 2009, Docket 08-402
- 4. Maryland license to Supply Electricity or Electric Generation Services to the Public in the State of Maryland issued July 13, 2009, IR-1442.
- 5. Maryland license to Supply Natural Gas or Natural Gas Supply Services in the State of Maryland issued November 25, 2014.
- 6. New Jersey Energy Agent EA-0103 and Private Aggregator PA-0086 renewed license June 29, 2016 until June 28, 2017
- 7. Illinois Agent Brokers and Consultants (ABC) license approved January 21, 2011 Order 10-0663.
- 8. Massachusetts Electricity Broker License EB-219 Effective May 21, 2014, renewed January 25, 2017 until May 1, 2018
- 9. Ohio Competitive Retail Electric Service Provider Certificate 09-153E(4) Effective June 15, 2015.
- 10. Ohio Competitive Retail Natural Gas Aggregator/Broker Certificate Number 13-316G(2) issued July 23,2015.

Please note that OnDemand Energy has never had a formal or informal Public Utility Commission complaint filed in any jurisdiction.

Exhibit B-2 Experience & Plans

With respect to the Retail Natural Gas Broker application:

OnDemand has acted as a broker/consultant to its commercial, industrial, governmental and institutional customers to procure their natural gas or electricity requirements from licensed third party suppliers for over 10 years. We recognize that energy procurement is not a onetime transaction, but is a long term service process that must be managed proactively. Therefore, our business goal is to serve our customers over the long term to meet their business needs. OnDemand has been licensed by the Pennsylvania Public Utility Commission as Electric Generation Supplier, broker/marketer since April 1999 and a Natural Gas Supplier, broker/marketer since 2000. In addition we are licensed electricity brokers in Ohio (CRES), Maryland, New Jersey, Delaware, Massachusetts and Illinois and licensed natural gas brokers in Ohio, Maryland, and New Jersey. OnDemand Energy has never experienced an informal or formal complaint in any state.

For provision of our services, OnDemand receives a fee from the natural gas supplier or electric supplier who ultimately contracts with the customer. Thereafter, the contractual relationship is strictly between the customer and the electric or gas supplier. Although the contractual relationship for natural gas or electricity supply is ultimately between the customer and the supplier, OnDemand is committed to its customers to guide them through the procurement process and consult with them to clarify the pricing, terms, conditions, switching rules etc. that are part of the supplier(s) contract(s). All other terms, rules, disclosures, billing issues, generation resource mix, and other customer information that is inherently the supplier(s) responsibility are not duplicated by OnDemand. However, OnDemand will consult with and assist the customer as required with any supplier specific issues.

OnDemand has assisted its customers and guided them through the procurement process for over 15 years typically through one-on-one contacts with each customer. More recently, OnDemand has held seminars to educate the customers on the concept of energy choice and opportunities to take advantage of participating in the competitive energy market. To the extent that any winning electricity or natural gas supplier receives customer complaints or inquiries, OnDemand will consult with its customers as part of our procurement service offering.

With Respect to the Retail Natural Gas Aggregator application:

OnDemand Energy does not intend to serve as a typical Retail Natural Gas Aggregator and therefore will not take title to natural gas for retail supply to aggregations of customers. OnDemand will assume an aggregator role when consulting with groups of its customers to help guide them through the process of joining other customers on a Supplier's aggregation product. In this regard, OnDemand will continue to act as a broker for a group, or aggregation of customers.

All interactions and consultative services will ultimately be on a customer by customer basis as described in the Retail Natural Gas Broker discussion above.

Exhibit B-3 Summary of Experience

OnDemand will leverage its natural gas brokering and consulting experience in Pennsylvania and other areas as well as its electricity broker and aggregator expertise in Ohio, Pennsylvania, Maryland, Delaware, Massachusetts, New Jersey, and Illinois. In 2000, OnDemand Energy was one of the first energy consultants in the nation to be licensed by the Pennsylvania Public Utility Commission for natural gas supply.

Over the past 15 years OnDemand has assisted several hundred customers with their natural gas procurement needs placing them with numerous third party natural gas suppliers in many different utility delivery areas. Currently OnDemand has approximately 2 Bcf of annual natural gas load under management.

In addition to the common fixed price full requirements contracts, OnDemand has experience helping customers with full index + basis contracts, contracts with a variety of triggering options and swing provisions. OnDemand constantly monitors the energy markets and has assisted many customers in multiple triggering strategies where a knowledge of the customers load characteristics and market conditions are key to meeting the customer's purchasing goals such as budget certainty vs risk tolerance.

OnDemand's extensive experience as an aggregator of electricity customers' accounts can also be applied to natural gas procurement.

Over the last few years OnDemand has assembled more than 20 large groups or pools of primarily mid-sized commercial and industrial electric accounts in all of the utility territories in Pennsylvania. These pools of accounts were designed to enable smaller commercial and industrial customers to participate in customer choice where they otherwise would typically not be able to obtain fixed pricing or other pricing structures from third party suppliers due to their size or load shape. OnDemand may assemble similar groups of natural gas customer accounts for the same reasons. OnDemand will rely on its experience and lessons learn by dealing with large numbers of customers and utility accounts.

OnDemand may hold customer seminars to inform potential customers of all procurement options including customer aggregation strategies.

OnDemand will work collaboratively with the winning pooling supplier(s) to manage the procurement natural gas to supply the pool in aggregate. OnDemand and the Suppliers will continuously monitor the natural gas markets and regularly meet to discuss and execute wholesale hedge positions.

Because OnDemand acts in the capacity of a broker, paid by Suppliers, it does not have the need to issue customer billing statements. OnDemand does offer assistance to its customers who have need to contact their suppliers regarding billing issues and other supplier complaints/problems.

Exhibit B-4 Disclosure of Liabilities and Investigations

OnDemand is not aware of any existing, pending or past rulings, judgments, contingent liabilities, revocations of authority, regulatory investigations or any other matter that would impact OnDemand's financial or operational status or ability to provide the broker/consultant services it is seeking to be certified to provide.

Exhibit C-1 Annual Reports

OnDemand does not have shareholders and therefore does not issue annual reports.

Exhibit C-2 SEC Filings

OnDemand is not required to submit 10-K or 8-K filings to the SEC.

Exhibit C-4 Financial Arrangements

N/A.

OnDemand will operate as a broker/consultant and does not intend to take title to natural gas for resale. Therefore OnDemand does not believe that the need for financial arrangements to conduct broker/consultant business is necessary.

Exhibit C-6 Credit Rating

N/A.

OnDemand Energy is not a publicly traded company and therefore does not have credit ratings from these credit rating firms.

Exhibit C-8 Bankruptcy Information

N/A.

OnDemand is not reorganizing, or involved in any bankruptcy proceedings

Exhibit C-9 Merger Information

OnDemand Energy has not dissolved or participated in any acquisition or merger activities within the past five (5) years.

Exhibit D-1 Operations

OnDemand services its own clients and also works through Affinity and Channel partners to provide broker and consultative services to its customers which are primarily commercial, industrial and governmental or institutional accounts. OnDemand brokerage services may also include load analysis, market information updates, energy contract and product review and analysis, trigger timing etc., and generally any services that will aid the customer in reaching a purchasing decision that meets the customer's needs.

OnDemand will not take title to natural gas in any purchasing deal for an individual customer or for any group of customers. All natural gas procurement will be conducted through Suppliers that are licensed in the State of Ohio. OnDemand will follow all recognized policies and procedures to ensure that customers' accounts are switched properly to the winning Supplier(s) according to the local distribution utility's rules.

Exhibit D-2 Operations Expertise

OnDemand has been operating as an electricity and natural gas broker for over 15 years and employee personnel with over 250 years of combined experience in managing the complexities of energy supply, delivery and consumption.

OnDemand manages electricity and gas supply requirements for more than 7,000 clients with over 35,000 meters. OnDemand manages over 5Billion kwh and over 2 Bcf of natural gas annually for our clients

OnDemand is experienced in working with its customers on a one-on-one basis as well as on a group basis in over 20 large pools of customers. OnDemand's success is demonstrated by servicing over 7,000 clients with over 35,000 meters

OnDemand has broker relationships with over 20 electric and natural gas suppliers to give our customer a wide range of competitive options to satisfy their procurement needs.

OnDemand will employ its vast industry expertise to serve its Ohio natural gas customers with the same diligence and care as it has routinely used in all of its electric and natural procurement service.

Exhibit D-3 Key Technical Personnel

Name	Title	Email	Phone	Background
John Zbihley	President	jzbihley@ ondemandenergy.com	412-424-2560	John has over 30 years of energy industry experience and is an expert in energy procurement, production, delivery, and energy efficiency program development for businesses. John has grown OnDemands' services platform to serve over 5,000 business and 15,000 residential clients who are reducing their energy bills by more than \$50 million annually. John has extensive facility and engineering energy management experience. He also has had various leadership roles and senior-level management responsibilities for DQE's OnDemand Energy, ValuSource Energy and Duquesne Light Company subsidiaries. Mr. Zbihley earned his M.S. in Industrial Administration (MBA) from Carnegie Mellon University, with concentrations in marketing, finance and entrepreneurship. He also studied engineering, economics and math at The Pennsylvania State University, where he received a B.S. in Electrical Engineering
John Bodine	VP, Sales and Business Development	jbodine@ ondemandenergy.com	412-4242562	John has 25 years of experience in business development, strategic planning and sales execution within the retail energy and information technology industries. John is experienced in the retail energy sector involving the development and implementation of energy programs for OnDemand's various affinity partners and associations. Prior to joining OnDemand, John was instrumental in taking a sophisticated energy risk management product, normally reserved for large, industrial clients, and implementing the risk management platform for small commercial pools and aggregations. John also led the sales efforts in the PJM market for one of the energy industry's largest third-party energy suppliers. John has a B.A. in Mathematics from St. Vincent College and a B.S. in Electrical Engineering from The Pennsylvania State University.

Lori has over 10 years of experience as an accomplished energy expert. Before joining OnDemand Lorraine worked at a top Competitive Retail Energy Company, supporting all aspects of energy procurement and successful enrollment for commercial, industrial, and national clients. Lori has expertise in the US Power Market including areas of pricing, customer enrollment, historical data acquisition, Electronic Data Interchange (EDI) rules and overall utility operating. Lori has implemented Customer Relationship Management systems to include work flow management and real-time working queues, process automation, and improved user interface. Lori has lead front office business processes and systems as a result. Lori holds a B.S. in Chemical Engineering from the University of Pittsburgh	Christian joined the OnDemand team in 2010. Prior to his employment at OnDemand Christian has ten years of experience in the Finance & Banking industry and was a small business owner of an independent brokerage company. Christian always meets customer and client demands while maintaining exceptionally high quality customer service. Under Christian's leadership, OnDemand has experienced steady growth and consistent market expansion. Christian is a licensed Certified Energy Professional (CEP) and is a 2001 alumnus of Malone University, where he earned a B.S. in History.	Phil joined OnDemand Energy in 2006. Phil has extensive background in the manufacturing and industrial customer market segment. In his former position as a sales account manager in industrial lubricants, he was responsible for savings his clients over \$40 million dollars in annual operating costs in the first 3 years. Mr. Orend also has significant experience with large non-profit organizations with leadership positions including President of the Hopewell Area School Board and a Trustee of the Board at Lincoln Park Performing Arts Charter School in Midland PA.
412-424-2586	412-424-2581	412-424-2568
llang@ ondemandenergy.com	silveira@ ondemandenergy.com	porend@ ondemandenergy.com
Director, Sales Support Services	Director, Sales and Mass Market Operations	Director, Marketing and Sales Coordinator
Lori Lang	Christian Silveira	Phil Orend

Leslie Goss	Program Outreach Manager	lgoss@ ondemandenergy.com	412-424-2577	Leslie Goss joined OnDemand Energy in January 2010, working with the sales team as an Energy Advisor. She later served as an Account Executive, and now manages the Program Outreach team. Prior to OnDemand Energy, Leslie spent 10 years as a Sr. Sales Analyst with a Fortune 100 company. She earned a B.S. Degree in Education from Slippery Rock University, and a Post-Baccalaureate Certificate in Accounting from Robert Morris University
	VP, Energy Management Services	ggoss@ ondemandenergy.com	412-424-2561	George has been with OnDemand since 1995. George leads OnDemand's Energy Management Services sales and operations. He has over 35 years of experience in the energy industry, and has held various leadership positions in the electric contractor industry. George also established two successful private energy service companies Conserve Electric and EMC. George holds a B.S. in Electrical Engineering from The Pennsylvania State University.
	Director, Technical Services & Regulatory Affairs	jrmorris@ ondemandenergy.com	412-424-2567	John has nearly 40 years of experience in the regulated and deregulated energy industry. Prior to joining OnDemand, John served as Project Manager of Rates and Regulatory Affairs for Duquesne Light Company in Pitsburgh, Pennsylvania. At Duquesne, John was responsible for Cost of Service studies, electric rate design and tariff issues, and worked extensively with the Pennsylvania Public Utility Commission. He was a key participant in rate design of unbundled retail tariffs into transmission, distribution, generation and stranded costs. John was also responsible for coordination of key regulatory filings, coordination of PA PUC management audits, preparation of testimony and served as a witness for cost-of-service filings to the PA PUC. John is a registered Engineer with the State of Pennsylvania. John has a degree in mechanical engineering from the University of Pennsylvania, and an agricultural engineering degree from West Virginia University
Don Wukich	Director, Education Market Services	dwukich@ ondemandenergy.com	412-424-2580	Don manages OnDemand's school district Intermediate Unit consortiums and higher education energy programs. Don also takes on a leading management role within OnDemand's professionally managed energy pools/solutions division. Prior

to joining OnDemand in 2010, Don was a leader in managing one of the nation's first natural gas consortiums, consisting of approximately 150 school districts as well as non-public schools, municipalities and churches in Western Pennsylvania. Over the past 20 years, participants have saved in excess of \$70 million through participation in this consortium. Don has also been involved in the deregulated electric market since 1997, where the electric consortium saved over \$38 million.	Todd is responsible for leading new business development, sales, marketing and energy procurement initiatives including client prospecting, development, evaluation and enrollment into OnDemand's energy procurement programs. His collegiate and professional athletics background provides a unique foundation of experience specific to his leadership, team building and performance based sales skills. Todd draws from 15 years of sales, marketing and strategic business development positions and has a wealth of experience building C-Level relationships through personal contact, communications, presentations and negotiations. He is an 8 year veteran of the National Football League (NFL) having played in over 100 games for the Minnesota Vikings, Pittsburgh Steelers and Cincinnati Bengals. Todd is President of the Pittsburgh Chapter of the NFL Alumni and has co-author a book called Pigskin Dreams – The People, Places and Events that Forged the Character of the NFL's Greatest Players. Todd has a B.S. Economics from Arizona State University
	412-604-2341
	tkalis@ ondernandenergy.com
	Director, Business Development
-	Todd Kalis

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dschaefer@ondemandenergy.com 412-604-2346 Doug Schaefer has over 17 years of wholesale electricity experience. Prior to ioining OnDemand. Doug spent the	Management of Stretchia Engage (new Pirect Engage)	this role, Doug was responsible for the management of	the Energy Management Center, Managed Products Group and the Gas Management business. Doing also	lead the company's decision making process across all	optimization and purchasing strategies. In his most recent	role, Doug was responsible for establishing the wholesale	power and gas desk at Guttman Energy. In this role,	Doug responsibilíties included establishing wholesale	supplier agreements, developing forward pricing curves,	implementing and executing hedging strategies, defining	wholesale processes and procedures and assisting in the	development of the corporate risk management	policy. Doug has also played a key leadership role in two	local start up energy companies. Doug has a B.A. in	Economics from the University of Pittsburgh.
412-604-2346			 -												
dschaefer@ondemandenergy.com															
Vice President Managed Products	0														
Doug Schaefer															