PUGO USE/O	NDV=Version 1.08	
Date Received	Renewal Certification	ORIGINAL AGG
100	Number	Case Number
1		14 - 1442 - 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.

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SECTION A - A	APPLICANT I	NEORMATION	AND SERVICES

A-1	Applicant intends to renew its ce	rtificate as: (check all that apply)
	<b>✓</b> Retail Natural Gas Aggregator	<b>✓</b> Retail Natural Gas Broker

#### A-2 Applicant information:

Blue Hook Systems, LLC

Legal Name Address

4041 N. High St., Suite 202 Columbus OH 43214

Telephone No.

614-888-8805

Web site Address

www.bluehooksystems.com

Current PUCO Certificate No.

14-387G(2)

Effective Dates

9/19/16 - 9/19/18

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

Name

Blue Hook Systems, LLC

Address

4041 N. High St., Suite 202 Columbus, OH 43214

Web site Address www.bluehooksystems.com

Telephone No. 614-888-8805

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

Blue Hook Systems

PUCO

O AUG 13 AM 10:

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

Name Greg Bechert

Title Partner

Business Address

4041 N. High St., Suite 202 Columbus, OH 43214

Telephone No. 614-888-8805

Fax No. None

Email Address gfbeche

gfbechert@bluehooksystems.com

(CRNGS Broker/Aggregator Renewal-Revised May 2016)

Page 1 of 7

this is to certify that the images apposed the factor of a accurate and complete reproduction of a

<b>A-6</b>	Contact person for Commission Staff use in inve	stigating customer complaints:
	Name Greg Bechert	Title Partner
	Business address 4041 N. High St., Suite 202 Columbus, C	0H 43214
	Telephone No. 614-888-8805 Fax No. None	Email Address gfbechert@bluehooksystems.com
A-7	Applicant's address and toll-free number for cus	stomer service and complaints
	Customer service address 4041 N. High St., Suite 202 Colu	umbus, OH 43214
	Toll-Free Telephone No. 866-455-5750 Fax No. Non	e Email Address gfbechert@bluehooksystem
A-8	_ · ·	" in accordance with Section 4929.22 of the Ohio ess, telephone number, and Web site address of the
	Name Greg Bechert	Title Partner
	Business address 4041 N. High St., Suite 202 Columbus, Oh	<del>1</del> 43214
	Telephone No. 614-888-8805 Fax No. None	Email Address gfbechert@bluehooksystems.com
A-9	Applicant's federal employer identification num	ber 471338833
A-10	Applicant's form of ownership: (Check one)	
	Sole Proprietorship	Partnership
	Limited Liability Partnership (LLP)	Limited Liability Company (LLC)
	Corporation	Other
A-11		s company service area in which the applicant is e service, including identification of each customer

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.)

V	Columbia Gas of Ohio	Residential Si	mall Commercial Large Commercial / Industrial	
V	Dominion East Ohio	Residential S	mall Commercial Large Commercial / Industrial	
V	Duke Energy Ohio	Residential Si	mall/Commercial // Earge Commercial//Industrial	
V	Vectren Energy Deliver	y of Ohio 🗸 Residential 🗸 Si	mall Commercial Large Commercial / Industrial	
Progr. date(s	ams, for each servic ) that the applicant		ticipated in any of Ohio's Natural Gas Cho, provide approximate start date(s) and/or ended services.	
C₀	lumbia Gas of Ohio	ee valutoonnoo 100 - Antoonnoon et ookkensemistoolisti (1888)	an a	
Ī	Residential	Beginning Date of Service	End Date	
	Small Commercial	Beginning Date of Service	End Date	
Ī	Large Commercial	Beginning Date of Service	End Date	
	Industrial	Beginning Date of Service	End Date	
$\square_{D_0}$	minion East Ohio			
	Residential	Beginning Date of Service	End Date	
	Small Commercial	Beginning Date of Service	End Date	
	Large Commercial	Beginning Date of Service	End/Date	
	Industrial	Beginning Date of Service	End Date	
Du	ke Energy Ohio			
ſ	Residential	Beginning Date of Service	End Date	
	Small Commercial	Beginning Date of Service	End Date	
F	Large Commercial	Beginning Date of Service	End Date	
	Industrial	Beginning Date of Service	End Date	
V	ectren Energy Delivery			
1_	Residential	Beginning Date of Service	End.Date	
	Small Commercial	Beginning Date of Service	End Date	
		Beginning Date of Service	End Date	
	Industrial	Beginning Date of Service	End Date	

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:

$\checkmark$	Columbia/Gas of Ohio	Intended Start@Date	December:2020
$\checkmark$	Dominion East Ohio	Intended Start Date	December 2020
$oldsymbol{ ellipsi}$	Duke Energy Ohio	Intended Start Date	December 2020
	Vectren Energy Delivery of Ohio	Intended Start Date	December 2020

#### 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 "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 <u>Exhibit B-2 "Experience & Plans,"</u> 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 <u>Exhibit B-3 "Summary of Experience,"</u> 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 <u>Exhibit B-4 "Disclosure of Liabilities and Investigations,"</u> 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.

	<b>√</b>	No	Yes
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If Yes, provide a separate attachment labeled as <u>Exhibit B-5 "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
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If Yes, provide a separate attachment, labeled as <u>Exhibit B-6 "Disclosure of Certification Denial</u>, <u>Curtailment</u>, <u>Suspension</u>, or <u>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 <u>Exhibit C-7 "Credit Report,"</u> 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.

- Exhibit D-1 "Operations," provide a current written description of the operational nature of the applicant's business functions.
- Exhibit D-2 "Operations Expertise," given the operational nature of the applicant's business, provide D-2evidence of the applicant's current experience and technical expertise in performing such operations.

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

lusen Barber Signature of official administering oath

Allison Barber / FCM **Print Name and Title** 

My commission expires on

01/24/2013



ALLISON BARBER Notary Public, State of Ohio My Commission Expires January 24, 2023



# The Public Utilities Commission of Ohio

Competitive Retail Natural Gas Service Affidavit Form (Version 1.07)

In	the Matter of the Application of
Blue	e Hook Systems, LLC  Case No. 14 - 1442 - GA-AGG
for	a Certificate or Renewal Certificate to Provide
Co	mpetitive Retail Natural Gas Service in Ohio.
	unty of Franklin te of Ohio
	Greg Bechert [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
	Sworn and subscribed before me this day of August Month 2018 Year
*	Alison Barner Frint Name and Title  ALLISON BARBER  Notary Public, State of Ohio  My Commission Expires  My commission expires on  Alison Barner Frint Name and Title
1	January 24, 2023

#### **Exhibit A-14 "Principal Officers, Directors & Partners**

Gregory F. Bechert, Managing Partner 4041 North High Street, Suite 202 Columbus, OH 43214-3248 Phone: 614-888-8805, Ext. 101

Fax: 614-453-8811

gfbechert@bluehooksystems.com

Susanne Buckley, Managing Partner 4041 North High Street, Suite 202 Columbus, OH 43214-3248 Phone: 614-888-8805, Ext. 104

Fax: 614-453-8811

sbuckley@bluehooksystems.com

#### Exhibit A-15 "Company History"

Blue Hook Systems, LLC is a software platform/portal that enables brokers and end-users alike to quickly identify all of the possible pricing options and terms from participating wholesale suppliers based on the specific end-use data provided by the participating entity. Blue Hook Systems is completely independent from any wholesale supplier.

Blue Hook Systems was created and developed by Greg Bechert and Susanne Buckley in 2014. These two seasoned energy professionals have over 40 years of experience in both energy trading and energy retail marketing, and are the founders of Scioto Energy, the largest energy brokerage and consulting firm in Ohio with over 7,000 accounts under management. In 2013, the company was recognized as one of the 50 fastest growing companies in Central Ohio (#18), and both partners were included in the "Who's Who of Energy", a publication which recognized the top energy leaders throughout United States.

### Exhibit A-16 "Articles of Incorporation and Bylaws

Contents of the originally filed documents have not changed since the initial application.

### Exhibit A-17 "Secretary of State"

Attached please find evidence that Blue Hook Systems is currently registered with the Ohio Secretary of the State



DATE 06/19/2014

DOCUMENT ID 201417001083

DESCRIPTION ARTICLES OF ORGNZTN/DOM. PROFIT LIM.LIAB. CO. (LCP)

FILING EXPED 125.00 0.00 0.00

COPY

0.00

Receipt

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

KOHLER & SMITH CO., LPA 7650 RIVERS EDGE DRIVE **SUITE 101** COLUMBUS, OH 43235

## STATE OF OHIO CERTIFICATE

### Ohio Secretary of State, Jon Husted 2304839

It is hereby certified that the Secretary of State of Ohio has custody of the business records for

BLUE HOOK SYSTEMS, LLC

and, that said business records show the filing and recording of:

Document(s)

Document No(s):

ARTICLES OF ORGNZTN/DOM. PROFIT LIM.LIAB. CO. Effective Date: 06/19/2014

201417001083

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 19th day of June, A.D. 2014.

Jon Hastel

**Ohio Secretary of State** 

### Exhibit B-1 "Jurisdictions of Operations"

As of this filing, Blue Hook Systems, LLC is licensed as a brokerage firm in Ohio only.

#### Exhibit B-2 "Experience & Plans"

Blue Hook Systems, LLC (BHS) is a software based platform that allows the commercial and industrial community to quickly identify multiple wholesale energy opportunities based on specific procurement identifiers. BHS functions as an independent brokerage firm, and thus is supplier agnostic. This in turn means that BHS is not taking title to any energy and therefore does not provide any energy related billing statements to customers. In addition, because the company does not take title to the electricity, it is not a party to any agreements between customer and supplier, merely a conduit.

The managing partners of BHS are seasoned energy professions with over 40 years of experience in both energy trading and energy retail marketing. Their extensive knowledge of utility structures, tariffs, and wholesale modeling allows BHS to deliver crucial and unbiased information to clients, which empowers them to make the best decisions regarding implementation of risk strategies that are in line with corporate goals.

Greg Bechert has been involved in the energy retail industry since 1995, beginning with Enron Capital and Trade, where his initial focus was natural gas end-use customers throughout the Midwest region, specifically in Indiana, Michigan, and Ohio. Over seven years, his role and responsibilities expanded to include marketing electricity in Massachusetts, Illinois and Texas. In 2003, Mr. Bechert joined Constellation NewEnergy (CNE) where his knowledge and background assisted CNE in its marketing campaigns under Cinergy's and FirstEnergy's Market Development Plans. He went on to manage CNE's Midwest sales team, and was instrumental in leading the company's sales efforts behind the Ameren footprint in Southern Illinois, and eventually expanded his responsibilities to include the ComEd market throughout Chicagoland. In 2009, he started Scioto Energy, Ohio's largest energy brokerage and consulting firm. Greg was recognized as a 2013 Who's Who in Energy, and in 2013 help found the Energy Professionals of Ohio association, where he currently serves as Chairman.

Susanne Buckley began her energy career in 1992 when she joined American Electric Power as an environmental engineer, which provided the foundation for her extensive knowledge of utility rate structures developed over the years. Ms. Buckley moved to the deregulated side when she joined American Electric Power Energy Services in 1998 where she gained experience in operations, trading, structuring deals and marketing. In 2005, Ms. Buckley joined Integrys Energy Services where she led the residential mass markets efforts for deregulated natural gas and electricity sales and also directed the commercial and industrial sales efforts for the Midwest region. In 2009, Susanne joined Scioto Energy and assisted in its efforts to become a leading brokerage and consulting firm in the Midwest. In 2013, she was recognized as a Who's Who in Energy, and in 2014, she was recognized as one of the Top 20 Energy Professionals by Business First.

### Exhibit B-3 "Summary of Experience"

Blue Hook Systems, LLC is not currently marketing r	natural gas services to commercial and/or industrial
customers throughout Ohio.	

#### Exhibit B-4 "Disclosure of Liabilities and Investigations"

As of this filing, Blue Hook Systems is not aware of any existing, pending or past rulings, judgments, contingent liabilities, revocation of authority, regulatory investigations, or any other matter that could adversely impact its financial or operational status or ability to provide the services it is seeking to be certified to provide.

### Exhibit C-1 "Annual Reports"

Blue Hook Sy	/stems	LLC is not a	publich	v traded	entity and	does not	have an	annuali	renort
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### Exhibit C-2 "SEC Filings"

Blue Hook Systems, LLC is an energy brokerage firm and does not take title to the natural gas.	In addition, Blue
Hook Systems is not a public entity and therefore no SEC filings are required.	

### Exhibit C-3 "Financial Statements"

The response	to this request requires that Blue Hook Systems disclose confidential, proprietary or trade sec	cret
information.	Blue Hook Systems has filed this information under seal.	

### **Exhibit C-4 "Financial Arrangements"**

As an energy brokerage and consulting firm, Blue Hook Systems does not take title to the natural gas nor require any loans to operate. .

### **Exhibit C-5 "Forecasted Financial Statements"**

The response to this request requires that Blue Hook Systems disclose confidential, proprietary or trade secret information. Blue Hook Systems has filed this information under seal.

### Exhibit C-6 "Credit Rating"

Not applicable. Blue Hook Systems, LLC does not have a D&B number and therefore does not have a published credit rating.

### Exhibit C-7 "Credit Report"

Since Blue Hook Systems, LLC does not require any loans/credit to operate and does not have a D&B number, no credit reports are available. However a personal credit report from Experian has been filed under seal.

### Exhibit C-8 "Bankruptcy Information"

Blue Hook Systems, LLC has not had any reorganization, protection from creditors or any other form of bankruptcy filings ever.

•

### Exhibit C-9 "Merger Information"

Blue Hook Systems	, LLC has had	no dissolution	n or merger (	or acquisitions	within the fi	ive most I	recent y	ears/
preceding this appl	ication.							

### Exhibit C-10 "Corporate Structure"

Blue Hook Systems, LLC is an Ohio Limited Liability Company with two managing partners and no affiliate or subsidiary companies that supply retail or wholesale electricity or natural gas to customers and companies that aggregate customers in North America.

#### **Exhibit D-1 "Operations"**

Blue Hook Systems, LLC anticipates the following staff team members:

Procurement Manager – individual responsible for managing the daily matrix offers of participating wholesale suppliers

Contract Administration/Pre-enrollment – individual responsible for reviewing all agreements prior to submission to supplier for booking

Contract Administration/Post enrollment – individual responsible for handling any issues after the deal has been confirmed to be hedged and enrolled by the supplier such as late enrollments, early drop notifications, etc. Analyst – Ongoing analysis validating performance of existing agreement with supplier as well as impact analysis for pending rate cases

Exhibit D-2 "Operations Expertise"

The two partners of Blue Hook Systems, LLC are currently owners of a very successful brokerage and consulting firm (New River Group, LLC). The experience they have garnered over the last five years developing a company that has successfully acquired and managed over 7,000 accounts will transfer seamlessly to BHS. The owners have invested significant dollars in building a platform that manages wholesale offers/pricing, customer contracts and broker commissions.

#### Exhibit D-3 "Key Technical Personnel"

Gregory F. Bechert, Managing Partner 4041 North High Street, Suite 202 Columbus, OH 43214-3248

Phone: 614-888-8805, Ext. 101 Fax: 614-453-8811

gfbechert@bluehooksystems.com

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Fax: 614-453-8811

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