

NC
FILE

18-1368-EL-CRS

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**Public Utilities
Commission**

PUCO USE ONLY		
Date Received	Case Number	Version
	- EL-CRS	May 2016

INITIAL CERTIFICATION APPLICATION FOR RETAIL GENERATION PROVIDERS AND POWER MARKETERS

Please print or type all required information. Identify all attachments with an exhibit label and title (Example: Exhibit A-13 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 input information directly onto the form.
You may also download the form, by saving it to your local disk, for later use.

A. APPLICANT INFORMATION

A-1 Applicant intends to be certified as: (check all that apply)

- ☐ Retail Generation Provider
 ☐ Power Broker
☐ Power Marketer
 ☐ Aggregator

A-2 Applicant's legal name, address, telephone number and web site address

Legal Name nTherm, LLC
 Address 1430 Larimer St #302 Denver Co 80202
 Telephone # 888-865-3402 Web site address (if any) www.ntherm.com

A-3 List name, address, telephone number and web site address under which Applicant will do business in Ohio

Legal Name nTherm, LLC
 Address 1430 Larimer St #302 Denver Co 80202
 Telephone # 888-865-34025 Web site address (if any) www.ntherm.com

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

nTherm, LLC

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.
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A-5 Contact person for regulatory or emergency matters

Name Kristy Beattie
Title Choice Program Manager
Business address 1430 Larimer St #302 Denver Co 80202
Telephone # 303-359-2036 Fax # 303-845-9609
E-mail address kbeattie@ntherm.com

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

Name Kristy Beattie
Title Choice Program Manager
Business address 1430 Larimer St #302 Denver Co 80202
Telephone # 303-359-2036 Fax # 303-845-9609
E-mail address kbeattie@ntherm.com

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

Customer Service address 1430 Larimer St #302 Denver Co 80202
Toll-free Telephone # 888-865-3402 Fax # 303-845-9609
E-mail address choice@ntherm.com

A-8 Applicant's federal employer identification number # 45-5432343

A-9 Applicant's form of ownership (check one)

- | | |
|--|---|
| <input type="checkbox"/> Sole Proprietorship | <input type="checkbox"/> Partnership |
| <input type="checkbox"/> Limited Liability Partnership (LLP) | <input checked="" type="checkbox"/> Limited Liability Company (LLC) |
| <input type="checkbox"/> Corporation | <input type="checkbox"/> Other _____ |

A-10 (Check all that apply) Identify each electric distribution utility certified territory in which the applicant intends to provide service, including identification of each customer class that the applicant intends to serve, for example, residential, small commercial, mercantile commercial, and industrial. (A mercantile customer, as defined in (A) (19) of Section 4928.01 of the Revised Code, is a commercial customer who consumes more than 700,000 kWh/year or is part of a national account in one or more states).

- | | | | | |
|---|---|--|--|--|
| <input checked="" type="checkbox"/> First Energy | | | | |
| <input checked="" type="checkbox"/> Ohio Edison | <input checked="" type="checkbox"/> Residential | <input checked="" type="checkbox"/> Commercial | <input checked="" type="checkbox"/> Mercantile | <input checked="" type="checkbox"/> Industrial |
| <input checked="" type="checkbox"/> Toledo Edison | <input checked="" type="checkbox"/> Residential | <input checked="" type="checkbox"/> Commercial | <input checked="" type="checkbox"/> Mercantile | <input checked="" type="checkbox"/> Industrial |
| <input checked="" type="checkbox"/> Cleveland Electric Illuminating | <input checked="" type="checkbox"/> Residential | <input checked="" type="checkbox"/> Commercial | <input checked="" type="checkbox"/> Mercantile | <input checked="" type="checkbox"/> Industrial |
| <input checked="" type="checkbox"/> Duke Energy | <input checked="" type="checkbox"/> Residential | <input checked="" type="checkbox"/> Commercial | <input checked="" type="checkbox"/> Mercantile | <input checked="" type="checkbox"/> Industrial |
|
 | | | | |
| <input checked="" type="checkbox"/> American Electric Power | | | | |
| <input checked="" type="checkbox"/> Ohio Power | <input checked="" type="checkbox"/> Residential | <input checked="" type="checkbox"/> Commercial | <input checked="" type="checkbox"/> Mercantile | <input checked="" type="checkbox"/> Industrial |



EXHIBIT B-2

Experience and Plans

All of our management team has specific retail natural gas marketing backgrounds going back at least 10 years but most of our experience is greater than 20 years. We are very familiar with operating in Choice territories and selling to residential and light commercial customers. We have the operational knowledge and experience necessary to work with call centers to develop phone scripts and marketing material which will abide by the rules set forth by the Commission and Staff, maintain the integrity of the process and foster an environment of price transparency to the customer and all with more options than customers have had before.

NTherm's planned process for contracting with customers, providing contracted services, providing billing statements, and responding to customer inquiries and complaints will be in accordance with Commission rules adopted pursuant to Section 4929.22 of the Ohio Revised Code(<http://codes.ohio.gov/orc/4928.11>)and contained in Chapter 4928.01, 4901:1-29 and 4901:1-29-01(<http://codes.ohio.gov/oac/4901%3A1-29>) of the Ohio Administrative Code.

Outline of Staffing and Procedures for Customer Inquiries and Complaints

	Action	Disposition
1	Complaint received via phone or email and logged into CRM	The phone will be set to simul-ring so that someone will always answer the phone during normal business hours and will log the complaint. If the complaint is made via email, the complaint will be logged and distributed to the group.
2	Complaint will be assigned in the CRM	The CRM will assign a member of our group the complaint and will create a ticket to track the progress of resolving the problem to the customer's satisfaction.
3	Consumer is satisfied	CRM will be updated to reflect resolution and ticket will be closed out
4	Customer not satisfied	Notes will be made in the CRM to reflect any follow up steps or dates for action items. Customer will be informed they have the right to register a formal complaint to the Public Service Commission. <i>The commission phone and email will be provided.</i>
5	Customer files a complaint	The complaint will be logged in the CRM, a response will be sent to the commission staff within the timeline specified by the commission staff or within a commercially reasonable amount of time, whichever comes first and any supporting documentation, or TPV recordings will be provided.

ntherm, llc

EXHIBIT B-4

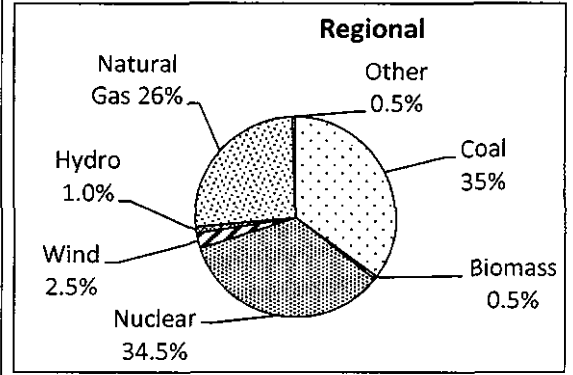
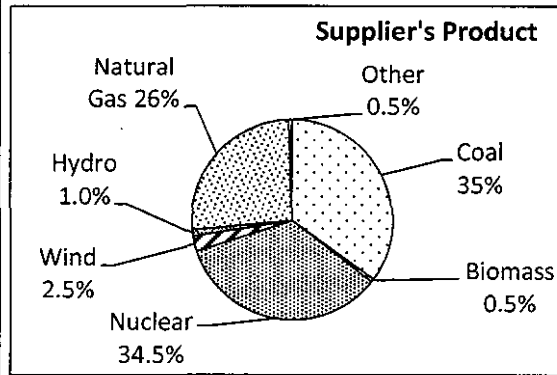
Environmental Disclosure Information

NTherm, LLC

Projected Data for the 2018 Calendar Year

Generation Resource Mix -

A comparison between the sources of generation used to produce this product and the historic regional average supply mix.



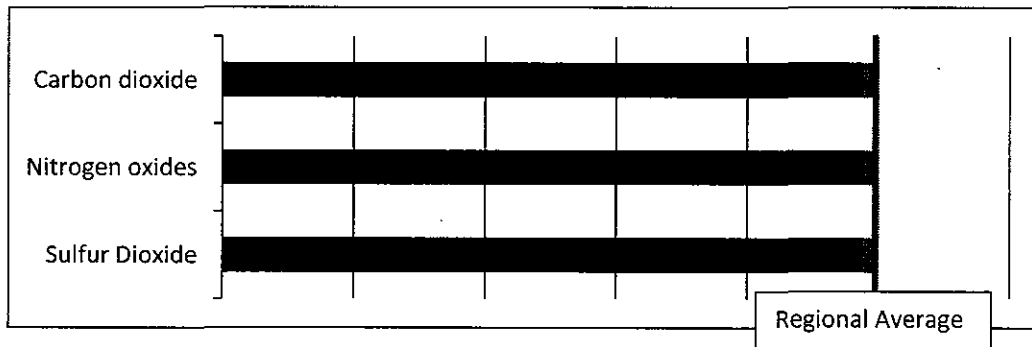
Environmental Characteristics--

A description of the characteristics associated with each possible generation resource.

Biomass Power	0.5%	Air Emissions and Solid Waste
Coal Power	35%	Air Emissions and Solid Waste
Hydro Power	1.0%	Wildlife Impacts
Natural Gas Power	26%	Air Emissions and Solid Waste
Nuclear Power	34.5%	Radioactive Waste
Oil Power	-	Air Emissions and Solid Waste
Other Sources	0.5%	Unknown Impacts
Solar Power	0.5%	No Significant Impacts
Unknown Purchased Resources		Unknown Impacts
Wind Power	2.5%	Wildlife Impacts

Air Emissions -

A comparison between the air emissions related to this product and the regional average air emissions.



Radioactive Waste -

Radioactive waste associated with the product.

Type:	Quantity:
High-Level Radioactive Waste	Lbs./1,000 kWh
Low-Level Radioactive Waste	Ft ³ /1,000 kWh

With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, contact (Company name) at (company web address) or by phone at (company phone #).



EXHIBIT D-4

"FERC" Power Marketer License Number

AFFIDAVIT
PURSUANT TO OHIO ADMIN. CODE § 4901:1-24-05(C)(3)

STATE OF COLORADO }
 }
CITY AND COUNTY OF DENVER } ss.

On this 12th day of September, 2018, I, Rhett Shumway, the Affiant, in my capacity as Chief Executive Officer of nTherm, LLC, a Delaware limited liability company ("nTherm"), hereby affirm the following:

1. nTherm has filed an application for a Power Marketing License ("Application") with the Federal Energy Regulatory Commission ("FERC"), pursuant to which FERC will issue a Power Marketing License number (the "License Number").

2. In connection with the submission of nTherm's Application for Initial Certification for Retail Generation Provider and Power Marketer (Case No. 18-1368-EL-CRS) to The Public Utilities Commission of Ohio ("PUCO"), the PUCO has requested that nTherm provide the License Number to the PUCO.

3. The License Number is not yet available because nTherm's Application is still pending before FERC and the License Number has not yet been issued to nTherm.

4. In accordance with Ohio Admin. Code § 4901:1-24-05(C)(3), nTherm will file the License Number with the PUCO at least ten business days prior to offering or providing any competitive retail electric service (CRES) to a customer in the State of Ohio.

By: Rhett C. Shumway
Rhett Shumway, Chief Executive Officer

STATE OF COLORADO)
) ss.
CITY AND COUNTY OF DENVER)

This Affidavit was acknowledged before me by Rhett Shumway, in his capacity as Chief Executive Officer of nTherm, LLC, on this 12th day of September, 2018.

WITNESS my hand and official seal.

Trudie L. Richardson
Notary Public
My commission expires: 03-02-2021

