



Date Received	Renewal Certification Number	ORIGINAL CRS Case Number
		17 - 621 - GA-CRS

## RENEWAL CERTIFICATION APPLICATION COMPETITIVE RETAIL NATURAL GAS SUPPLIERS

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

☐ Retail Natural Gas Aggregator ☐ Retail Natural Gas Broker ☒ Retail Natural Gas Marketer

#### A-2 Applicant information:

Legal Name Reliant Energy Northeast LLC  
Address 3711 Market St Suite 1000, Philadelphia, PA 19104  
Telephone No. 855-500-8703 Web site Address www.nrghomepower.com  
Current PUCO Certificate No. 17-591G(1) Effective Dates 4/1/17-4/1/19

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

Name Reliant Energy Northeast LLC d/b/a NRG Home  
Address 3711 Market St. Suite 1000, Philadelphia, PA 19104  
Web site Address www.nrghomepower.com Telephone No. 855-500-8703

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

NRG Business	Reliant	NRG Residential Solutions
NRG Business Solutions	Reliant Energy	NRG Retail Solutions
NRG Home	Reliant-NRG	

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

Name Lindsay Cervenak Title Regulatory Compliance Manager  
Business Address 3711 Market St Suite 1000, Philadelphia, PA 19104  
Telephone No. 267-295-5843 Fax No. Email Address lindsay.cervenak@nrg.com

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

Name	Latisha Sua	Title	Regulatory Complaints Analyst
Business address	3711 Market St Suite 1000, Philadelphia, PA 19104		
Telephone No.	267-295-5798	Fax No.	
Email Address	nrgrscomplaints@nrgenergy.co		

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

Customer service address	PO Box 36781, Philadelphia, PA 19104		
Toll-Free Telephone No.	855-500-8703	Fax No.	866-472-1415
Email Address	Support@nrghomepower.co		

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

Name	Joseph Fetzer	Title	Sales Quality and Training
Business address	4802 Brixton Drive, Hillard, OH 43026		
Telephone No.	614-582-7508	Fax No.	
Email Address	joseph.fetzer@nrg.com		

**A-9 Applicant's federal employer identification number** 32-0314140

**A-10 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-11 (Check all that apply) Identify each natural gas company service area in which the applicant is currently providing service or intends to provide service, including identification of each customer class that the applicant is currently serving or intends to serve, for example: *residential, small commercial, and/or large commercial/industrial (mercantile) customers*. (A mercantile customer, as defined in Section 4929.01(L)(1) of the Ohio Revised Code, means a customer that consumes, other than for residential use, more than 500,000 cubic feet of natural gas per year at a single location within the state or consumes natural gas, other than for residential use, as part of an undertaking having more than three locations within or outside of this state. In accordance with Section 4929.01(L)(2) of the Ohio Revised Code, “Mercantile customer” excludes a not-for-profit customer that consumes, other than for residential use, more than 500,000 cubic feet of natural gas per year at a single location within this state or consumes natural gas, other than for residential use, as part of an undertaking having more than three locations within or outside this state that has filed the necessary declaration with the Public Utilities Commission.)**

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

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

☒ **Columbia Gas of Ohio**

<input checked="" type="checkbox"/>	Residential	Beginning Date of Service	5/2018	End Date	
<input checked="" type="checkbox"/>	Small Commercial	Beginning Date of Service	5/2018	End Date	
<input type="checkbox"/>	Large Commercial	Beginning Date of Service		End Date	
<input type="checkbox"/>	Industrial	Beginning Date of Service		End Date	

☒ **Dominion East Ohio**

<input checked="" type="checkbox"/>	Residential	Beginning Date of Service	11/2017	End Date	
<input checked="" type="checkbox"/>	Small Commercial	Beginning Date of Service	11/2017	End Date	
<input type="checkbox"/>	Large Commercial	Beginning Date of Service		End Date	
<input type="checkbox"/>	Industrial	Beginning Date of Service		End Date	

☒ **Duke Energy Ohio**

<input checked="" type="checkbox"/>	Residential	Beginning Date of Service	6/2017	End Date	
<input checked="" type="checkbox"/>	Small Commercial	Beginning Date of Service	6/2017	End Date	
<input type="checkbox"/>	Large Commercial	Beginning Date of Service		End Date	
<input type="checkbox"/>	Industrial	Beginning Date of Service		End Date	

☐ **Vectren Energy Delivery of Ohio**

<input type="checkbox"/>	Residential	Beginning Date of Service		End Date	
<input type="checkbox"/>	Small Commercial	Beginning Date of Service		End Date	
<input type="checkbox"/>	Large Commercial	Beginning Date of Service		End Date	
<input type="checkbox"/>	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:**

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

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 Exhibit B-2 "Experience & Plans,"** provide a current description of the applicant's experience and plan for contracting with customers, providing contracted services, providing billing statements, and responding to customer inquiries and complaints in accordance with Commission rules adopted pursuant to Section 4929.22 of the Revised Code and contained in Chapter 4901:1-29 of the Ohio Administrative Code.
- B-3 Exhibit B-3 "Summary of Experience,"** provide a concise and current summary of the applicant's experience in providing the service(s) for which it is seeking renewed certification (e.g., number and types of customers served, utility service areas, volume of gas supplied, etc.).
- B-4 Exhibit B-4 "Disclosure of Liabilities and Investigations,"** provide a description of all existing, pending or past rulings, judgments, contingent liabilities, revocations of authority, regulatory investigations, or any other matter that could adversely impact the applicant's financial or operational

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

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

☒ No ☐ Yes

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

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

☒ No ☐ Yes

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

## SECTION C - APPLICANT FINANCIAL CAPABILITY AND EXPERIENCE

PROVIDE THE FOLLOWING AS SEPARATE ATTACHMENTS AND LABEL AS INDICATED

- C-1 Exhibit C-1 "Annual Reports,"** provide the two most recent Annual Reports to Shareholders. If applicant does not have annual reports, the applicant should provide similar information, labeled as Exhibit C-1, or indicate that Exhibit C-1 is not applicable and why.  
(This is generally only applicable to publicly traded companies who publish annual reports.)
- C-2 Exhibit C-2 "SEC Filings,"** provide the most recent 10-K/8-K Filings with the SEC. If applicant does not have such filings, it may submit those of its parent company. An applicant may submit a current link to the filings or provide them in paper form. If the applicant does not have such filings, then the applicant may indicate in Exhibit C-2 that the applicant is not required to file with the SEC and why.
- C-3 Exhibit C-3 "Financial Statements,"** provide copies of the applicant's two most recent years of audited financial statements (balance sheet, income statement, and cash flow statement). If audited financial statements are not available, provide officer certified financial statements. If the applicant has not been in business long enough to satisfy this requirement, it shall file audited or officer certified financial statements covering the life of the business. 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 Exhibit C-4 "Financial Arrangements,"** provide copies of the applicant's current financial arrangements to conduct competitive retail natural gas service (CRNGS) as a business activity (e.g., guarantees, bank commitments, contractual arrangements, credit agreements, etc.)

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 Exhibit C-5 "Forecasted Financial Statements,"** 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 within the two most recent years preceding the application.

## SECTION D – APPLICANT TECHNICAL CAPABILITY

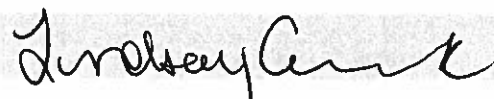
PROVIDE THE FOLLOWING AS SEPARATE ATTACHMENTS AND LABEL AS INDICATED.

- D-1 Exhibit D-1 "Operations,"** provide a current written description of the operational nature of the applicant's business. Please include whether the applicant's operations will include the contracting of natural gas purchases for retail sales, the nomination and scheduling of retail natural gas for delivery, and the provision of retail ancillary services, as well as other services used to supply natural gas to the natural gas company city gate for retail customers.
- 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 28<sup>th</sup> day of February Month 2019 Year



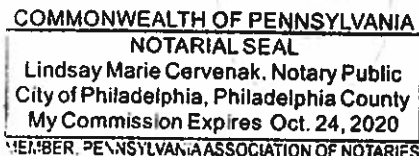
Signature of official administering oath

Lindsay Cervenak, Notary Public

Print Name and Title

Notary

My commission expires on 10/24/20





# The Public Utilities Commission of Ohio

## Competitive Retail Natural Gas Service Affidavit Form (Version 1.07)

### In the Matter of the Application of

Reliant Energy Northeast LLC

for a Certificate or Renewal Certificate to Provide  
Competitive Retail Natural Gas Service in Ohio.

Case No. 17-0621 -GA-CRS

County of Philadelphia  
State of Pennsylvania

Mike Starck

[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

20<sup>th</sup>

day of

February

Month

2019

Year

Lindsay Cervenak

Signature of Official Administering Oath

Lindsay Cervenak, Notary Public

Print Name and Title

COMMONWEALTH OF PENNSYLVANIA  
NOTARIAL SEAL  
Lindsay Marie Cervenak, Notary Public  
City of Philadelphia, Philadelphia County  
My Commission Expires Oct. 24, 2020  
MEMBER, PENNSYLVANIA ASSOCIATION OF NOTARIES

My commission expires on 10/24/20

(CRNGS Supplier Renewal) - Version 1.08

Page 8 of 8

**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.

**Response:**

<b>Name</b>	<b>Title</b>	<b>Address</b>	<b>Telephone</b>
Elizabeth Killinger	President	910 Louisiana St Houston, TX 77002	609-524-4500
David Callen	Vice President	804 Carnegie Center Princeton, NJ 08540	609-524-4500
Leonard Gardner	Vice President	910 Louisiana St Houston, TX 77002	609-524-4500
Daniel Keane	Vice President	804 Carnegie Center Princeton, NJ 08540	609-524-4500
Glen Mackey	Vice President	804 Carnegie Center Princeton, NJ 08540	609-524-4500
Mike Starck	Vice President	3711 Market St. Suite 1000 Philadelphia, PA 19104	609-524-4500
S. Meigs Jones	Vice President & Secretary	1005 Congress, Suite 950 Austin, TX 78701	609-524-4500
Gaetan Frotte	Treasurer	804 Carnegie Center Princeton, NJ 08540	609-524-4500
Robert Gaudette	Vice President	804 Carnegie Center Princeton, NJ 08540	609-524-4500
Scott Hart	Vice President	804 Carnegie Center Princeton, NJ 08540	609-524-4500

**Exhibit A-15 "Company History,"** provide a concise description of the applicant's company history and principal business interests.

**Response:**

Reliant Energy Northeast LLC ("REN") was formed on June 24, 2010. REN serves customers in Connecticut, District of Columbia, Illinois, Maryland, Massachusetts, New Jersey, New York, and Pennsylvania. REN allows customers to choose plans that fit their needs, with unique options that offer different rewards, renewable energy and pricing options. REN is part of NRG Energy, Inc., a Fortune 500 company at the forefront of changing how people think about and use energy.

**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.***

**Response:**

No change

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

*I, Frank LaRose, 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 RELIANT ENERGY NORTHEAST LLC, a Delaware For Profit Limited Liability Company, Registration Number 2042970, filed on February 29, 2012, is currently in FULL FORCE AND EFFECT upon the records of this office.*



*Witness my hand and the seal of the  
Secretary of State at Columbus, Ohio  
this 25th day of February, A.D. 2019.*

A handwritten signature in red ink, appearing to read "Frank LaRose".

**Ohio Secretary of State**

**Validation Number: 201905604130**

# NRG Retail Affiliates

Exhibit B

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

State	Energy Plus Holdings LLC 3711 Market Street, Suite 1000 Philadelphia, PA 19104	Independence Energy Group LLC d/b/a Circo Energy 3711 Market Street, Suite 1000 Philadelphia, PA 19104	Energy Plus Natural Gas LLC 3711 Market Street, Suite 1000 Philadelphia, PA 19104	Reliant Energy Northeast LLC d/b/a NRG Home/NG Business 3711 Market Street, Suite 1000 Philadelphia, PA 19104	Green Mountain Energy Company 3711 Market Street, Suite 1000 Philadelphia, PA 19104	XOOM Energy (State), LLC 11208 Statesville Road Suite 200 Huntersville, NC 28078	Reliant Energy Retail Services LLC 910 Louisiana St Houston, TX 77002	US Retailers LLC 910 Louisiana St Houston, TX 77002	Everything Energy LLC 910 Louisiana St Houston, TX 77002
CA	Electric: Docket 09-01-21	Electric: Docket 11-11-04		Electric: Docket 11-05-20	Electric: Docket 13-01-18	No licensing requirement			
CT				Electric: Docket No. 10-404	Electric: Docket No. 11-313 Order No. 8036	Electric: 11-06-05			
DE	Electric: Order 7698			Electric: Docket No. 10-404	Electric: Docket No. 11-313 Order No. 8036	Electric: Docket No. 12-563 Order No. 8318			
DC				Electric: EA 10-15	Electric: EA 11-16	Electric: EA 2013-28			
GA	EA 11-6-5					Natural Gas: GW-45			
IL	Electric: Docket No. 10-0497	Electric: Docket No. 11-0277		Electric: Docket #11-0504	Electric: Docket No. 12-0477 & 11-0326 Natural Gas: Docket No. 16-0354	Electric: Docket No. 11-0705 Natural Gas: Docket No. 11-0724			
IN				Natural Gas: Docket #15-0179		No licensing requirement			
KY						No licensing requirement			
ME				Electric: Docket 2015-00224		Electric: Docket # 2012-00596			
MD	Electric: IR-1805		Natural Gas: IR-2216	Electric: IR-2058	Electric: IR-2790 & IR-2345 Natural Gas: IR-3752	Electric: IR-2445			
MA	Electric: CS-072			Natural Gas: IR-3480	Natural Gas: IR-3752	Natural Gas: IR-2446			
MI				Electric: CS-081	Electric: CS-083	Electric: CS-088			
NH				Natural Gas: RA-154		Natural Gas: GS-BA-07			
NJ	Electric: ESL-0087	Electric: ESL-0100	Natural Gas: GSI-0100	Electric: DM 15-287	Electric: ESL-0098	Electric: DM 13-185			
	Electric: Licensed - no license # given	Electric: Licensed - no license # given	Natural Gas: GSI-0176	Electric: ESL-0093	Electric: ESL-0115	Electric: ESL-0112			
	ESCO eligibility letter dated 8/8/07	ESCO eligibility letter dated 5/3/11	Natural Gas: GSI-0100	Licensed - no license # given (ESCO Code REL)	Electric: & Natural Gas: Licensed - no license # given	Electric: & Natural Gas: Licensed - no license # given			
NY	Electric: 11-341E	Electric: 12-552E	Natural Gas: GSI-0100	ESCO eligibility letter dated 8/26/11	ESCO eligibility letters dated 4/8/2009 and 8/3/2011	ESCO Code: XOOM			
OH	Electric: A-2009-2139745	Electric: A-2011-226337	Natural Gas: 11-222G	ESCO eligibility letter dated 7/31/08	ESCO eligibility letter dated 4/8/2009 and 8/3/2011	ESCO Code: XOOM			
PA		Natural Gas: A-2013-239649		Electric: 11-401E	Electric: 18-0483E	Electric: 13-716E			
TX				Natural Gas: A-2010-2192350	Electric: A-2011-2229050	Natural Gas: 11-223G			
VA				Electric: Docket D-96-d(77)	Natural Gas: A-2017-2583732	Electric: A-2012-2283821			
Alberta				Electric: E-32	Electric: 10009	Electric: D-96-d(48)	Electric: 10007	Electric: 10177	Electric: 10178
Ontario						Electric: File No. 342997			
						Natural Gas: File No. 342996			
						Electric: ER-2016-0227			
						Natural Gas: GM-2016-0226			

Updated December 2018

**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.

**Response:**

Reliant Energy Northeast LLC ("REN") utilizes a mix of marketing channels to reach potential customers and utilizes utility consolidated billing to provide billing statements to customers. REN has an in-house customer service team reachable via a toll free phone number to respond to customer inquiries and/or complaints. Services provided by the call center include handling calls regarding inquiries related to bills, awards, discretionary service orders, and other routine matters.

In addition, the team at REN has worked closely with the Public Service Commissions in each state to ensure both adherence to, and contribution toward, policies and regulations that will continue to promote the competitive landscape in the states of New York, Connecticut, New Jersey, Pennsylvania, Maryland, Illinois, Ohio, Delaware, Washington D.C, and Massachusetts.

REN employs a sales and marketing compliance review process that ensures that all customer-facing material is reviewed for regulatory and legal compliance prior to being deployed in the field. Our Creative Review Process (CRP) utilizes a Share Point site that serves as the central clearinghouse. All customer and external facing collateral material is submitted for review, including: all marketing message maps/documents; solicitation materials (direct mail, email, phone/door-to-door/face to face events/campaigns, etc.); marketing collateral; advertising (web, TV, radio, bill boards, etc.); agent training materials; agent scripts (sales, call center reps, TPV, etc.); welcome kits/letters; renewal letters; customer notices/communications; website content; press releases; etc. All REN employees involved in the production of customer facing materials have access to the CRP system and submit their materials for review and approval by our compliance review team.

As customer service and satisfaction are core principles of REN's business model, REN takes the necessary actions to ensure that it is in compliance with all regulatory requirements. REN includes the following core principles into its business operations:

- **Call Center Reps:** REN customer service agent training content covers customer choice, product details, and market/sales regulations within 80 hours of instructor led training, and 40 hours of on the job training. Upon completion of training, all agents are required to sign a Quality Assurance Agreement indicating that they understand specific market/sales regulations and that they will follow applicable guidelines. All call center agents are audited each month to ensure quality standards and compliance with regulations, and there are penalties for non-compliance.
- **Full-time Quality Assurance Staff:** We employ full-time in-house staff located at our corporate office and in the field offices; their full time jobs are to train, monitor, evaluate, audit all face-to-face sales activities and proactively address concerns/issues in an effort to avoid/minimize complaints. They also ensure agents have the materials/ resources they need. Market managers are assigned to each state to manage all face-to-face product offers and campaigns and interact with agents/vendors on an ongoing basis.
- **Robust training and certification process:** All agent training is conducted either by our own QA analysts or a vendor trainer that has been certified by our QA analyst. REN provides all training materials. Training is ongoing depending on the season – in the summer – typically weekly. Agents trained on the code of ethics/consumer protection rules, uniform requirements, sales

techniques, our products, and the proper procedures for completing the sales transaction and TPV.

- **Thorough auditing process:** includes performance measures and scoring metrics for individual agents. The goal is to identify trends/discrepancies that raise flags and help us to identify and address problems with our agents. Process includes face-to-face audits as well as audits of enrollment forms, TPV calls, and outbound surveying of customers.
- **Detailed performance measures for agents:** allows us to objectively rate and track agent performance; Agents rated on 10 areas of performance measured during face-to-face audits – range from visibility of ID badge, uniform/appearance, behavior, proper materials used, current disclosure statement, proper explanation of competition/restructuring, choice, utility and retailer roles; accuracy of product description, sales technique, accuracy of explanation of key terms, provision of rescission notice and copies of materials, proper completion of enrollment forms/tablet process, proper transfer to TPV.
- **Robust complaint handling/discipline process:** process established to address concerns/issues with agents; REN monitors and tracks all complaints and categorizes them according to severity, and to specifically identify major/mid-level complaints (disputed enrollments, misrepresentation, behavior, PUC complaints, etc.); established guidelines dictate course of disciplinary action.
- REN has made the Anti-Discrimination Rules easily accessible by the company's employees on a regular basis.
- REN has made customers aware of the process to file a complaint with REN and how to contact the Public Utilities Commission of Ohio.

**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 to be certified to provide (e.g., number and types of customers served, utility service areas, volume of gas supplied, etc.).

**Response:**

Reliant Energy Northeast LLC currently serves both residential and small commercial retail natural gas customers in Maryland, Pennsylvania, New York, Ohio and Illinois. Additionally, REN provides retail electric services to residential and small commercial customers in Maryland, Pennsylvania, Illinois, New York, Connecticut, New Jersey, Massachusetts, Delaware, Washington D.C. and Ohio.

**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 it is seeking to be certified to provide.

**Response:**

REN does not have any existing, pending or past rulings, judgments, contingent liabilities, revocations of authority, regulatory investigations, or any other matter that could adversely impact the REN's financial or operational status or ability to provide the services it is seeking to be certified to provide.

**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 in 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.)

**Response:**

Reliant Energy Northeast LLC does not prepare stand- alone audited financial statements, but is included in the financial statements of NRG Energy, Inc., its ultimate parent company.

NRG Energy, Inc.'s two most recent Annual Reports can be found at the following link:

<http://investors.nrg.com/phoenix.zhtml?c=121544&p=irol-reportsannual>

**Exhibit C-2 “SEC Filings,”** provide the most recent 10-K/8-K Filings with the SEC. If the applicant does not have such filings, it may submit those of its parent company. An applicant may submit a current link to the filings or provide them in paper form. If the applicant does not have such filings, then the applicant may indicate in Exhibit C-2 that the applicant is not required to file with the SEC and why.

**Response:**

Reliant Energy Northeast LLC does not prepare stand-alone 10-K/8-K, but is included in the financial statements of NRG Energy, Inc., its ultimate parent company.

NRG Energy, Inc.'s most recent 10-K/8-K Filings can be found here: <http://www.nrgenergy.com/sec>

**Exhibit C-3 “Financial Statements,”** provide copies of the applicant’s two most recent years of audited financial statements (balance sheet, income statement, and cash flow statement). If audited financial statements are not available, provide officer certified financial statements. If the applicant has not been in business long enough to satisfy this requirement, it shall file audited or officer certified financial statements covering the life of the business. 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).

**Response:**

Reliant Energy Northeast LLC does not prepare stand- alone audited financial statements, but is included in the financial statements of NRG Energy, Inc., its ultimate parent company.

NRG Energy, Inc.'s two most recent audited financial statements are included in its 10Ks and can be found here: <http://www.nrgenergy.com/sec>

**Exhibit C-4 “Financial Arrangements,”** provide copies of the applicant's financial arrangements to conduct CRES as a business activity (e.g., guarantees, bank commitments, 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.

**Response:**

See letter from Duke Energy in Exhibit C-4.1.



February 26, 2019

Reliant Energy Northeast LLC has met the Natural Gas Collateral obligations for Duke Energy Corporation as of February 26, 2019.

***Tom Hunt***

Duke Energy Corp  
Certified Supplier Business Center  
[Tom.Hunt@Duke-Energy.com](mailto:Tom.Hunt@Duke-Energy.com)



**Exhibit C-5 “Forecasted Financial Statements,”** 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.

**Response:**

This exhibit contains confidential and proprietary information and has been submitted under seal.

**Exhibit C-6 “Credit Rating,”** provide a statement disclosing the applicant’s 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.

**Response:**

Reliant Energy Northeast LLC does not have a credit rating, but its ultimate parent, NRG Energy, Inc.'s credit rating from Moody's and Standard & Poor's are attached, along with a statement by Mike Starck affirming that NRG Energy Inc. is guaranteeing the obligations of Reliant Energy Northeast LLC as **Exhibit C-6.1**.



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NRG Energy, Inc.

Ticker: NRG Moody's Org ID: 806927478 LEI: 5E2UPK5SW04M13XY7I38 Market Segment: Corporates Industry: ENERGY: UNREG - ELECTR PRODUCTION Peer Group: Unreg Utilities and Unreg Power Companies Domicile: UNITED STATES

ANALYST	
Analyst:	Toby Shea

LONG TERM RATING  
Rating: **Ba2**, Not on Watch  
Type: **LT Corporate Family Ratings - Dom Curr**  
Date: **06 Dec 2018**

SHORT TERM RATING  
Rating: **SGL-1**, Not on Watch  
Type: **Speculative Grade Liquidity Rating**  
Date: **06 Dec 2018**

OUTLOOK  
**Positive**  
Date: **06 Dec 2018**

OTHER DEBTS ON WATCH?  
**No**

ResearchRatingsFamily TreePeer GroupMarket Signals

Rating Class DetailDebt ListIssuer Outlook

ExportResults: 9

Class	Rating	Rating Action	Date
LT Corporate Family Ratings (Domestic)	Ba2	Upgrade	06 Dec 2018
Probability of Default	Ba2-PD	Upgrade	06 Dec 2018
Speculative Grade Liquidity Rating	SGL-1	Upgrade	06 Dec 2018
Senior Unsecured (Domestic)	Ba3	Upgrade	06 Dec 2018
LGD Senior Unsecured (Domestic)	LGD5 - 71%	Downgrade	06 Dec 2018
BACKED Senior Secured (Domestic)	Baa3	RATING AFFIRMATION	06 Dec 2018
LGD BACKED Senior Secured (Domestic)	LGD2 - 16%	RATING ADJUSTMENT	06 Dec 2018

Rating Class History: LT Corporate Family Ratings (Domestic)

ExportResults: 17

Date	Currency	Rating	Rating Action
06 Dec 2018	Domestic	Ba2	Upgrade
06 Oct 2017	Domestic	Ba3	RATING AFFIRMATION
21 Mar 2016	Domestic	Ba3	RATING AFFIRMATION
02 Feb 2015	Domestic	Ba3	RATING AFFIRMATION
04 Apr 2014	Domestic	Ba3	RATING AFFIRMATION
13 Jan 2014	Domestic	Ba3	RATING AFFIRMATION
21 Oct 2013	Domestic	Ba3	RATING AFFIRMATION
22 May 2013	Domestic	Ba3	RATING AFFIRMATION
01 May 2013	Domestic	Ba3	CONFIRMED
14 Dec 2012	Domestic	Ba3	On Watch - Possible Downgrade
23 Jul 2009	Domestic	Ba3	CONFIRMED
12 Nov 2008	Domestic	Ba3	On Watch - Possible Upgrade
06 Jan 2006	Domestic	Ba3	Upgrade
10 Dec 2004	Domestic	B1	Upgrade
15 Nov 2004	Domestic	B2	On Watch - Possible Upgrade
17 Dec 2003	Domestic	B2	CONFIRMED
15 Dec 2003	Domestic	B2	New

For credit ratings that are derived exclusively from an existing credit rating of a program, series, category/class of debt, support provider or primary rated entity, or that replace a previously assigned provisional rating at the same rating level, Moody's publishes a rating announcement on that series, category/class of debt or program as a whole, on the support provider or primary rated entity, or on the provisional rating, but often does not publish a specific rating announcement on each subsequent bond or note for which the credit rating is derived from the existing credit rating. Rating announcements are usually press releases classified as Rating Actions on www.moody's.com. Please refer to the Research tab on the issuer/entity page for the rating announcement.

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e prompt, dial 866-330-MDYS  
(397).

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NRG Energy Inc.

Issuer Credit Rating					
Rating Type	Rating	Rating Date	Regulatory Identifiers	CreditWatch/ Outlook	CreditWatch/ Outlook Date
Local Currency LT	BB <a href="#">Regulatory Disclosures</a>	10-Sep-2018	EE	Stable	10-Sep-2018
Foreign Currency LT	BB <a href="#">Regulatory Disclosures</a>	10-Sep-2018	EE	Stable	10-Sep-2018
View Ratings Definitions Debt Types					

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04-Feb-2019 03:16 EST

Environmental, social, and governance (ESG) matters are



Exhibit C-6.1

**NRG Retail Northeast**  
3711 Market Street, Suite 1000  
Philadelphia, PA 19104

February 28, 2019

Re: NRG Energy, Inc.'s Guarantee of the Obligations of Reliant Energy Northeast LLC

To Whom It May Concern:

Reliant Energy Northeast LLC ("REN") is a wholly owned subsidiary of NRG Energy, Inc.  
I certify that NRG Energy, Inc. guarantees the obligations of REN.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Mike Starck", written over a horizontal line.

Mike Starck  
Vice President

**Exhibit C-7 “Credit Report,”** provide a copy of the applicant’s credit report from Experian, 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.

**Response:**  
Please see **Exhibit C-6.1**.

**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.

**Response:**

The predecessor of the current NRG was formed in 1989 as the non-utility subsidiary of Northern States Power Company. While owned by NSP and later by Xcel Energy, Inc. NRG pursued an aggressive high-growth strategy focused on power plant acquisition, high leverage and aggressive development, including site development and turbine orders. NRG and a number of its subsidiaries undertook a comprehensive reorganization and restructuring under chapter 11 of the United States Bankruptcy Code. As part of the reorganization, Xcel Energy relinquished its ownership interest in NRG, and NRG became an independent public company. NRG emerged from bankruptcy on December 5, 2003.

On April 1, 2014, Reliant Energy Northeast LLC’s parent, NRG Energy, Inc. acquired substantially all of the assets of Edison Mission Energy, which included all of Edison Mission Energy’s direct and indirect subsidiaries. Prior to the acquisition, Edison Mission Energy and certain of its subsidiaries filed voluntary petitions for bankruptcy. Edison Mission Energy and the debtor subsidiaries emerged from bankruptcy upon completion of the acquisition by NRG.

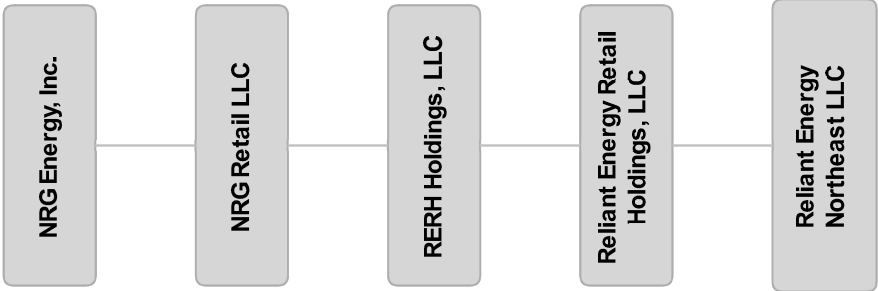
On June 14, 2017, GenOn, then a subsidiary of Reliant Energy Northeast LLC’s ultimate parent company, NRG Energy, Inc., and certain of GenOn’s subsidiaries (collectively, “GenOn”) filed for relief under chapter 11 of the Bankruptcy Code in the United States Bankruptcy Court for the Southern District of Texas (Houston Division) to restructure GenOn’s balance sheet through a prearranged plan of reorganization. On December 14, 2018, GenOn’s plan of reorganization became effective. Pursuant to that plan, NRG no longer owns GenOn or any of GenOn’s subsidiaries.

**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.

**Response:**

There have been no mergers or acquisitions of the applicant with in the five most recent years.

**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.



**Exhibit D-1 “Operations,”** provide a current written description of the operational nature of the applicant’s business. Please include whether the applicant’s operations will include the contracting of natural gas purchases for retail sales, the nomination and scheduling of retail natural gas for delivery, and the provision of retail ancillary services, as well as other services used to supply natural gas to the natural gas company city gate for retail customers.

**Response:**

Reliant Energy Northeast LLC is supplying information on a key vendor relationship to emphasize and demonstrate the knowledge and experience that the company has agreed to leverage to ensure operational and technical success.

Reliant Energy Northeast LLC has partnered with Energy Service Group (ESG), a well-known and highly regarded vendor in the retail energy space, to assist with its operations in Ohio. ESG performing all EDI transactions and is providing billing and CIS services.

Energy Services Group (ESG) was founded in 1997 and serves large and small retail energy suppliers as well as utilities to meet their transaction management (EDI), billing and CIS, and wholesale energy service’s needs. ESG serves more than 90 retail energy suppliers and utilities in the US who in turn, market or deliver energy to over 4.6 million customers in 20 states.

Reliant relies on ESG to provide EDI and CIS support. ESG's services and systems address all of the retail energy business process needs that do not require end use customer interaction (ESG does not provide call center or bill print services). ESG's expertise in serving clients in retail markets allows Reliant to focus on the customer experience while knowing that a reliable and scalable back office system serves as the foundation for its business. In addition, on the electric side Reliant leverages ESG's Wholesale Energy Services (WES) group to manage the systems, business processes, interfaces, required data inputs and reporting necessary to forecast, schedule and settle loads in PJM.

Reliant has an in-house customer service team to respond to customer inquiries and complaints. Services provided by the call center include handling calls regarding inquiries related to bills, payment arrangements, and other routine matters. The customer service call center is located at the company's headquarters.

**Exhibit D-2 “Operations Expertise,”** given the operational nature of the applicant’s business, provide evidence of the applicant’s experience and technical expertise in performing such operations.

**Response:**

Reliant Energy Northeast LLC has the necessary technical and managerial resources to comply with all scheduling, operating, planning, reliability, customer registration and settlement policies, rules, guidelines and procedures to operate as a retail electric and natural gas supplier. As an active retail energy provider in the states of New York, Connecticut, Massachusetts, Illinois, Delaware, Washington D.C, Pennsylvania, New Jersey, Maryland, and Ohio, Reliant Energy Northeast LLC has firsthand knowledge of the customer operations and utility business management and will leverage its technical and managerial expertise, in combination with its relationships with business partners described in Exhibit D-1 to successfully develop and implement the infrastructure, systems, and processes to reliably provide service to Ohio consumers. As described in the details provided in Exhibit D-3, Reliant Energy Northeast LLC intends to also leverage key internal staff.

**Exhibit D-3 “Key Technical Personnel,”** provide the names, titles, e-mail addresses, telephone numbers, and the background of key personnel involved in the operational aspects of the applicant’s business.

**Response:**

**Key Operating Personnel:**

**Mike Starck, General Manager & VP, NRG Retail**

3711 Market St. Suite 1000 Philadelphia, PA 19104

Phone: 267.295.5535

[Mike.Starck@nrg.com](mailto:Mike.Starck@nrg.com)

Mr. Starck is the General Manager of the NRG Retail East Region at NRG Energy. His primary responsibilities serving the NRG Retail business include advancing the growth of the brand as a market leader and managing sales and financial objectives in the Northeast Retail region, including operations in various states and service areas for both electricity and natural gas. Mr. Starck works with the NRG Retail team to bring innovative products to market for our residential customers while working to grow in both brand recognition and customer satisfaction. He has years of experience in the retail energy industry in various roles including IT, Daily Operations and Customer Service while helping establish market presence and business operations across numerous utility markets.

**Joe Holtman, Managing Director of Wholesale Supply Operations**

3711 Market St. Suite 1000 Philadelphia, PA 19104

Phone: 1.267.295.5409

[Joe.Holtman@nrg.com](mailto:Joe.Holtman@nrg.com)

Joe Holtman joined Energy Plus Holdings LLC, an NRG subsidiary, in 2010 and brings extensive industry experience in his role as the Managing Director of Wholesale Supply Operations for all of the NRG Retail affiliates. He is responsible for scheduling electricity purchases in PJM, NYISO and ISO-NE and natural gas purchases in 15 gas utilities across OH, PA, MD, NJ and NY; hedging electricity and natural gas supply purchases to mitigate market cost volatility; and meeting renewable portfolio standards and voluntary green power program requirements in OH and the other states in which the NRG Retail Affiliates, including Energy Plus Holdings LLC, operate. Prior to joining the NRG Retail family of companies, Mr. Holtman spent two years at Liberty Power as the Vice President of Wholesale Supply Operations. In his role at Liberty Power, he led the installation of a state-of-the-art risk management system and developed and implemented the necessary risk controls to ensure the company’s strong financial success.

In addition, Mr. Holtman was responsible for Liberty's energy procurement program across five major markets, utilizing physical and financial hedges to protect fixed-price retail sales margins. Prior to his tenure at Liberty Power, Mr. Holtman spent six years at the Consolidated Edison Company of New York where he served as the Director of Electricity Supply. At Con Ed, he was responsible for the purchase of \$3 billion of electricity supply annually, including financial hedging and accounting for four regulated utilities operating in three states. Earlier in his career, he spent fifteen years at Orange and Rockland

Utilities where he was responsible for the purchase of \$220 million of electricity and natural gas annually. He also performed electric and gas capacity and energy planning and procurement, supply contracting, accounting, regulatory affairs and risk management.

**Brian Grant, Director, East Retail IT**

3711 Market St. Suite 1000 Philadelphia, PA 19104

Phone: 1.267.295.0625

[Brian.C.Grant@nrg.com](mailto:Brian.C.Grant@nrg.com)

Mr. Grant is responsible for defining the processes and procedures for the day to day IT functions, operations and quality assurance protocols for NRG Retail in the Northeast. His daily responsibilities include ensuring that all enrollments process accurately and efficiently through all of NRG's internal systems and integration points with its external vendors.

Mr. Grant brings a strong background in operational processes and quality assurance. During his tenure, Mr. Grant successfully implemented a quality assurance project life cycle process that included the implementation of new technology hardware as well as processes and gates to increase the accuracy and efficiency of the energy enrollment process and customer service platforms. His continual focus on quality assurance and streamlined operational processes will ensure that NRG is poised to offer a best in class service experience to retail customers.

**Jordon McConnell, Director, Sales Strategy**

3711 Market St. Suite 1000 Philadelphia, PA 19104

Phone: 1.267.295.0625

[Jordon.McConnell@nrg.com](mailto:Jordon.McConnell@nrg.com)

Jordon McConnell leads sales strategy for NRG's retail business in the Northeast. Over the course of his career, Mr. McConnell has gained experience in a broad range of business functions including marketing, sales, product development, operations and financial analysis. Jordon has held leadership positions in a number of industries including energy, finance, professional services and business information with emphasis on consumer and small business segments. Prior to joining NRG Jordon led marketing strategy and helped launch the digital retail channel for D&B's small business segment. Previously Jordon held business development roles in the eBusiness segments of Prudential Securities and FirstUSA Bank.

Jordon holds an MBA from the University of Delaware and a BA from Bucknell University.

**Tom Hughes, Director, Retail Marketing & Branding**

3711 Market St. Suite 1000 Philadelphia, PA 19104

Phone: 1.267.295.5867

[tom.hughes@nrg.com](mailto:tom.hughes@nrg.com)

Tom Hughes serves as the head of retail marketing for the NRG retail business in Texas and the Northeast. Tom joined NRG in 2010 and previously served as Executive Director for the NRG Retail Charitable Foundation and led the company's community marketing and sponsorship & events efforts. Prior to NRG, Tom spent 15 years in a variety of leadership roles in Sales, IT, Marketing, Advertising and Branding at AT&T. Tom holds a MBA from Webster University in St. Louis and a BS from Truman State University.

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

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**3/1/2019 2:29:00 PM**

**in**

**Case No(s). 17-0621-GA-CRS**

Summary: Application Renewal Certification Application Competitive Retail Natural Gas Suppliers electronically filed by Mrs. Gretchen L. Petrucci on behalf of Reliant Energy Northeast LLC