



Ryan Harwell  
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August 13, 2019

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

**RE: Direct Energy Services, LLC Ohio Electric Certificate Renewal (Cert. No. 00-19E(10))  
– Supplement to Exhibit A-6**

Dear Docketing Division,

Direct Energy was informed by Commission Staff that we provided an outdated email address related to customer complaint #521924 for A-6 of our renewal application filed in 2018 for Direct Energy Services, LLC. Please see the updated email address for A-6.

Please advise if you have further questions regarding our submission for Direct Energy Services, LLC

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Ryan Harwell", written over a light blue horizontal line.

Ryan Harwell  
Direct Energy

Attachment

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

Direct Energy Services, LLC  
Direct Energy

**A-5 Contact person for regulatory or emergency matters**

Name Teresa Ringenbach  
Title Sr. Manager, Gov't & Regulatory Affairs  
Business address 106 North High Street, Dublin, OH 43017  
Telephone # (614) 633-6829 Fax # \_\_\_\_\_  
E-mail address teresa.ringenbach@directenergy.com

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

Name Paige Harris  
Title Regional Manager of Complaints  
Business address 6502 S. Yale Avenue Suite 300 Tulsa, OK 74136  
Telephone # (866) 670-6771 Fax # \_\_\_\_\_  
E-mail address contactdirect@directenergy.com

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

Customer Service address 6502 S. Yale Avenue Suite 300 Tulsa, OK 74136  
Toll-free Telephone # (888) 734-0741 Fax # (800) 457-9687  
E-mail address csdirectenergy@directenergy.com

**A-8 Applicant's federal employer identification number # 20-1340064**

**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 _____                                |

**PROVIDE THE FOLLOWING AS SEPARATE ATTACHMENTS AND LABEL AS INDICATED:**

**A-10 Exhibit A-10 "Principal Officers, Directors & Partners" provide the names, titles, addresses and telephone numbers of the applicant's principal officers, directors, partners, or other similar officials.**

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

**Commission of Ohio Docketing Information System on**

**8/14/2019 3:57:35 PM**

**in**

**Case No(s). 00-1758-EL-CRS**

Summary: Amended Application This filing is to update the Complaints contact email address where the amended page of Direct Energy Services, LLC's last renewal application is being provided. electronically filed by Mr. Ryan D Harwell on behalf of Direct Energy Services, LLC