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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 Gas Certificate Renewal (Cert. No. 02-024G(9)) – 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Direct Energy was informed by Commission Staff that we provided an outdated email address related to customer complaint #521924 for A-6 of our renewal application filed in 2018 for Direct Energy Services, LLC.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 circular stamp.

Ryan Harwell  
Direct Energy

Attachment

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

Name Paige Harris Title Manager, Customer Solutions  
Business address 6502 S. Yale Avenue Suite 300 Tulsa, OK 74136  
Telephone No. 866-670-6771 Fax No. 888-522-6528 Email Address contactdirect@directenergy.com

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

Customer service address 12 Greenway Plaza, Suite 250, Houston, TX 77046  
Toll-Free Telephone No. 888-734-0741 Fax No. 800-457-9687 Email Address csdirectenergy@directenergy.com

**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 Teresa Ringenbach Title Sr. Manager, Gov't & Regulatory Affairs  
Business address 5200 Upper Metro Place, Dublin, OH 43017  
Telephone No. 614 699-6829 Fax No. 614-220-4674 Email Address teresa.ringenbach@directenergy.com

**A-9 Applicant's federal employer identification number** 20-1340064

**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.)

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

**Commission of Ohio Docketing Information System on**

**8/14/2019 4:09:55 PM**

**in**

**Case No(s). 02-1829-GA-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