

FILE



**Barbara Farmer**  
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November 18, 2019

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

**RE: Update to Complaint Contact**

**Direct Energy Services, LLC – Docket No, 02-1829-GA-CRS**  
**Direct Energy Services, LLC – Docket No. 00-1936-EL-CRS**

Dear Docketing Division,

Per Section 4901:1-24-11(9), Direct Energy Services, LLC would like to notify the Commission that the contact for Commission Staff use in investigating customer complaints (Exhibit A-6) has changed. Please accept the following contact change for Commission effective immediately. Also attached is the updated page from the renewal application providing this updated information.

Commission Staff Complaint Contact:

Paige Harris  
Manager, Customer Solutions  
6502 S. Yale Ave, Suite 300  
Tulsa, OK 74136  
contactdirectenergy@directenergy.com  
Phone: (866)670-6671

Respectfully Submitted,

Barbara Farmer

2019 NOV 19 AM 9:14  
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RECEIVED - DOCKETING DIV.

I hereby certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.  
Technician TM Date Processed NOV 19 2019

cc:- Nedra Ramsey

**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 contactdirectenergy@directenergy.com

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

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

- Sole Proprietorship
- Limited Liability Partnership (LLP)
- Corporation
- Partnership
- Limited Liability Company (LLC)
- 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.**