

FILF



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November 20, 2019

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

RE: REVISED - 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 Staff use in investigating customer complaints (Exhibit A-6) has changed. Please accept the following contact change 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
(844)898-8752

Respectfully submitted,


Barbara Farmer

2019 NOV 21 PM 1:28
PUCO
PUCO - DOCKETING DIV

Attachment

cc: Nedra Ramsey

I hereby certify that the enclosed appendices are an accurate and complete copy of the original file document delivered to the PUCO on NOV 21 2019

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 # (844)-898-8752 Fax # _____
E-mail address contactdirectenergy@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)

- | | |
|--|---|
| <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.

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