



PUCO USE ONLY – Version 1.08 May 2016		
Date Received	Renewal Certification Number	ORIGINAL CRS Case Number
		07- 1283 - 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 Stream Ohio Gas & Electric LLC
Address 14675 Dallas Parkway | Ste. 150 Dallas TX 75254
Telephone No. 214-800-4400 Web site Address www.Mystream.com
Current PUCO Certificate No. 08-133G Effective Dates 2/4/2018 - 2/4/2020

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

Name Stream Ohio Gas & Electric LLC
Address 14675 Dallas Parkway | Ste. 150 Dallas TX 75254
Web site Address www.Mystream.com Telephone No. 214-800-4400

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

Stream Energy	
Stream	

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. N/A Email Address Lindsay.cervenak@nrg.com

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

Name	Gail Glasgow	Title	Sr. Manager Regulatory Affairs
Business address	14675 Dallas Parkway Ste. 150 Dallas TX 75254		
Telephone No.	214-800-4400	Fax No.	
Email Address	Legal@mystream.com		

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

Customer service address	14675 Dallas Parkway Ste. 150 Dallas TX 75254		
Toll-Free Telephone No.	1-866-447-8732	Fax No.	214-800-4444
Email Address	Legal@mystream.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	Joseph Fetzer	Title	Sales Quality and Training
Business address	4802 Brixston 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 26-1467763

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 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	

☐ **Dominion East 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	

☐ **Duke Energy 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	

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

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 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.
- 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

Mr. St...

Vice President

Sworn and subscribed before me this

24th

day of

January

Month

2020

Year

Lindsay Cervenak

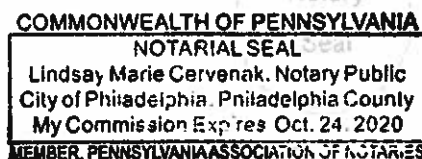
Signature of official administering oath

Lindsay Cervenak, Notary Public

Print Name and Title

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)

Stream Ohio Gas + Electric LLC)
for a Certificate or Renewal Certificate to Provide)
Competitive Retail Natural Gas Service in Ohio.)

Case No. 07-1283 -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

Mike Starck Vice President

Sworn and subscribed before me this

24th

day of

January

Month

2020

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

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Exhibit A-14 Principal Officers, Directors & Partners

Stream Ohio Gas & Electric, LLC– Officer List

Killinger, Elizabeth R.	President
Frotte, Gaetan	Treasurer
Callen, David	Vice President
Gardner, Leonard	Vice President
Jones, S. Meigs	Vice President and Secretary
Krupa, Edward Christopher	Vice President
Mackey, Glen Edwin	Vice President
Parsons, Mark	Vice President
Starck, Mike	Vice President
Fry, Deborah R.	Assistant Secretary
Tompkins, Judith	Assistant Secretary

Exhibit A-15

Company History

Provide a concise description of the applicant's company history and principal business interests.

Stream Energy was formed in August of 2004 by co-founders Robert Snyder and Pierre Koshakji. Stream Energy was awarded its certification as a Retail Electric Provider (REP) in the Electric Reliability Council of Texas (ERCOT) jurisdiction of Texas by the Public Utility Commission of Texas on January 21, 2005 (REP Certificate Number: 10104).

Towards executing upon the founders' vision for effectively capturing the mass market consumer segment in ERCOT, a team of highly experienced energy experts was assembled who represent a diverse yet complimentary set of backgrounds that include, but are not limited to sales and marketing, energy procurement, scheduling and dispatch, as well as retail operational processes and systems development (i.e. electronic data transaction engine, as well as payments and billing systems). The Stream Energy management team possesses well over 150 years of combined electricity and natural gas industry experience in the areas of finance, plant operations, trading, and retail functions.

Since the enrollment of Stream Energy's first customer in March 2005, Stream Energy has become one of the largest Competitive Retail Electric Provider (CREP), which is a REP that was not previously associated with an incumbent utility in the ERCOT region of Texas. Stream Energy currently serves over 320,000 Texas electricity customers. In addition, Stream Energy serves electricity and gas in the states of Maryland, Pennsylvania, New York and New Jersey as well as electricity customers in the District of Columbia, Illinois and Delaware, with over 134,000 customers combined; while in Georgia Stream Energy serves over 44,000 natural gas customers.

In 2012, Stream Energy was a finalist for the Platts Global Energy awards for the 6th year in a row. Also in 2012, the Dallas Business Journal ranked Stream Energy as the 26th largest privately held company in Dallas. Stream Energy also was named the winner of Two American Business Awards. Stream Energy continues to reign as one of the world's largest network marketers of energy. Stream Energy is also actively involved in the communities it services through charitable donations, and was named as the Top Philanthropic Donor by the Philadelphia Business Journal. In addition, Stream Energy won the 2012 Communicator Award of Distinction for highlighting Captain Hope's Kids, a non-profit advocacy group for homeless children. Stream Energy has participated in funding donations to organizations such as Utility Emergency Services Fund in Pennsylvania.

In 2013, Stream Energy participated in DSA's annual Code Communications Initiative (CCI) and received a Certificate of Recognition for its efforts in generating enhanced awareness about the Code and promoting adherence to the Code within the company and salesforce, as well as with consumers.

In 2014, Stream Energy was named the Bronze Telly Winner in the Branded Content for Promotional Branding of "License To Thrill."

In 2015, Direct Selling News announced Stream ranked 9th in the 2015 North America 50.

In 2016, Stream continued its philanthropic efforts by matching donations of its Associates for the Texas Tornado Benefit which helped victims of the tornadoes that struck North Texas on December 26, 2015. On April 12, 2016, stream launched Stream Cares to strategically support and fund causes, with a special focus on giving back to member of the military and their families.

In 2017, Stream was named among the top 10 most trusted electric providers in Texas by Market Strategies International. On September 1, 2017, Stream pledged to support customers and Associates impacted by Hurricane Harvey by donating to the American Red Cross.

In 2019, NRG Retail LLC (“NRG”) acquired 100% of the membership interest in SGE Energy Sourcing, LLC. SGE Energy Sourcing, LLC holds 100% membership interest in Stream Energy Ohio Gas & Electric, LLC (“Stream Energy”).

Exhibit A-16

Articles of Incorporation and Bylaws

If applicable, provide the articles of incorporation filed with the state or jurisdiction in which the applicant is incorporated and any amendments thereto.

The contents of the originally filed documents have not changed since the initial application.

Exhibit A-17

Secretary of State Registration

Provide evidence that the applicant is currently registered with the Ohio Secretary of the State.

Attached is a copy of the Certificate of Registration from the State of Ohio Secretary of State for Stream Ohio Gas & Electric, LLC.

200732002262

DATE:	DOCUMENT ID	DESCRIPTION	FILING	EXPED	PENALTY	CERT	COPY
11/19/2007	200732002262	ARTICLES OF ORGANIZATION/DOM. LLC (LCA)	125.00	100.00	.00	.00	.00

Receipt

This is not a bill. Please do not remit payment.

RAY A. BALESTRI, PC
2651 N. HARWOOD, STE. 200
RAY A. BALESTRI
DALLAS, TX 75201

**STATE OF OHIO
CERTIFICATE**

Ohio Secretary of State, Jennifer Brunner

1740360

It is hereby certified that the Secretary of State of Ohio has custody of the business records for

STREAM OHIO GAS & ELECTRIC, LLC

and, that said business records show the filing and recording of:

Document(s):

ARTICLES OF ORGANIZATION/DOM. LLC

Document No(s):

200732002262



United States of America
State of Ohio
Office of the Secretary of State

Witness my hand and the seal of the
Secretary of State at Columbus, Ohio
this 16th day of November, A.D.
2007.

A handwritten signature in cursive script, appearing to read "Jennifer Brunner".

Ohio Secretary of State

NRG Retail Affiliates

EXHIBIT B-1

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 Cirro 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/NRG 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	Stream Energy (State), LLC TBD	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						No licensing requirement				
CT	Electric: Docket 09-01-21	Electric: Docket 11-11-04		Electric: Docket 11-05-20	Electric: Docket 13-01-18	Electric: 11-06-05				
DE	Electric: Order 7698			Electric: Docket No. 10-404 Order Nos. 7894 (C&I) & 8035 (Res)	Electric: Docket No. 11-313 Order No. 8036	Electric: Docket No. 12-563 Order No. 8318	Electric: Docket No. 17-0340 Order No. 9137			
DC	EA 11-6-5			Electric: EA 10-15	Electric: EA 11-16	Electric: EA 2013-28	Electric: EA 11-11-8 Natural Gas: GA 2013-07-6			
GA						Natural Gas: GM-45	Natural Gas: GM-38			
IL	Electric: Docket No. 10-0497	Electric: Docket No. 11-0277		Electric: Docket #11-0504 Natural Gas: Docket #15-0179	Electric: Docket No. 12-0477 & 11-0326 Natural Gas: Docket No. 16-0354	Electric: Docket No. 11-0705 Natural Gas: Docket No. 11-0724	Electric: 17-0045 Natural Gas: 17-0033			
IN						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 Natural Gas: IR-3480	Electric: IR-2790 & IR-2345 Natural Gas: IR-3752	Electric: IR-2445 Natural Gas: IR-2446	Electric: IR-2742 Natural Gas: IR-2072			
MA	Electric: CS-072			Electric: CS-081 Natural Gas: RA-154	Electric: CS-083	Electric: CS-088 Natural Gas: GS-RA-07				
MI						Natural Gas: U-16802				
NH				Electric: DM 15-287		Electric: DM 13-185				
NJ	Electric: ESL-0087	Electric: ESL-0100	Natural Gas: GSL-0100	Electric: ESL-0093 Natural Gas: GSL-0176	Electric: ESL-0098	Electric: ESL-0115 Natural Gas: GSL-0112	Electric: ESL-0109 Natural Gas: GSL-0120			
NY	Electric: Licensed - no license # given ESCO eligibility letter dated 8/8/07	Electric: Licensed - no license # given ESCO eligibility letter dated 5/3/11	Natural Gas: Licensed - no license # given (ESCO Code EPGS) GSCO eligibility letter dated 7/31/08	Licensed - no license # given (ESCO Code RELI) ESCO eligibility letter dated 8/26/11 NGSCO eligibility letter dated 2/17/15	Electric & Natural Gas: Licensed - no license # given ESCO eligibility letters dated 4/8/2009 and 8/3/2011	Electric & Natural Gas: Licensed - no license # given ESCO Code: XOOM ESCO/NGSCO eligibility letter dated: 5/21/12	Electric/Natural Gas: ESCO Code: STRM			
OH	Electric: 11-341E	Electric: 12-552E	Natural Gas: 11-222G	Electric: 11-401E Natural Gas: 17-591G Electric: A-2010-2192350	Electric: 18-0483E Electric: A-2011-2229050	Electric: 13-716E Natural Gas: 11-223G Electric: A-2012-2283921	Electric: 17-1187E Natural Gas: 08-133G Electric: A-2010-2181867			
PA	Electric: A-2009-2139745	Electric: A-2011-226337 Natural Gas: A-2013-239649		Natural Gas: A-2015-2478293 Electric: Docket D-96-6(P7)	Natural Gas: A-2017-2583732	Natural Gas: A-2012-2283967 Electric: D-96-6(A6)	Natural Gas: A-2012-2308991			
RI										
TX					Electric: 10009	Electric: 10203		Electric: 10007	Electric: 10177	Electric: 10178
VA				Electric: E-32		Natural Gas: G-37				
Alberta						Electric: File No. 342997 Natural Gas: File No. 342996				
Ontario						Electric: ER-2016-0227 Natural Gas: GM-2016-0226				

Updated August 2019

Exhibit B-2

Experience and 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.

Retail Services

Effective August 1, 2019, NRG Retail LLC ("NRG") acquired 100% of the membership interest in SGE Sourcing, LLC. SGE Sourcing, LLC own 100% membership interest in Stream Energy Ohio Gas & Electric, LLC "(Stream Energy)".

Stream Energy owns and operates retail entities which currently service over residential and small commercial power and/or natural gas customers in Texas, Georgia, Pennsylvania, Maryland, New Jersey, New York, Illinois, and District of Columbia under the dba of Stream Energy and Stream. Stream Ohio possesses the technical capability to serve customers in the Ohio natural gas market and comply fully with all applicable regulations governing same. The compliance will be achieved through Stream Ohio's ability to enter into working service and marketing agreements with SGE's ongoing operating entities servicing Stream Energy's current customer base.

Stream currently operates in the Texas electricity market with more than 320,000 in-service customers, 44,000 customers in the Georgia natural gas market and over 134,000 customers in the Maryland, Pennsylvania, New Jersey, and New York electricity and natural gas markets as well as electricity markets in the District of Columbia, Illinois, and Delaware. Stream possesses the comprehensive staffing and infrastructure, including information technology, towards provisioning such services necessary to allow Stream Ohio to serve its Ohio natural gas customers.

Stream will further provide the necessary technical and managerial resources to permit Stream Ohio to comply with all scheduling, operating, planning, reliability, customer registration and settlement policies, rules, guidelines and procedures prevailing within the Ohio natural gas market.

Stream Ohio contracts with customers through paper based and internet-based agreements. Stream Ohio offers variable and fixed rate based products according to the desires and needs of our customer base. Stream Ohio's direct selling arm will utilize network marketing for both residential and small commercial sales.

Software Systems

Stream already utilizes its own proprietary enterprise management software ("CIS") which is a robust and scalable platform currently used to meet the operational needs of Stream within the Texas electricity and Georgia natural gas market. Stream uses the services of ISTA North America for all its northeast electricity and gas markets with the appropriate modifications to meet regulatory and business requirements and is expected to be used by Stream Ohio within the Ohio natural gas market under a licensing agreement.

Billing

If Stream Ohio chooses not to take advantage of the purchase of receivables (POR) programs available, Stream Ohio plans to have an agreement or agreements in place with appropriate affiliate or third-party billing services provider that possesses the expertise to allow Stream Ohio to properly bill customers in compliance with all applicable laws. Through such agreement or agreements, Stream Ohio will have the capability of sending and receiving electronic data transaction sets for bills and payment.

Customer Enrollment & Anti-Slamming Safeguards

Stream Ohio intends to provide exceptional customer service and to practice a best business practices approach for all of its marketing efforts. In addition to abiding by, and enforcing all Ohio customer protection rules, Stream Ohio will implement a quality control program similar to the program in use by Stream in all its current markets (the Customer Quick Check Program). Stream also contracts via telephonic enrollments in addition to internet and paper enrollments.

Since the inception of Stream, the Customer Quick Check Program has been utilized in all Northeast markets for the enrollment of Stream Energy's residential customers. Such program has proven extremely successful in preventing customer "slamming."

One hundred percent (100%) of all new service agreements executed by customers shall be verified using the Customer Quick Check Program. Such verification process shall include the following items:

- During the Request For Service, the customer's name, mailing address and last four digits of his or her SSN will be sent to Experian.
- If Experian is able to locate an identity, the customer will be presented with four multiple choice, public record questions.
- The answers selected by the customer are submitted back to Experian for ID Verification.
- If Experian does not find a match, the customer will not see the ID Verification page and will simply continue the Request For Service.
- All other pages in the Request For Service process remain unchanged.
- Any customer that does not confirm his or her identity during the Request For Service will be contacted by *The OnBoarding Group* to complete the enrollment.

Customer Care Call Center

The Stream Customer Care Center, staffed by personnel who are highly trained personnel is available to address customer issues and complaints that are typically handled with a one-call resolution goal. The Stream Energy Customer Care organization includes additional personnel to respond and resolve more complex and escalated customer issues. The Stream Customer Care Center operates Monday to Friday from 7am to 10pm CST and Saturday 8am to 5pm CST. Automated systems with the Interactive Voice Response and Web are available 24/7. Inquires from customers include calls including reports of outages and emergencies, or relating to bills,

payment arrangements, discretionary service orders, and other routine matters. Stream Ohio's customers will be able to access the customer call center on a toll-free basis. All Stream staff serving the Ohio market will receive training related to their call center responsibilities that will address, either directly or through business processes and systems, requirements in the following areas:

- Customer Protection and Anti-Discrimination Rules
- Billing and payment provisions of the Stream Ohio's Terms of Service
- Service switching to Stream
- Payment arrangements for customer security deposits
- All other customer protection rules related to call center operations

Customer Invoicing and Credit

Stream Ohio, through its working services agreement with Stream, will have free access to computer systems that will perform customer invoicing, payment, credit and related functions if Stream Ohio chooses not to take advantage of the purchase of receivables (POR) programs available.

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.).

Stream Energy currently serves electricity to over 428,000 residential and commercial customers in the states of Texas, Maryland, Pennsylvania, New Jersey, New York, Illinois, Delaware and the District of Columbia. Stream also serves natural gas to over 62,000 residential and commercial customers in Georgia, Maryland, New Jersey, Pennsylvania, and New York. Stream services all of its customers with over 240 employees. Additionally, various members of Stream's management team possess extensive experience in the Texas, Northeast, and Georgia power and gas markets.

Biographies of key staff and energy staff members can be found in Exhibit D-3.

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.

Neither Stream Energy nor any of its affiliates have any existing, pending or past rulings, judgments, contingent liabilities, revocations of authority, regulatory investigations or any other matter that could adversely impact Stream Ohio's financial or operational status or the ability to provide the services for which it is seeking renewed certification.

Exhibit B-5

Disclosures 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.

Neither Stream Energy nor any of its affiliates have been convicted or held liable for fraud or for violation of any consumer protection or antitrust laws since applicant it filed for certification.

Exhibit B-6

Disclosure of Certification Denial, Curtailment, Suspension, or Revocation

Disclose whether the applicant, affiliate 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.

Neither Stream Energy nor any of its affiliates has ever had any certification, license, or application to provide retail natural gas or retail/wholesale electric service denied, curtailed, suspended, or revoked.

Neither Stream Energy nor any of its affiliates have ever 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.

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:

Stream Ohio Gas & Electric, 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:

Stream Ohio Gas & Electric, 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 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:

Stream Ohio Gas & Electric, 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:

Currently, Stream Ohio Gas & Electric, LLC is not serving gas customers in Ohio, however, prior to offering service Stream will meet the financial requirements of the necessary LDU’s and will provide that proof to PUCO at that time. Additionally, Stream Ohio Gas & Electric, LLC has the financial backing of our parent company, NRG Energy Inc. as demonstrated in **Exhibit C-6.2 - Guarantee of Obligations**.

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:

Stream Ohio Gas & Electric, 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 as Exhibit **C-6** and **C-6.1**, along with a statement by Mike Starck guaranteeing the obligations of Stream Ohio Gas & Electric, LLC as **Exhibit C-6.2**.

Search ratings, research, analysts, and more...

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	SHORT TERM RATING	OUTLOOK
Rating: Ba1 , Not on Watch	Rating: SGL-1 , Not on Watch	Positive
Type: LT Corporate Family Ratings - Dom Curr	Type: Speculative Grade Liquidity Rating	Date: 13 Dec 2019
Date: 13 Dec 2019	Date: 06 Dec 2018	

OTHER DEBTS ON WATCH?
No

ResearchRatingsFamily TreePeer GroupMarket Signals

Rating Class DetailDebt ListIssuer OutlookExportResults: 11

Class	Rating	Rating Action	Date
LT Corporate Family Ratings (Domestic)	Ba1	Upgrade	13 Dec 2019
Probability of Default	Ba1-PD	Upgrade	13 Dec 2019
Speculative Grade Liquidity Rating	SGL-1	Upgrade	06 Dec 2018
Senior Unsecured (Domestic)	Ba2	Upgrade	13 Dec 2019
LGD Senior Unsecured (Domestic)	LGD5 - 75%	RATING ADJUSTMENT	13 Dec 2019
Senior Secured (Domestic)	Baa3	RATING AFFIRMATION	13 Dec 2019
PACKED Senior Secured (Domestic)	Baa2	Upgrade	13 Dec 2019

Rating Class History: LT Corporate Family Ratings (Domestic)

ExportResults: 18

Date	Currency	Rating	Rating Action
13 Dec 2019	Domestic	Ba1	Upgrade
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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NRG Energy Inc.

Issuer Credit Rating						
Rating Type	Rating	Rating Date	Last Review Date	Regulatory Identifiers	CreditWatch/ Outlook	CreditWatch/ Outlook Date
Local Currency LT	BB Regulatory Disclosures	10-Sep-2018	04-Sep-2019	EE	Positive	04-Sep-2019
Foreign Currency LT	BB Regulatory Disclosures	10-Sep-2018	04-Sep-2019	EE	Positive	04-Sep-2019

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NRG Energy Inc.'s Proposed \$600 Million Senior Secured First-Lien Notes Due 2024 Rated 'BBB-' (Recovery Rating: '1')
15-May-2019 18:06 EDT

NEW YORK (S&P Global Ratings) May 15, 2019--S&P Global Ratings today assigned its 'BBB-' issue-level rating and '1' recovery rating to NRG Energy Inc.'s proposed \$600 million senior secured first-lien notes due 2024. The '1' recovery rating

PREMIUM RESEARCH FROM RATINGSDIRECT

The following premium research is available from RatingsDirect - S&P Global Ratings' real-time, Web-based source for credit ratings, research, and risk analysis.

Default, Transition, and Recovery: 2018 Annual Infrastructure Default And Rating Transition Study
19-Dec-2019 10:57 EST

The rated global infrastructure sector has grown substantially over the years, while maintaining lower risk than the overall nonfinancial corporate sector. By most measures, infrastructure credits rated by S&P Global Ratings have shown lower default



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

January 24, 2020

Re: NRG Energy, Inc.'s Guarantee of the Obligations of Stream Ohio Gas & Electric, LLC

To Whom It May Concern:

Stream Ohio Gas & Electric, LLC is a wholly owned subsidiary of NRG Energy, Inc.
I certify that NRG Energy, Inc. guarantees the obligations of Stream Energy.

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:

N/A - 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, Stream Ohio Gas & Electric, 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 Stream Ohio Gas & Electric, 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:

Effective August 1, 2019, NRG Retail LLC (“NRG”) acquired 100% of the membership interest in SGE Energy Sourcing, LLC. SGE Energy Sourcing, LLC holds 100% membership interest in Stream Energy Ohio Gas & Electric, LLC (“Stream Energy”).

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.

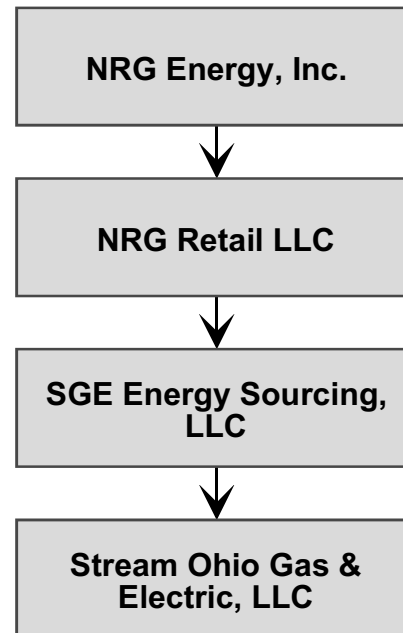


Exhibit D-1 “Operations,” provide a current written description of the operational nature of the applicant’s business. Please include whether the applicant’s operations will include the contracting of natural gas purchases for retail sales, the nomination and scheduling of retail natural gas for delivery, 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:

Stream Ohio Gas & Electric, 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.

Stream Ohio Gas & Electric, 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.

Stream 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 Stream 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 Stream 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.

Stream 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:

Stream Ohio Gas & Electric, 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, Illinois, Delaware, Washington D.C, Pennsylvania, New Jersey, Maryland, and Ohio, Stream Ohio Gas & Electric, 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, Stream Ohio Gas & Electric, 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.

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

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.

Barry Gessner, Director, East Retail Supply; Commercial Operations

804 Carnegie Center; Princeton, NJ 08540

Phone: 609.524.4516

barry.gessner@nrg.com

Barry Gessner joined NRG Energy through its acquisition of Energy Plus in 2011. He is responsible for scheduling electricity purchases in ISO-NE, MISO, NYISO, PJM, and Canada and natural gas purchases in 44 gas utilities across 14 states and provinces; hedging electricity and natural gas supply purchases to mitigate market cost volatility; meeting renewable portfolio standards and voluntary green power program requirements; and cost forecasting and market settlements. Prior to his roles at NRG, Mr. Gessner was responsible for custom pricing of large commercial and industrial customers at Liberty Power. Mr. Gessner holds an MBA from Villanova University, a BS Economics from Penn State, and is a GARP certified Energy Risk Professional.

Leonard “Bucky” Gardner, Senior Director of Portfolio Management

910 Louisiana St, Houston, TX 77002

Phone: 713.537.2050

Bucky.gardner@nrg.com

Bucky joined NRG in 2008 and is responsible for portfolio management of the East region. Bucky has broad experience in the industry ranging from consulting, risk and supply management to P&L management. Additional experience includes portfolio valuation, mergers and acquisition and financial forecasting. Prior to joining NRG, Bucky was a consultant for TOWERS PERRIN formerly RISK CAPITAL, LLC. Bucky holds a BS in Mathematics from the University of South Carolina and a Masters in Mineral Economics from the Colorado School of Mines.

Brian Grant, Director, Operations

3711 Market St. Suite 1000 Philadelphia, PA 19104

Phone: 267.295.0625

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.

Sean Garrity, Director, Retail Operations

14675 Dallas Pkwy Suite 150, Dallas, TX 75254

Phone: 1.972.898.5800

sean.garrity@mystream.com

With over a decade of energy industry experience, Sean oversees all aspects of Stream's day-to-day operational performance. Providing both leadership and strategic support to Stream's energy business, through sales, customer service, market expertise, and vendor relationships. He is a dynamic, motivational leader with a reputation for aligning people and resources to produce stellar results.

Jordon McConnell, Senior Director, Sales Strategy

3711 Market St. Suite 1000 Philadelphia, PA 19104

Phone: 267.295.0625

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: 267.295.5867

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.

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in

Case No(s). 07-1283-GA-CRS

Summary: Application - Renewal Certification Application for Competitive Retail Natural Gas Suppliers electronically filed by Mrs. Gretchen L. Petrucci on behalf of Stream Ohio Gas & Electric, LLC