



March 18, 2020

**VIA ELECTRONIC FILING**

Public Utilities Commission of Ohio  
180 East Broad Street, 13<sup>th</sup> Floor  
Columbus, OH 43215  
Attn: Docketing Division

**RE: ENGIE RETAIL, LLC D/B/A THINK ENERGY ("THINK ENERGY")- CRES LICENSE NO. 11-407E(1) AND CRGS LICENSE NO. 15-479G(1)**

**UPDATE TO APPLICATIONS – CONTACT INFORMATION AND ADDRESS CHANGE - CASE# 11-5466-EL-CRS & CASE #15-1777-GA-CRS**

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Pursuant to Chapter 4901:1-24-11(A)(1) of the Ohio Administrative Code, competitive retail electric suppliers are required to update the Commission of any material change in the information filed in its Application. Think Energy hereby updates the information provided in the Application as follows:

**Please note that Think Energy's physical address is changing effective March 23, 2020. This update applies to Sections: A-2, A-3, A-5, A-6, and A-7.**

New Address: 1360 Post Oak Blvd, Suite 400, Houston, TX 77056

**A-5 – Contact Person for regulatory or emergency matters:**

Name: Saba Soheili  
Title: Senior Regulatory Analyst  
Address: 1360 Post Oak Blvd, Suite 400, Houston, TX 77056 (effective 3/23/20)  
Telephone: 713-636-1671  
Fax: 713-636-1247  
Email: [saba.soheili@engie.com](mailto:saba.soheili@engie.com)  
[ENGIENA-ThinkRegulatory@engie.com](mailto:ENGIENA-ThinkRegulatory@engie.com)

**A-6 – Contact Person for Commission Staff to use in investigating customer complaints**

Name: Saba Soheili  
Title: Senior Regulatory Analyst  
Address: 1360 Post Oak Blvd, Suite 400, Houston, TX 77056 (effective 3/23/20)  
Telephone: 713-636-1671  
Fax: 713-636-1247  
Email: [saba.soheili@engie.com](mailto:saba.soheili@engie.com)  
[ENGIENA-ThinkComplaintResolution@engie.com](mailto:ENGIENA-ThinkComplaintResolution@engie.com)

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

Customer Service Address: 1360 Post Oak Blvd, Suite 400, Houston, TX 77056 (effective 3/23/20)  
Toll-Free Telephone No.: (888) 923-3633  
Fax: 713-636-1247  
Email: [ENGIENA-ThinkComplaintResolution@engie.com](mailto:ENGIENA-ThinkComplaintResolution@engie.com)

All other information provided in Think Energy's Applications under the above-referenced dockets remain accurate and current. If you have any questions or require additional information in connection with this update, please contact me at

[saba.soheili@engie.com](mailto:saba.soheili@engie.com). Please note that Think Energy's offices are currently adhering to the COVAID 19 virus emergency implementation plans and employees are all currently working remotely, so the only way to contact me is via the email provided herein.

Saba Soheili

A handwritten signature in black ink, appearing to read 'Saba Soheili', with a stylized flourish at the end.

Senior Regulatory Analyst  
ENGIE Retail, LLC d/b/a Think Energy

[Saba.Soheili@engie.com](mailto:Saba.Soheili@engie.com)

[ENGIENA-ThinkComplaintResolution@engie.com](mailto:ENGIENA-ThinkComplaintResolution@engie.com)

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

**Commission of Ohio Docketing Information System on**

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**in**

**Case No(s). 11-5466-EL-CRS, 15-1777-GA-CRS**

Summary: Letter of Notification Update to Contact & Address Change Information  
electronically filed by Marsha Griffin on behalf of Engie Retail LLC and Ms. Saba Soheili