



March 18, 2020

VIA ELECTRONIC FILING

Public Utilities Commission of Ohio
180 East Broad Street, 13th 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

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
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
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

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. Please note that Think Energy's offices are currently adhering to the COVID 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', written in a cursive style.

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

Saba.Soheili@engie.com

ENGIENA-ThinkComplaintResolution@engie.com

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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