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June 23, 2020

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

Re: Renewal Application for Competitive Retail Natural Gas Brokers/Aggregators
Telco Pros Inc. dba TPI Efficiency Consulting
Certificate #14-363G – PUCO Case No. 14-0946-GA-AGG

Dear Commissioners,

Please find an original and two copies of Telco Pros Inc Renewal Application for Competitive Retail Natural Gas Brokers/Aggregators.

There has recently been a material change in our renewal application. Telco Pros Inc has a new address: 2019 Center Street, Suite 502, Cleveland, OH 44113.

Telco Pros Inc is filing Exhibits C-2 and C-3 of its Application under seal and respectfully requests protective treatment of those exhibits and the information contained therein.

Please contact me with any questions.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Karl Shaw", written over a horizontal line.

Karl Shaw, COO
compliance@tpiefficiency.com
330/524-7937



Public Utilities Commission

Competitive Retail Natural Gas Service
(CRNGS) Provider Application

Case Number: 14 -0946 -GA-AGG

Please complete all information. Identify all attachments with a label and title (example: Exhibit C-2 Financial Statements). For paper filing, you can mail the original and three complete copies to the Public Utilities Commission of Ohio, Docketing Division, 180 East Broad Street, Columbus, Ohio 43215-3793.

A. Application Information

A-1. Provider Type.

Select the competitive retail natural gas service (CRNGS) provider type(s) for which the applicant is seeking certification. Please note you can select more than one.

Retail Natural Gas
Aggregator



Retail Natural Gas
Broker



Retail Natural Gas Marketer



A-2. Applicant's legal name and contact information.

Provide the name and contact information of the business entity.

Legal Name: Telco Pros Inc
Street Address: 2019 Center Street, Suite 502
City: Cleveland State: OH Zip: 44113
Telephone: 877/244-0182 Website: tpiefficiency.com

A-3. Names and contact information under which the applicant will do business in Ohio.

Provide the names and contact information the business entity will use for business in Ohio. This does not have to be an Ohio address and may be the same contact information given in A-2.

Name: TPI Efficiency
Street Address: 2019 Center Street, Suite 502
City: Cleveland State: OH Zip: 44113
Telephone: 877/244-0182 Email: info@tpiefficiency.com

A-4. Names under which the applicant does business in North America.

Provide all business names the applicant uses in North America. You do not need to include the names provided in A-2 and A-3.

Name(s): TPI Efficiency

A-5. Contact person for regulatory matters.

Name: Karl Shaw
Street Address: 2019 Center Street, Suite 502
City: Cleveland State: OH Zip: 44113
Telephone: 877/244-0182 Email: compliance@tpiefficiency.com

A-6. Contact person for PUCO Staff use in investigating consumer complaints.

Name: Roger Zona
Street Address: 2019 Center Street, Suite 502
City: Cleveland State: OH Zip: 44113
Telephone: 877/244-0182 Email: roger.zona@thetelcopros.com

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

Street Address: 2019 Center Street, Suite 502
City: Cleveland State: OH Zip: 44113
Toll-free Telephone: 877/244-0182 Email: info@tpiefficiency.com

A-8. Applicant's federal employer identification number.

FEIN: 27-1278379

A-9. Applicant's form of ownership (select one).

Sole Proprietorship <input type="checkbox"/>	Limited Liability Partnership (LLP) <input type="checkbox"/>	Corporation <input checked="" type="checkbox"/>	Partnership <input type="checkbox"/>
Limited Liability Company (LLC) <input type="checkbox"/>	Other: _____		

A-10. Identify current or proposed service areas.

Identify each service area in which the applicant is currently providing service or intends to provide service and identify each customer class that the applicant is currently serving or intends to serve.

Service area selection:

Columbia Gas of Ohio



Dominion Energy Ohio



Duke Energy Ohio



Vectren Energy Delivery
of Ohio



Class of customer selection:

Industrial



Residential



Small Commercial



Large Commercial



A-11. Start Date.

Indicate the approximate start date the applicant began/will begin offering services.

Date:

5/17/2012

A-12. Principal officers, directors and partners.

Please provide an attachment for all contacts that should be listed as an officer, director or partner.

A-13. Company history.

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

A-14. Secretary of State.

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

A-15. Proof of Ohio office and employee.

Provide "Proof of an Ohio Office and Employee" in accordance with Section 4929.22 of the Ohio Revised Code. List the designated Ohio employee's name, Ohio office address, telephone number and web site address.

Name:

Roger Zona

Street Address:

2019 Center Street, Suite 502

City:

Cleveland

State:

OH

Zip:

44113

Telephone:

877/244-0182

Email:

roger.zona@thetelcopros.com

B. Managerial Capability

Provide a response or attachment for each of the sections below.

B-1. Jurisdiction of operations.

List all jurisdictions in which the applicant or any affiliated interest of the applicant is certified, licensed, registered or otherwise authorized to provide retail natural gas service or retail/wholesale electric service as of the date of filing the application.

B-2. Experience and plans.

Describe the applicant's experience in providing the service(s) for which it is applying (e.g., number and type of customers served, utility service areas, amount of load, etc.). Include the 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 Sections 4928.10 and/or 4929.22 of the Ohio Revised Code.

B-3. Disclosure of liabilities and investigations.

For the applicant, affiliate, predecessor of the applicant, or any principal officer of the applicant, describe all existing, pending or past rulings, judgments, findings, contingent liabilities, revocation of authority, regulatory investigations, judicial actions, or other formal or informal notices of violations, or any other matter related to competitive services in Ohio or equivalent services in another jurisdiction.

B-4. Disclosure of consumer protection violations.

Has the applicant, affiliate, predecessor of the applicant, or any principal officer of the applicant been convicted or held liable for fraud or for violation of any consumer protection or antitrust laws within the past five years? If yes, attach a document detailing the information.

Yes

☐

No

☒

B-5. Disclosure of certification denial, curtailment, suspension, or revocation.

Has the applicant, affiliate, or a predecessor of the applicant had any certification, license, or application to provide retail natural gas or retail/wholesale electric service denied, curtailed, suspended, revoked, or cancelled or been terminated or suspended from any of Ohio's Natural Gas or Electric Utility's Choice programs within the past two years? If yes, attach a document detailing the information.

Yes

☐

No

☒

C. Financial Capability

Provide a response or attachment for each of the sections below.

C-1. Financial reporting.

Provide a current link to the most recent Form 10-K filed with the Securities and Exchange Commission (SEC) or attach a copy of the form. If the applicant does not have a Form 10-K, submit the parent company's Form 10-K. If neither the applicant nor its parent is required to file Form 10-K, state that the applicant is not required to make such filings with the SEC and provide an explanation as to why it is not required.

C-2. Financial statements

Provide copies of the applicant's two most recent years of audited financial statements, including a 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, provide 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 bank account numbers redacted.

If the applicant is unable to meet the requirement for two years of financial statements, the Staff reviewer may request additional financial information.

C-3. Forecasted financial statements.

Provide two years of forecasted income statements based solely on the applicant's anticipated business activities in the state of Ohio.

Include the following information with the forecast: a list of assumptions used to generate the forecast; a statement indicating that the forecast is based solely on Ohio business activities only; and the name, address, email address, and telephone number of the preparer of the forecast.

The forecast may be in one of two acceptable formats: 1) an annual format that includes the current year and the two years succeeding the current year; or 2) a monthly format showing 24 consecutive months following the month of filing this application broken down into two 12-month periods with totals for revenues, expenses, and projected net incomes for both periods. Please show revenues, expenses, and net income (revenues minus total expenses) that is expected to be earned and incurred in business activities only in the state of Ohio for those periods.

If the applicant is filing for both an electric certificate and a natural gas certificate, please provide a separate and distinct forecast for revenues and expenses representing Ohio electric business activities in the application for the electric certificate and another forecast representing Ohio natural gas business activities in the application for the natural gas certificate.

C-4. Credit rating.

Provide a credit opinion disclosing the applicant's credit rating as reported by at least one of the following ratings agencies: Moody's Investors Service, Standard & Poor's Financial Services, Fitch Ratings or the National Association of Insurance Commissioners. If the applicant does not have its own credit ratings, substitute the credit ratings of a parent or an affiliate organization and submit 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 "Not Rated".

C-5. Credit report.

Provide a copy of the applicant's credit report from Experian, Equifax, TransUnion, Dun and Bradstreet or a similar credit reporting organization. If the applicant is a newly formed entity with no credit report, then provide a personal credit report for the principal owner of the entity seeking certification. At a minimum, the credit report must show summary information and an overall credit score. Bank/credit account numbers and highly sensitive identification information must be redacted. If the applicant provides an acceptable credit rating(s) in response to C-4, then the applicant may select "This does not apply" and provide a response in the box below stating that a credit rating(s) was provided in response to C-4.

C-6. Bankruptcy information.

Within the previous 24 months, have any of the following filed for reorganization, protection from creditors or any other form of bankruptcy? If yes, attach a document detailing the information.

Applicant

Parent company of the applicant

Affiliate company that guarantees the financial obligations of the applicant

Any owner or officer of the applicant

Yes

☐

No

☒

C-7. Merger information.

Is the applicant currently involved in any dissolution, merger or acquisition activity, or otherwise participated in such activities within the previous 24 months? If yes, attach a document detailing the information.

Yes

☐

No

☒

C-8. Corporate structure.

Provide a graphical depiction of the applicant's corporate structure. Do not provide an internal organizational chart. The graphical depiction should include all parent holding companies, subsidiaries and affiliates as well as 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 the applicant may respond by stating that it is a stand-alone entity with no affiliate or subsidiary companies.

C-9. Financial arrangements.

This section is only applicable if power marketer or retail electric generation provider have been selected in A-1.

Provide copies of the applicant's financial arrangements to satisfy collateral requirements to conduct retail electric/natural gas business activities (e.g., parental guarantees, letters of credit, contractual arrangements, etc., as described below).

Renewal applicants may provide a current statement from an Ohio local distribution utility (LDU) that shows that the applicant meets the LDU's collateral requirements. The statement or letter must be on the utility's letterhead and dated within a 30-day period of the date the applicant files its renewal application.

First-time applicants or applicants whose certificate has expired must meet the requirements of C-9 in one of the following ways:

- .. The applicant itself states that it is investment grade rated by Moody's Investors Service, Standard & Poor's Financial Services, or Fitch Ratings and provides evidence of rating from the rating agencies. If you provided a credit rating in C-4, reference the credit rating in the statement.

1. The applicant's parent company is investment grade rated (by Moody's, Standard & Poor's, or Fitch) and guarantees the financial obligations of the applicant to the LDU(s). Provide a copy of the most recent credit opinion from Moody's, Standard & Poor's or Fitch.
1. The applicant's parent company 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 parent company's financials and a copy of the parental guarantee must be included in the application if the applicant is relying on this option.
1. The applicant can provide evidence of posting a letter of credit with the LDU(s) listed as the beneficiary, in an amount sufficient to satisfy the collateral requirements of the LDU(s).

D. Technical Capability

Provide an attachment for each of the sections below.

D-1. Operations.

Retail natural gas brokers/aggregators: Include details of the applicant's business operations and plans for arranging and/or aggregating for the supply of natural gas to retail customers.

Gas Marketers: Describe the operational nature of the applicant's business, specifying whether operations will include the contracting of natural gas purchases for retail sales, the nomination and scheduling of retail natural gas for delivery, and/or 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. Operations expertise and key technical personnel.

Provide evidence of the applicant's experience and technical expertise in performing the operations described in this application. Include the names, titles, e-mail addresses, telephone numbers and background of key personnel involved in the operational aspects of the applicant's business.

As authorized representative for the above company/organization, I certify that all the information contained in this application is true, accurate and complete. I also understand that failure to report completely and accurately may result in penalties or other legal actions.

Signature

Date

COO

Title

Competitive Retail Natural Gas Service Affidavit

County of Cuyahoga :

State of Ohio :

Karl Shaw

, 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, and that it will amend its application while it is pending if any substantial changes occur regarding the information provided.
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 Sections 4905.10 and 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 fully with the Public Utilities Commission of Ohio and its staff on any utility matter including 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 comply with all state and/or federal rules and regulations concerning consumer protection, the environment, and advertising/promotions.
8. Applicant will inform the Public Utilities Commission of Ohio of any material change to the information supplied in the application within 30 days of such material change, including any change in contact person for regulatory purposes or contact person for Staff use in investigating consumer complaints.
9. The facts set forth above are true and accurate to the best of his/her knowledge, information, and belief and that he/she expects said applicant to be able to prove the same at any hearing hereof.

10. Affiant further sayeth naught.

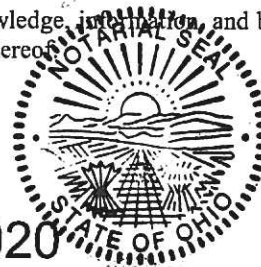
[Signature]
Signature of Affiant & Title

Sworn and subscribed before me this 23rd day of June, 2020
Month Year

[Signature]
Signature of official administering oath

Karen Burns, Notary
Print Name and Title

My commission expires on 12/7/2020



KAREN BURNS
NOTARY PUBLIC
STATE OF OHIO
Recorded in
Cuyahoga County
My Comm. Exp. 12/7/2020

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Exhibit A-12 Principal Officers, Directors & Partners

Officers:

Roger Zona, CEO
2019 Center Street, Suite 502, Cleveland, OH 44113
216/926-6173

Bretton DeNomme, President
2019 Center Street, Suite 502, Cleveland, OH 44113
914/671-1900

Karl Shaw, COO
2019 Center Street, Suite 502, Cleveland, OH 44113
330/524-7937

Director:

Roger Zona, CEO
2019 Center Street, Suite 502, Cleveland, OH 44113
216/926-6173

TELCO PROS INC. . dba TPI EFFICIENCY
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A-15 Company History

Telco Pros Inc. was founded in June of 2009 by Roger Zona. The business was formed to consult with businesses and non-profits in driving down corporate operating expenses and eliminating waste within their budget where ever possible.

Telco Pros Inc. is drawing on over 30 years of combined experience in telecommunications, corporate purchasing, contract negotiations, IT, and sales.

We have located areas where over 75% of all businesses and non-profits can improve operational efficiency through the reduction of their operational costs for deregulated services. These goals are accomplished through an in depth client needs analysis and rigorous contract negotiation with various vendors. Additionally, Telco Pros will make recommendations for operational cost reduction through the utilization of improved technology and the leveraging of events in the competitive landscape. Examples of these improvements would be recommendations for improved lighting solutions, IT virtualization strategies, and advisement on State and Federal rebate programs.

In 2010, TPI developed the trade name Non Profit Efficiency Corporation within the State of Ohio (Document number 201032600695) as a result of over 70% of its client base being in the non-profit sector and has continued to see significant growth in this sector. TPI now assists hundreds of churches, nursing homes, schools, medical facilities, and government municipalities.

In 2011, TPI brought in Karl Shaw as the companies COO, who instantly branded and developed the trade name TPI Efficiency. TPI Efficiency was developed to provide the same founding purpose as Telco Pros Inc.; however, targeted the for-profit business space and rapid growth through a nationwide developing agent channel.

Karl Shaw has been in purchasing and sourcing for 20 years Fortune 500 companies. With Thermo-Fisher Scientific, as VP of Worldwide Strategic Sourcing he managed 3000 suppliers, 24000 products with revenue of \$500 million dollars annually. Karl also spend 15 years in purchasing with some of the largest retailers such as Best Buy, OfficeMax and Circuit City.

Since Telco Pros Inc. inception in 2009, the company has grown to service over 2500 accounts in Ohio, PA, NJ, IL, and Washington D.C.

UNITED STATES OF AMERICA
STATE OF OHIO
OFFICE OF THE SECRETARY OF STATE

I, Frank LaRose, do hereby certify that I am the duly elected, qualified and present acting Secretary of State for the State of Ohio, and as such have custody of the records of Ohio and Foreign business entities; that said records show TELCO PROS INC., an Ohio corporation, Charter No. 1866715, having its principal location in Cleveland, County of Cuyahoga, was incorporated on September 1, 2009 and is currently in GOOD STANDING upon the records of this office.



*Witness my hand and the seal of the
Secretary of State at Columbus, Ohio
this 23rd day of June, A.D. 2020.*

A handwritten signature in cursive script, appearing to read "Frank LaRose".

Ohio Secretary of State

Validation Number: 202017500986

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Exhibit B-1 Jurisdictions of Operation

Delaware
District of Columbia
Illinois
Maine
Maryland
Massachusetts
New Hampshire
New Jersey
Ohio
Pennsylvania
Texas
Virginia

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Exhibit B-2 Experience & Plans

Telco Pros is a natural gas broker. We serve over 1,400 Ohio customers for their natural gas needs. We supply approximately 3.4 bcf to our residential and commercial customers. We do not bill our customers directly. Our sales team of 40 people assist residential and commercial customers in choosing a natural gas supplier. We research every supplier to verify their ability to provide reliable service and support to our customers.

Telco Pros has a toll-free telephone number for customer inquiries. Telco Pros sales and customer service representatives are available from 8 am to 5 pm Monday through Friday. After hour calls are returned the next business day. All complaints are directed to Roger Zona. We have an A+ rating with the Better Business Bureau. All of our sales and customer service representatives are extensively trained to provide excellent customer service.

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Exhibit B-3 Disclosure of Liabilities and Investigations

Not applicable

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Exhibit C-1 Financial Reporting

Telco Pros Inc has no 10-K Reports as it is not a publicly traded company.

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Exhibit C-2 Financial Statements

Filed under Seal

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Exhibit C-3 Forecasted Financial Statements

Filed under Seal

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Exhibit C-4 Credit Rating

This is not applicable as Telco Pros Inc does not have a credit rating.



Report

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Search inquiry: (My company)

CreditScoreSM Report

as of: 06/22/20 15:01 ET

Telco Pros Inc

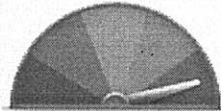
Address:	2020 Center St Cleveland, OH 44113-2302 United States	Key Personnel:	President: Roger S Zona Chief Operating Officer: Karl Shaw Director: Jon Duniec
Phone:	877-244-0182	SIC Code:	6282-Investment Advice 4911-Electric Services 8748-Business Consulting Services, Nec
Website:	www.tpieficiency.com	NAICS Code:	523930-Investment Advice 221122-Electric Power Distribution 541618-Other Management Consulting Services
Experian BIN:	998333667	Business Type:	Corporation
Agent:	Incorp Services, Inc.	Experian File Established:	July 2009
Agent Address:	1519 York Road Lutherville, MD	Experian Years on File:	11 Years
Family Linkage:		Years in Business:	More than 11 Years
Ultimate Parent	Telco Pros Inc 2020 Center St Cleveland, OH	Total Employees:	6
Branches / Alternative Locations	Telco Pros Inc 1405 W 10th St Cleveland, OH United States	Filing Data Provided by:	Ohio
		Date of Incorporation:	03/09/2012

Experian Business Credit Score

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Business Credit Score



Low Risk

The objective of the Experian Business Credit Score is to predict payment behavior. High Risk means that there is a significant probability of delinquent payment. Low Risk means that there is a good probability of on-time payment.

Key Score Factors:

- Number of commercial accounts with net 1-30 days term.
- Number of recently active commercial accounts.
- Nbr of active commercial accts within the last 12 mos.
- Length of time on Experian's file.

Business Credit Scores range from a low of 1 to high of 100 with this company receiving a score of 79. Higher scores indicate lower risk. This score predicts the likelihood of serious credit delinquencies within the next 12 months. This score uses tradeline and collections information, public filings as well as other variables to predict future risk.

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Exhibit C-8 Corporate Structure

This is not applicable as Telco Pros Inc is a stand-alone entity with no affiliate or subsidiary companies.

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Exhibit D-1 Operations

Telco Pros Inc gathers our client's invoices and contracts to determine usage and rates. Our sales consultants analyze the market and submit proposals to vetted vendor-neutral vendors. The consultants provide the client with custom solutions to assist in decreasing their monthly operating expenses. The consultants continually monitor and review the solutions providing the customer with the pricing and budget certainty they need.

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Exhibit D-2 Operations expertise and key technical personnel

Roger Zona, CEO
216/926-6173
roger.zona@thetelcopros.com

Roger has over 20 years of contract negotiation, fiscal management consulting, executive account management and operations experience. He started Telco Pros Inc in 2009 to help businesses and non-profits decrease their monthly operating expenses and achieve budget certainty.

Bretton DeNomme, President
914/671-1900
bretton.denomme@tpiefficiency.com

Bretton has spent the last twelve years in the retail energy supply space as the leader of large C&I sales and marketing teams. He is responsible for sales and marketing efforts.

Karl Shaw, COO
330/524-7937
karl.shaw@thetelcopros.com

Karl has almost 30 years of management, procurement and sourcing experience. He is responsible for operations and contract negotiation.

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

6/23/2020 4:28:54 PM

in

Case No(s). 14-0946-GA-AGG

Summary: Application electronically filed by Mr. Karl Shaw on behalf of Telco Pros Inc.