



Public Utilities Commission

Competitive Retail Electric Service (CRES) Provider Application

Case Number: 11 - 5566 - EL - CRS

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 two 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 electric service (CRES) provider type(s) for which the applicant is seeking certification. Please note you can select more than one.

Aggregator

☐

Power Broker

☐

Power Marketer

☒

Retail Electric
Generation Provider

☐

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

Provide the name and contact information of the business entity.

Legal Name: North American Power and Gas, LLC
Street Address: 1500 Rankin Rd, Suite 200
City: Houston State: TX Zip: 77073
Telephone: 888-313-9086 Website: napower.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: Same as above
Street Address: _____
City: _____ State: _____ Zip: _____
Telephone: _____ Website: _____

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): N/A

A-5. Contact person for regulatory matters.

Name: Joshua Christopher Title: Counsel II
Street Address: 1500 Rankin Rd, Suite 200
City: Houston State: TX Zip: 77073
Telephone: 832-466-4088 Email: joshua.christopher@calpine.com

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

Name: Same as A-5 Title: _____
Street Address: _____
City: _____ State: _____ Zip: _____
Telephone: _____ Email: _____

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

Street Address: 1500 Rankin Rd, Suite 200
City: Houston State: TX Zip: 77073
Toll-free Telephone: 888-313-9086 Email: complaints@napower.com

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

FEIN: 77-0212977

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

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

AES Ohio <input checked="" type="checkbox"/>	American Electric Power (AEP Ohio) <input checked="" type="checkbox"/>	Duke Energy Ohio <input checked="" type="checkbox"/>	FirstEnergy – Cleveland Electric Illuminating <input checked="" type="checkbox"/>
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FirstEnergy – Ohio
Edison



FirstEnergy – Toledo
Edison



Class of customer selection:

Commercial



Industrial



Mercantile



Residential



A-11. Start Date.

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

Date: 10/13/2011

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.

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

☒

B-6. Environmental disclosure.

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

Provide a detailed description of how the applicant intends to determine its generation resource mix and environmental characteristics, including air emissions and radioactive waste. Include the annual projection methodology and the proposed approach to compiling the quarterly actual environmental disclosure data. See [4901:1-21-09](#) of the Ohio Administrative Code for additional details of this requirement.

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 has 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:

1. 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.

2. 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.
3. 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.
4. 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.

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

Power Marketers/Generators: Describe the operational nature of the applicant's business, specifying whether operations will include the generation of power for retail sales, the scheduling of retail power for transmission and delivery, the provision of retail ancillary services, as well as other services used to arrange for the purchase and delivery of electricity to 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. If vendors or third parties are or will be utilized for any activities listed in this application, provide the name, contact information for each, and list which activities they will perform. Also, indicate which activities will be performed directly by the company. Please note that this information is required to be updated within 30 days of any changes.

D-3. FERC power marketer authorization.

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

Provide the FERC docket granting the applicant power marketer authority.

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

11/28/2023

Date

Vice President

Title

Competitive Retail Electric Service Affidavit

County of San Diego :

State of California :

Jeffrey Huber, 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, gross earnings, and sales of kilowatt-hours of electricity pursuant to Sections [4905.10\(A\)](#), [4911.18\(A\)](#), and [4928.06\(F\)](#), Ohio Revised Code.
3. The applicant will timely pay any assessment made pursuant to Sections [4905.10](#), [4911.18](#), and [4928.06\(F\)](#), Ohio Revised Code.
4. The 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. The 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. The applicant will fully comply with Section [4928.09](#), Ohio Revised Code regarding consent to the jurisdiction of Ohio Courts and the service of process.
7. The applicant will comply with all state and/or federal rules and regulations concerning consumer protection, the environment, and advertising/promotions.
8. The applicant will use its best efforts to verify that any entity with whom it has a contractual relationship to purchase power is in compliance with all applicable licensing requirements of the Federal Energy Regulatory Commission and the Public Utilities Commission of Ohio.
9. The applicant will cooperate fully with the Public Utilities Commission of Ohio, the electric distribution companies, the regional transmission entities, and other electric suppliers in the event of an emergency condition that may jeopardize the safety and reliability of the electric service in accordance with the emergency plans and other procedures as may be determined appropriate by the Commission.
10. If applicable to the service(s) the applicant will provide, it will adhere to the reliability standards of (1) the North American Electric Reliability Council (NERC), (2) the appropriate regional reliability council(s), and (3) the Public Utilities Commission of Ohio.
11. The 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.

12. 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.

13. Affiant further sayeth naught.



Signature of Affiant & Title

Sworn and subscribed before me this 28th day of November, 2023
Month Year

PLEASE SEE ATTACHED NOTARIZATION.

Signature of official administering oath Print Name and Title

My commission expires on _____

CALIFORNIA JURAT

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California)

County of SAN DIEGO)

Subscribed and sworn to (or affirmed) before me on this 28th day
of NOVEMBER, 20 23, by JEFFREY HUBER

proved to me on the basis of satisfactory evidence to be the person(s)
who appeared before me.



(Seal)

Signature

BC White

Optional Information

Although the information in this section is not required by law, it could prevent fraudulent removal and reattachment of this jurat to an unauthorized document and may prove useful to persons relying on the attached document.

Description of Attached Document

This certificate is attached to a document titled/for the purpose of

CRES AFFIDAVIT

containing _____ pages, and dated _____.

Additional Information

Method of Affiant Identification

Proved to me on the basis of satisfactory evidence:

☐ form(s) of identification ☐ credible witness(es)

Notarial event is detailed in notary journal on:

Page # _____ Entry # _____

Notary contact: _____

Other

☐ Affiant(s) Thumbprint(s) ☐ Describe: _____

EXHIBIT A-11
“Principal Officers, Directors, & Partners”

OFFICERS:	DIRECTORS:
Michael Sullivan President 1500 Rankin Road, Ste. 200 Houston, Texas 77073	John B. (Thad) Hill Director 717 Texas Avenue, Suite 1000 Houston, Texas 77002
Sean G. Fallmer Senior Vice President 401 West A Street, Suite 500 San Diego, CA 92101	W. Thaddeus Miller Director 717 Texas Avenue, Suite 1000 Houston, Texas 77002
Bryan Kimzey Vice President 717 Texas Avenue, Suite 1000 Houston, Texas 77002	
Kaiser Malik Assistant Secretary 717 Texas Avenue, Suite 1000 Houston, Texas 77002	
W. Thaddeus Miller Corporate Secretary 717 Texas Avenue, Suite 1000 Houston, Texas 77002	
Andrew Novotny Vice President 717 Texas Avenue, Suite 1000 Houston, Texas 77002	
Zamir Rauf Chief Financial Officer 717 Texas Avenue, Suite 1000 Houston, Texas 77002	
Caleb Stephenson Vice President 717 Texas Avenue, Suite 1000 Houston, Texas 77002	

Neil Bresnan Vice President 401 West A Street, Suite 500 San Diego, CA 92101	
Katherine Piper Assistant Corporate Secretary 1500 Rankin Road, Ste. 200 Houston, Texas 77073	
Jeffrey A. Huber Vice President 401 West A Street, Suite 500 San Diego, CA 92101	
Drake A. Welch Vice President 401 West A Street, Suite 500 San Diego, CA 92101	
Matthew Horstmann Vice President 401 West A Street, Suite 500 San Diego, CA 92101	

EXHIBIT A-13
“Company History”

Since launching in March of 2010, North American Power and Gas, LLC (“NAPG”) has obtained authority to sell, market and provide electricity supply in eleven (11) states; Connecticut, Illinois, Maine, Pennsylvania, Maryland, Massachusetts, New Hampshire, New Jersey, Ohio, Rhode Island and Texas.

EXHIBIT A-14
“Secretary of State”

Please see attached proof of current registration with the Secretary of State.

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 NORTH AMERICAN POWER AND GAS, LLC, a Delaware Limited Liability Company, Registration Number 2054849, was registered in the State of Ohio on October 13, 2011, is currently authorized to transact business in this state.



Witness my hand and the seal of the Secretary of State at Columbus, Ohio this 28th day of November, A.D. 2023.

A handwritten signature in blue ink, appearing to read "Frank LaRose".

Ohio Secretary of State

Validation Number: 202333204198

EXHIBIT B-1
“Jurisdictions of Operation”

North American Power and Gas, LLC

Connecticut, Illinois, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, Ohio, Pennsylvania, Rhode Island, and Texas

Champion Energy Services, LLC

Connecticut, Delaware, District of Columbia, Illinois, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, and Texas

Calpine Energy Solutions, LLC

Arizona, California, Connecticut, Delaware, District of Columbia, Illinois, Maine, Maryland, Massachusetts, Michigan, New Hampshire, New Jersey, New York, Ohio, Oregon, Pennsylvania, Rhode Island, Texas, and Washington

Calpine Power America-ME, LLC

Maine

Calpine Power America-CA, LLC

California

Calpine Power America, LLC

Texas

Calpine Community Energy, LLC

New Hampshire, New York

EXHIBIT B-2

“Experience & Plans”

Since launching in March of 2010, North American Power and Gas, LLC (“NAPG”) has obtained authority to sell, market and provide electricity supply in eleven (11) states; Connecticut, Illinois, Maine, Pennsylvania, Maryland, Massachusetts, New Hampshire, New Jersey, Ohio, Rhode Island, and Texas.

Contracting with Customers

NAPG markets to residential and all commercial and industrial customer classes with options for a fixed or variable-priced product depending on the customer’s needs. All marketing materials, sales representative trainings and contracts are designed in compliance with Ohio Administrative code (“OAC”) Rules Chapter 4901:1-21-01 through 4901:1-21-18, Rules for Competitive Electric Service (CRES).

- Marketing materials contain a clear description of the relevant product attributes, including fixed price per kWh, variable product terms, contract term, savings and an explanation of all prices and fees associated with the product.
- Sales Representative trainings include NAPG values of honest representation of services, a detailed description of product attributes and overview of local market characteristics.
- Contracts clearly state price, type of product, contract term, applicable early termination fees, rescission and an itemization of all prices and fees associated with the service. Customers receive a copy of the sales contract via mail or email depending on the customer’s preference after execution. Customers are encouraged to read the contract and contact sales representatives or NAPG’s Customer Care with any questions.
- When applicable, a third party verification service is utilized, recorded and kept to confirm contract execution for quality assurance and customer protection.
- Customer credit worthiness and deposits are handled in accordance with OAC Rule 4901:1-21-07, Credit and Deposits.

Providing Contracted Services, Customer Service and Billing Statements

All contracted services, customer service and billing are provided in compliance with Ohio Administrative code (“OAC”) Rules Chapter 4901:1-21-01 through 4901:1-21-18 , Rules for Competitive Electric Service (CRES).

- Electric energy is provided to the utility for NAPG customers by contracted qualified third party generators and ancillary service providers.
- NAPG elects consolidated billing and participation in a purchase of receivables program in all service areas where it is provided. NAPG believes that utility consolidated billing provides the least confusion and disruption for customers. If larger commercial customers prefer, dual billing is available and NAPG invoices are compliant with Chapter 4901:1-21-14, Customer Billing & Payments.
- Despite the use of utility consolidated billing, NAPG remains exclusively responsible for customer questions and complaints regarding its products and services. Customers may inquire about charges, service or any other pertinent business issues 24 hours a day, 7 days a week by calling a and a toll-free telephone number (888.653.0090).
- In the event a customer has a complaint, NAPG works diligently to resolve the complaint in the most efficient and timely manner possible consistent with Chapter 4901:1-21-08, Customer access, slamming complaints and complaint handling procedures. The company reports the status of the complaint resolution within five (5) days to the complaining party(s), giving an estimate of the time required to resolve the problem. NAPG continues to provide updates on the progress of resolution every five (5) days after that until the issue is resolved. If the customer does not agree with the final report on the complaint, they are informed that the commission staff is available to help resolve the issue if they wish to contact them. The company provides the address, and phone numbers of the commission's consumer services department for them to contact if they wish. NAPG retains all records of these complaints for at least a year and are able to provide them at the request of the commission staff.
- Payment for services provided to customers from NAPG invoicing are due within twenty-one (21) days of receipt of bill. If the customer is late in paying, there is a 1.5% late fee assessed, not to exceed the amount allowed by Ohio.

EXHIBIT B-3
“Disclosure of Liabilities and Investigations”

North American Power and Gas, LLC does not have any existing, pending or past rulings or judgments, contingent liabilities, revocation of authority, regulatory investigations, or any other matter that could adversely impact its financial or operations status or ability to provide the services it is seeking to be certified to provide.

EXHIBIT B-6
“Environmental Disclosure”

NAPG currently provides to its customers copies of the environmental disclosure label as provided by the Public Utilities Commission of Ohio several times a year as proscribed by statute.

EXHIBIT C-1
“Annual Reports”

The most recent 10-K for Calpine Corporation may be found at:
<https://sec.report/Ticker/CPN>

EXHIBIT C-2
“Financial Statements”

This exhibit contains confidential and proprietary information and is being submitted under seal.

EXHIBIT C-3
“Forecasted Financial Statements”

This exhibit contains confidential and proprietary information and is being submitted under seal.

EXHIBIT C-4
“Credit Rating”

The credit rating for Calpine Corp are:

Moody's – Ba3

S&P – BB-

EXHIBIT C-5
“Credit Report”

This exhibit contains confidential and proprietary information and is being submitted under seal.

EXHIBIT C-8
“Corporate Structure”

Please see attached.

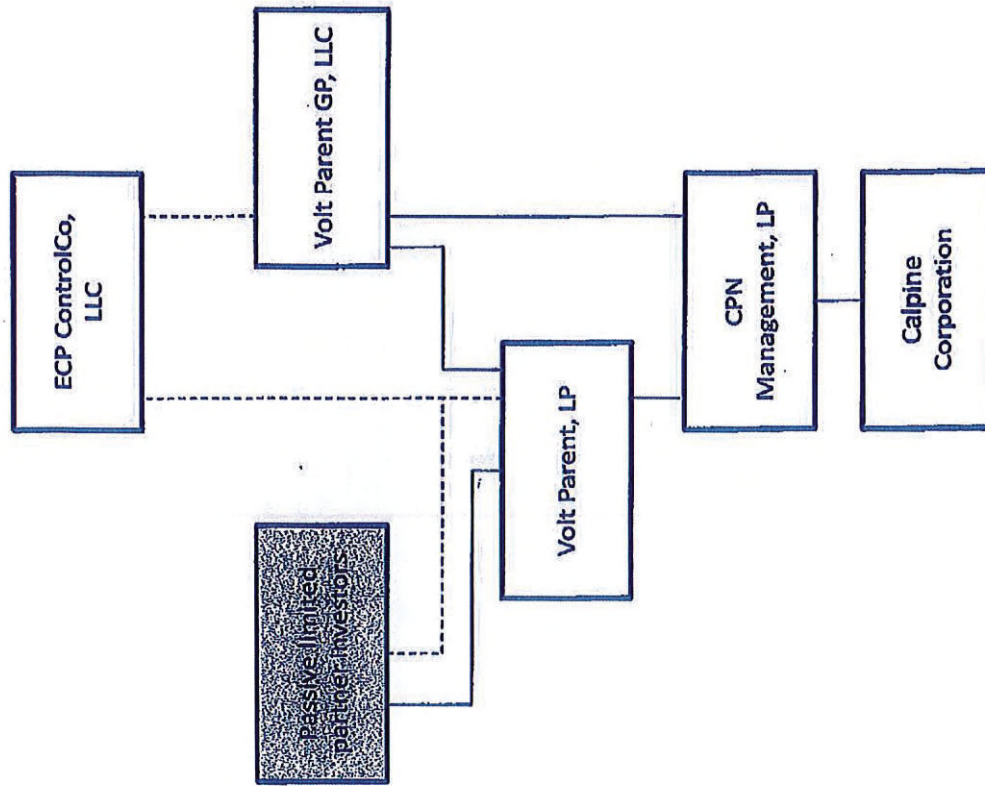


EXHIBIT C-9
“Financial Arrangements”

Please find attached a letter from First Energy demonstrating that NAPG meets the collateral requirements.



October 20, 2023

North American Power and Gas, LLC
Bryan White
Regulatory Compliance Analyst

***Re: North American Power and Gas, LLC CRES Status with FirstEnergy Ohio Utilities
(Ohio Edison Company, The Cleveland Electric Illuminating Company, The Toledo
Edison Company)***

To Whom It May Concern:

North American Power and Gas, LLC, a certified competitive retail electric service provider in Ohio, has satisfied and is currently in compliance with our collateral and security requirements for FE OH Utilities (Ohio Edison, Toledo Edison, and Cleveland Electric).

FirstEnergy Corp.

Justin S. Gawne

Name: Justin S. Gawne
Title: Credit Risk Analyst
Phone: 330-315-7226

EXHIBIT D-1

“Operations”

North American Power and Gas, LLC’s (“NAPG”) operations include acquiring customers, purchasing and managing supply, and providing accurate bills and customer service.

NAPG has established business processes and systems to manage all aspects of supplying retail electricity in Ohio. NAPG’s operations will not include the generation of power from owned assets. Instead, NAPG, through its affiliate Calpine Energy Solutions, LLC, (“CES”) will contract with wholesale generation suppliers to provide generation, scheduling and ancillary services required for the delivery of electricity to retail customers. CES’s PJM desk coordinates between local utilities and the generation suppliers to ensure delivery is coordinated to the appropriate customers. CES manages load risk by actively forecasting customer’s expected consumption on a day ahead and week ahead basis to schedule and deliver precise energy volumes to meet its obligations, thereby, reducing reliance on imbalance market procurements. Historical consumption data provides a baseline for forecasting; however, the team adjusts the forecast to reflect likely changes in weather patterns and events. Similar to other PJM markets where we operate, forward capacity and all other components of full requirements electricity are purchased on behalf of our customers.

Billing and customer service are provided by NAPG from our home office in Houston, Texas that is fully staffed with experienced employees who understand the customer base and deregulation. NAPG remains exclusively responsible for customer service questions and complaints regarding its products and services. Such services will primarily be delivered via toll-free telephone (888.313.9086). Customers may inquire about complaints, charges, service or any other pertinent business issues 24 hours a day, 7 days a week.

EXHIBIT D-2

“Operations Expertise”

Members and Years of Retail and Wholesale Energy Experience

- Michael Sullivan, President
22 Years
- Alon Erlichman, VP – Information Technology
20 Years
- John Ballenger, VP – Marketing Operations
14 Years

Customer Acquisition and Contracting

Management has over 40 years combined experience in contracting with retail energy customers. Experience includes developing products and services in deregulated markets to sell gas and power to mid-size and large energy consumers. Management has contracted with power and gas customers in Delaware, Connecticut, Maine, Texas, Illinois, Pennsylvania, Ohio, New Jersey, Maryland, Rhode Island, and New Hampshire developing and selling contracts that complied with the local utility commission rules and supply customers with a valuable product.

Physical Supply and Risk Management

Management has over 40 years combined experience in supplying physical energy and managing risk associated with delivering energy including (i) complying with pipeline, utility, Independent System Operator, and public utility commission rules for the respective markets; (ii) identifying and managing all risks associated with supplying energy to retail customers in multiple markets in the United States; and (iii) providing expert risk management allowed for stable products and services to a diverse group of customers.

Customer Service

Management has compiled over 40 years of experience in a wide range of customer service areas and retains significant experience in dealing directly with customers to ensure products and services exceed customer requirements. Management has developed customer service systems to answer thousands of customer questions in a timely manner, which required a thorough understanding of applicable utility commission rules and full compliance with those rules.

EXHIBIT D-2 Continued
“Key Technical Personnel”

Michael Sullivan

President

- Michael Sullivan serves as President of North American Power and Gas, LLC (“NAPG”). Michael served as Chief Operating Officer for Champion Energy Services, LLC (“Champion”) from 2010 to 2015. Prior to joining Champion, Michael was a founding partner of Ambridge Energy, LLC, which merged with Champion in 2008. Prior to founding Ambridge, he held several operations and marketing support roles at Reliant Energy between 2002 and 2007. Michael's career began at Andersen Consulting and later spent several years at Arthur Andersen. He earned a Bachelor of Science in Finance from the University of South Alabama and a Master of Business Administration from Baylor University.

Alon Erlichman

Vice President, Information Technology

- Alon Erlichman leads NAPG’s Information Technology team which provides system infrastructure, application development, and business process optimization support to the organization. He is responsible for maintaining and expanding the company’s information technology platform to support growth, as well as introducing innovative technology to improve our customers' experience. Alon has 16 years of leadership experience in the retail electricity industry and previously oversaw Champion's Customer Operations and Customer Care functions across all markets. Prior to joining Champion in 2011, he held several roles at Reliant Energy, including market settlements, and customer operations. Alon's career began at Arthur Andersen in the Business Consulting practice after he earned a Bachelor of Business Administration in Marketing from the Business Honors Program at the University of Texas in Austin.

Sean Fallmer

Senior Vice President, Commodity Pricing and Supply

As Senior Vice President of Pricing & Supply, Sean leads Calpine’s and NAPG’s Portfolio Management, Commodity Structuring, Scheduling & Forecasting as well as the Regulatory & ISO Analytics team(s) for the firms’ North American retail platform that includes residential, mass-market and commercial and industrial business segments for both power

and gas. Sean began his commodity career as a floor trader and member of the Chicago Mercantile Exchange. He later progressed to lead commodity risk management and derivative (e.g., FASB 133/IAS 39) engagements with Fortune 500 firms as a member of KPMG's Financial Risk Management group. Immediately prior to joining Calpine Energy Solutions in 2007, Sean led ABN AMBRO's North American Credit Risk & Analytics group, where he was responsible for developing and overseeing retail credit risk analytics and policies for a \$24 billion credit derivative portfolio. In addition to the Chicago Mercantile Exchange, Sean has been a member of the United States Association of Energy Economics (USAEE) and the National Futures Association. He has made several presentations on risk management, commodity hedging and renewables to various leaders in the energy industry, contributed to regulatory-position papers to ISO' and FERC, and contributed to texts authored by notable economists such as Arthur Laffer. Sean holds a B.S.B.A in Finance from the University of Arizona and an M.B.A. from the University of Chicago.

EXHIBIT D-3
“FERC Power Marketer License Number”

North American Power and Gas, LLC is registered with the FERC as a Power Marketer under Docket No. ER10-117-000.

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filed by Mrs. Gretchen L. Petrucci on behalf of North American Power and Gas,
LLC.