

**From:** [aaron.downing@eversource.com](mailto:aaron.downing@eversource.com) on behalf of [SupplierServicesNH@eversource.com](mailto:SupplierServicesNH@eversource.com)  
**To:** [Joe Lindsay](#)  
**Subject:** RE: Request to Enter PSNH Market for Everyday Energy (Energy Rewards) and Viridian Energy  
**Date:** Wednesday, December 09, 2015 12:09:21 PM  
**Attachments:** [ATT00003.png](#)

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Hi Joe.

Since FairPoint Energy has already had the training and is currently in our system and is utilizing EDI, we will not need to review the supplier training.

Did you get certificates from Liberty Utilities? If so could you please provide them?

Aaron Downing | Supplier Services - NH | EVERSOURCE  
I 📞: 603.634.3629 | ✉: [SupplierServicesNH@eversource.com](mailto:SupplierServicesNH@eversource.com)

**From:** Joe Lindsay <[JLindsay@criusenergy.com](mailto:JLindsay@criusenergy.com)>  
**To:** [SupplierServicesNH@NUS@NU](mailto:SupplierServicesNH@NUS@NU),  
**Date:** 12/09/2015 12:04 PM  
**Subject:** RE: Request to Enter PSNH Market for Everyday Energy (Energy Rewards) and Viridian Energy

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Aaron,

Would we need to attend supplier training if we have done it previously?

One of our other brands is FairPoint Energy and we already have active customers with Eversource. In addition, I have attended the training numerous times while in a previous job while helping Liberty Utilities with their EDI.

Thanks,  
Joe

**From:** [aaron.downing@eversource.com](mailto:aaron.downing@eversource.com) [<mailto:aaron.downing@eversource.com>] On Behalf Of [SupplierServicesNH@eversource.com](mailto:SupplierServicesNH@eversource.com)  
**Sent:** Wednesday, December 09, 2015 11:11 AM  
**To:** Joe Lindsay <[JLindsay@criusenergy.com](mailto:JLindsay@criusenergy.com)>  
**Subject:** RE: Request to Enter PSNH Market for Everyday Energy (Energy Rewards) and Viridian Energy

Thank you Joe.

**From:** [EL\\_SupplierServices](#)  
**To:** [Joe Lindsay](#); [EL\\_SupplierServices](#)  
**Cc:** [Eric Wilkins](#); [Nicholas Moutinho](#); [Juannetta Samedi](#); [William Hunsicker](#)  
**Subject:** RE: Load Asset Registration - New Entity  
**Date:** Wednesday, November 18, 2015 10:28:54 AM  
**Attachments:** [image005.png](#)  
[image006.png](#)

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Hi Joe,

1. The training under Fairpoint should be sufficient.
2. The settlement account number is actually Everyday Energy's ISO market participant ID. This ID is obtained by setting up a settlement account for Everyday Energy's load through ISO NE.

Please let me know if you have any additional questions.

Thanks,

Caitlin (White) Chaput  
 Associate Transaction Analyst

Description: Unitil



6 Liberty Lane West  
 Hampton, NH 03842  
 T 603.773.6433

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**From:** Joe Lindsay [<mailto:JLindsay@criusenergy.com>]  
**Sent:** Tuesday, November 17, 2015 12:36 PM  
**To:** [EL\\_SupplierServices](#)  
**Cc:** [Eric Wilkins](#); [Nicholas Moutinho](#); [Juannetta Samedi](#); [William Hunsicker](#)  
**Subject:** RE: Load Asset Registration - New Entity

Hi Caitlin.

We did have a couple of questions:

1. Do we need to attend the supplier training? We did complete the training for our FairPoint Energy brand and are currently in production with PSNH/Eversource.
2. Do you know where we would get a "settlement account number" that is requested in the Trading Partner Agreement?

Thanks,  
 Joe

Joe Lindsay  
 Senior Manager, IT  
 C: 609-504-0220 | [Jlindsay@criusenergy.com](mailto:Jlindsay@criusenergy.com) | [criusenergy.com](http://criusenergy.com)

# Energy Rewards

## Responses to Additional Information DM 15-478

### 3) A list of states in which your company currently conducts business.

In Exhibit 3 of our original application we responded to Question 12 of the application which stated: "A listing of the states where the **applicant** currently conducts business relating to the sale of **electricity**." We provided a chart showing each state where the applicant entity, Everyday Energy, LLC d/b/a Energy Rewards, conducts business relating to the sale of electricity. Everyday Energy also operates in other states providing gas service, as well as electric service but under a different trade name, which is why these states were not listed. We have also updated Exhibit 4 accordingly. Please see the updated table below detailing all states where Everyday Energy, LLC conducts business, under either trade name, for both gas and electric.

	State(s)	License Number	Utility(ies)
Everyday Energy, LLC	California	CTA NO: CTA0002	Gas
	Connecticut Everyday Energy, LLC d/b/a Energy Rewards	Docket# 14-06-08	Electric
	D.C.	Order#18071	Electric
		Order#18071	Gas
	Illinois Everyday Energy, LLC d/b/a Energy Rewards	Docket # 13-0137	Electric
		Docket # 12-0396	Gas
	Indiana Everyday Energy, LLC d/b/a Value Power & Gas	N/A	Gas
	New York	ESCO Code FTRE	Electric
		ESCO Code FTRE	Gas
	Ohio Everyday Energy, LLC d/b/a Value Power & Gas	Certificate #12-523E(2)	Electric
		Certificate #11-226G(3)	Gas
	Pennsylvania Everyday Energy, LLC d/b/a Energy Rewards	Docket# A-2012-2314724	Electric
		Docket# A-2012-2318216	Gas



# Energy Rewards

## 4) A list of the number and type of customer complaints concerning the applicant.

In Exhibit 4 of our original application we responded to Question 13 of the application which stated: "A listing disclosing the number and type of customer complaints concerning the applicant or its principals, if any, filed with a state licensing/registration agency, attorney general's office or other governmental consumer protection agency for the most recent calendar year in every state in which the applicant has conducted business relating to the sale of electricity;" Please see the updated tables below disclosing this information. Please note that prior to February 2, 2015, Everyday Energy, LLC was formally known as FTR Energy Services, LLC.:

EVERYDAY ENERGY, LLC (f/k/a FTR ENERGY SERVICES, LLC)									
2014									
MONTH/TYPE	STATE								TOTAL
	CT	IL	IN	NY	OH	PA	DC	CA	
<b>Jan</b>	0	0	0	2	3	0	0	0	5
BILLING/RATE	0	0	0	1	0	0	0	0	1
ENROLLMENT	0	0	0	1	2	0	0	0	3
QUALITY OF SERVICE	0	0	0	0	1	0	0	0	1
<b>FEB</b>	0	0	1	3	9	0	0	0	13
BILLING/RATE	0	0	0	0	4	0	0	0	4
ENROLLMENT	0	0	0	2	4	0	0	0	6
GENERAL	0	0	1	0	1	0	0	0	2
MARKETING PRACTICES	0	0	0	1	0	0	0	0	1
<b>MAR</b>	0	2	6	4	3	0	0	0	15
BILLING/RATE	0	0	0	3	1	0	0	0	4
ENROLLMENT	0	1	3	0	1	0	0	0	5
GENERAL	0	1	3	1	1	0	0	0	6
<b>APR</b>	0	1	2	1	0	0	0	0	4
BILLING/RATE	0	0	0	1	0	0	0	0	1
ENROLLMENT	0	0	1	0	0	0	0	0	1
MARKETING PRACTICES	0	0	1	0	0	0	0	0	1
QUALITY OF SERVICE	0	1	0	0	0	0	0	0	1
<b>MAY</b>	0	1	4	3	3	0	0	0	11
BILLING/RATE	0	0	0	0	1	0	0	0	1
ENROLLMENT	0	1	1	2	1	0	0	0	5
MARKETING PRACTICES	0	0	2	1	1	0	0	0	4
GENERAL	0	0	1	0	0	0	0	0	1
<b>JUN</b>	0	1	0	4	4	0	0	0	9
BILLING/RATE	0	0	0	1	2	0	0	0	3
ENROLLMENT	0	0	0	2	0	0	0	0	2
MARKETING PRACTICES	0	1	0	0	1	0	0	0	2



# Energy Rewards

QUALITY OF SERVICE	0	0	0	0	1	0	0	0	1
GENERAL	0	0	0	1	0	0	0	0	1
<b>AUG</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
ENROLLMENT	0	1	0	0	0	0	0	0	1
GENERAL	0	0	1	0	0	0	0	0	1
<b>SEP</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>
ENROLLMENT	0	0	0	1	0	0	0	0	1
GENERAL	0	0	1	0	0	0	0	0	1
MARKETING PRACTICES	0	0	0	1	1	0	0	0	2
<b>OCT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>
BILLING/RATE	0	0	0	1	1	0	0	0	2
ENROLLMENT	0	0	0	1	0	0	0	0	1
QUALITY OF SERVICE	0	0	0	1	0	0	0	0	1
<b>NOV</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>
ENROLLMENT	0	0	0	0	6	0	0	0	6
MARKETING PRACTICES	0	0	0	1	0	0	0	0	1
QUALITY OF SERVICE	0	0	1	0	1	0	0	0	2
<b>DEC</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>
BILLING/RATE	0	0	0	1	0	0	0	0	1
ENROLLMENT	0	0	1	1	5	0	0	0	7
QUALITY OF SERVICE	0	0	0	1	1	0	0	0	2
<b>Grand Total</b>	<b>0</b>	<b>6</b>	<b>17</b>	<b>26</b>	<b>37</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>86</b>

EVERYDAY ENERGY, LLC									
2015									
MONTH/TYPE	STATE								TOTAL
	CA	CT	IL	IN	NY	DC	OH	PA	
<b>JAN</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>12</b>
BILLING/RATE	0	0	0	0	2	0	0	0	2
ENROLLMENT	0	0	0	0	1	0	3	0	4
GENERAL	0	0	0	0	0	0	4	0	4
MARKETING PRACTICES	0	0	0	0	0	0	1	0	1
QUALITY OF SERVICE	0	0	0	1	0	0	0	0	1
<b>FEB</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>15</b>
ENROLLMENT	0	0	0	1	0	0	6	0	7
GENERAL	0	0	0	2	0	0	3	0	5
MARKETING PRACTICES	0	0	0	0	0	0	2	0	2
QUALITY OF SERVICE	0	0	0	0	0	0	1	0	1
<b>MAR</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>18</b>
BILLING/RATE	0	0	0	0	1	0	1	0	2
ENROLLMENT	0	0	0	1	0	0	9	0	10

# Energy Rewards

GENERAL	0	0	0	2	0	0	1	0	3
MARKETING PRACTICES	0	0	0	0	0	0	3	0	3
<b>APR</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>5</b>
ENROLLMENT	0	0	0	1	0	0	4	0	5
<b>JUL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>
BILLING/RATE	0	0	0	0	1	0	0	0	1
ENROLLMENT	0	0	0	0	0	0	0	1	1
<b>AUG</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
BILLING/RATE	0	0	0	0	1	0	0	0	1
<b>SEP</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>5</b>
BILLING/RATE	0	0	0	0	1	0	0	0	1
ENROLLMENT	0	0	0	0	2	0	1	1	4
<b>NOV</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>
ENROLLMENT	0	0	0	0	0	0	0	1	1
MARKETING PRACTICES	0	0	0	0	0	0	0	1	1
<b>DEC</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
ENROLLMENT	0	0	0	0	0	0	0	1	1
<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>9</b>	<b>0</b>	<b>39</b>	<b>5</b>	<b>61</b>