

## **Attachment D**

### **Consumer Complaints**

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.

| <b>SUMMARY OF COMPLAINTS IN THE LAST 12 MONTHS FOR NORDIC ENERGY SERVICES, LLC</b> |                      |  |
|--|----------------------|--|
| <b><u>AGENCY</u></b>   | <b><u>NUMBER</u></b> | <b><u>NATURE OF COMPLAINT</u></b>      |
| ICC  | 102                  | ELECTRIC PRICES, PROOF OF ENROLLMENT   |
| ICC  | 74                   | SETTLEMENT LETTER, REFUND AMOUNT       |
| NIPSCO   | 21                   | GAS PRICES, BILLING INQUIRIES          |
| OHIO PUC   | 15                   | ELECTRIC PRICES, PROOF OF ENROLLMENT   |
| NJ PUC   | 1                    | PROOF OF ENROLLMENT                    |
| IL ATTORNEY GENERAL  | 4                    | ELECTRIC PRICES                        |
| OHIO ATTORNEY GENERAL  | 1                    | ELECTRIC PRICE AND PROOF OF ENROLLMENT |
| BBB  | 11                   | ELECTRIC PRICE                         |
| CUB  | 14                   | ELECTRIC PRICE                         |
| <b>TOTAL NO. OF COMPLAINTS</b>   | <b>243</b>           |  |

**Attachment E**

**Customer Service Contract**

This attachment contains a copy of a standard contract Nordic Energy uses for its residential and commercial customers. The contract abides by all regulations set forth in Puc 2000.

CONFIDENTIAL

NORDIC ENERGY SERVICES L.L.C. ELECTRIC  
SALES AGREEMENT

REDACTED



REDACTED

REDACTED

# REDACTED

# REDACTED

# REDACTED

REDACTED

# REDACTED

# REDACTED





**Exhibit A : Accounts to be Served on \_\_\_\_\_**

REDACTED

REDACTED



REDACTED

Exhibit A : Accounts to be Served on \_\_\_\_\_

REDACTED

**REDACTED**



**Nordic Energy Services, L.L.C.  
Electric Sales Transaction Confirmation**

Customer: \_\_\_\_\_

**Exhibit B: Variable**

Base Agreement: \_\_\_\_\_

**REDACTED**

REDACTED

REDACTED

**REDACTED**



**Nordic Energy Services, L.L.C.**  
**Electric Sales Transaction Confirmation**

Customer: \_\_\_\_\_  
Base Agreement: \_\_\_\_\_

**Exhibit B: neVolt**

**REDACTED**

# REDACTED