

DM 18-12



400 Madison Avenue, 9A, New York, NY 10017
tel 212 779 7000 fax 212 779 3061

NH-PUC 27AUG'18AM9:34

August 24th, 2018

New Hampshire Public Utilities Commission
Debra Howland, Executive Director
21 South Fruit Street, Suite 10
Concord, NH 03301-2429

Re: SmartEnergy application to renew Competitive Electric Power Supplier license
[DM 16-839]

Ms. Howland,

We are writing in response to the email issued on August 15th requesting additional information for the application for SmartEnergy to renew our Competitive Electric Power Supplier license in NH.

In this document, you will find:

- 1) Customer complaints contact
- 2) Commission assessments contact
- 3) Responses to legal and operational questions

Please let me know if you need additional information.

Regards,

A handwritten signature in black ink that reads "Dan Kern". The signature is written in a cursive, flowing style.

Dan Kern
CEO



400 Madison Avenue, 9A, New York, NY 10017
tel 212 779 7000 fax 212 779 3061

1. Customer complaints contact, including name, title, business mailing address, telephone number, and e-mail address.

Name: Jacqueline Kern
Title: Chief Marketing officer
Email: regulatory@smartenergy.com
PN: 212-779-5835

Mailing address: 400 Madison avenue, suite 9A, New York, NY, 10017

2. Commission assessments contact, including name, title, business mailing address, telephone number, and e-mail address.

Name: Daniel Kern
Title: Chief Executive Officer
Email: regulatory@smartenergy.com
PN: 212-779-7000

Mailing address: 400 Madison avenue, suite 9A, New York, NY, 10017

3. A response to: Has applicant or any of its principals been denied authorization to provide competitive electricity supply service or electric aggregation service in any other state or jurisdiction?

SmartEnergy's principals have never been denied authorization to provide competitive electricity supply service or electric aggregation service in any state or jurisdiction.

4. Response(s) to the following:

Does the applicant intend to enroll residential customers through in-person solicitation at the customer's residence? Respond with either "Yes" or "No."

No

If the response to the question just above is "Yes," then provide the following items as separate attachments:



400 Madison Avenue, 9A, New York, NY 10017
tel 212 779 7000 fax 212 779 3061

- i. A plan for in-person solicitation of residential customers at their residences, including provisions to ensure legal and regulatory compliance and quality assurance. **NA**
- ii. A description of the applicant's training program for employees or representatives who will conduct in-person solicitation of residential customers at their residences. **NA**
- iii. A copy of the applicant's performance standards and code of conduct for any employees, representatives, or vendors who or which will conduct in-person solicitation of residential customers at their residences **NA**
- iv. A copy of field audit standards used to evaluate the performance of employees, representatives, or vendors who or which will conduct in-person solicitation of residential customers at their residences. **NA**

A response to: Does the applicant intend to serve residential and small commercial customers? Respond with either "Yes" or "No."

Yes

BY SIGNING BELOW, THE APPLICANT REPRESENTATIVE CERTIFIES THAT IT HAS THE AUTHORITY TO FILE THE APPLICATION ON BEHALF OF THE CEPS AND ATTESTS THAT THE CONTENTS OF THE APPLICATION ARE TRUTHFUL, ACCURATE, AND COMPLETE.

Signature of the applicant or its authorized representative

Name: DANIEL KERN

Title: CEO

8/24/18

Date