



DM 17-129

575 Lexington Avenue, 4th Floor, New York, NY 10022
tel 212 779 7000 fax 212 779 3061

August 18, 2016

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

NH PUC 21AUG17PM1:06

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

Ms. Howland,

Please find attached application for SmartEnergy's Competitive Electric Power Supplier renewal license. [CEPS].

I also request for a waiver of the filing deadline requirements of PUC 2003.2 (a)

Please let me know if you need additional information.

Regards,

A handwritten signature in black ink that reads "Dan Kern".

Dan Kern
CEO

PART Puc 2006 FORMS Puc 2006.01 Form for Initial and Renewal Registration of Competitive Electric Power Suppliers.

(a) The registration application required by Puc 2003.01(a) and Puc 2003.02(b) shall include the following:

(1) The legal name of the applicant as well as any trade name(s) under which it intends to operate in this state, and, if available, its website address;

SMARTENERGY HOLDINGS, LLC

www.smartenergy.com

(2) The applicant's business address, telephone number, e-mail address, and website address, as applicable;

575 Lexington Avenue, 4th floor, NY, New York, 10022

212-779-7000

regulatory@smartenergy.com

www.smartenergy.com

(3) The applicant's place of incorporation, if anything other than an individual;

108 West 13th St

Wilmington, Delaware 19801

(4) The name(s), title(s), business address(es), telephone number(s), and e-mail address(es) of the applicant if an individual, or of the applicant's principal(s) if the applicant is anything other than an individual; 18 Puc 2000 NEW HAMPSHIRE CODE OF ADMINISTRATIVE RULES

Daniel Kern

CEO

575 Lexington Avenue, 4th floor, NY, New York, 10022

212-779-7000

Dan.Kern@smartenergy.com

www.smartenergy.com

Lloyd Spencer

COO

575 Lexington Avenue, 4th floor, NY, New York, 10022

212-779-7000

Lloyd.spencer@smartenergy.com

www.smartenergy.com

Jackie Kern

CMO

575 Lexington Avenue, 4th floor, NY, New York, 10022

212-779-7000

Jackie.kern@smartenergy.com

www.smartenergy.com

(5) The following regarding any affiliate and/or subsidiary of the applicant that is conducting business in New Hampshire: a. The name, business address and telephone number of the entity; b. A description of the business purpose of the entity; and c. A description of any agreements with any affiliated New Hampshire utility;

NA

(6) The telephone number of the applicant's customer service department or the name, title, telephone number and e-mail address of the customer service contact person of the applicant, including toll free telephone numbers if available;

800-443-4440

(7) The name, title, business address, telephone number, and e-mail address of the individual responsible for responding to commission inquiries;

Daniel Kern

CEO

575 Lexington Avenue, 4th floor, NY, New York, 10022

212-779-7000

Dan.Kern@smartenergy.com

www.smartenergy.com

(8) The name, title, business address, telephone number and e-mail address of the individual who is the applicant's registered agent in New Hampshire for service of process;

Business Fillings incorporated

9 capitol St

Concord, NH, 03301

info@bizfillings.com

(9) A copy of the applicant's authorization to do business in New Hampshire from the New Hampshire secretary of state, if anything other than an individual;

See Attached.

(10) A listing of the utility franchise areas in which the applicant intends to operate. To the extent an applicant does not intend to provide service in the entire franchise area of a utility, this list shall delineate the cities and towns where the applicant intends to provide service;

Public Service Co. of New Hampshire.

Unitil Energy Services

(11) A description of the types of customers the applicant intends to serve, and the customer classes as identified in the applicable utility's tariff within which those customers are served;

Public Service Co. of New Hampshire.

R, R-OTOD, EAP, LCS, LG, G-OTOD, VIP, B, EOL, SKI, OL, GV

Unitil Energy Services

RD-1, RD-2, GD-1, GD-2, GD-3, OL

(12) A listing of the states where the applicant currently conducts business relating to the sale of electricity;

OH, DE, PA, MA, NJ, IL, MD, DC

(13) 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;

See attached.

(14) A statement as to whether the applicant or any of the applicant's principals, as listed in a. through c. below, have ever been convicted of any felony that has not been annulled by a court: a. For partnerships, any of the general partners; b. For corporations, any of the officers, directors or controlling stockholders; or c. For limited liability companies, any of the managers or members;

SmartEnergy, its managers and members have never been convicted of any felonies.

(15) A statement as to whether the applicant or any of the applicant's principals:

a. Has, within the 10 years immediately prior to registration, had any civil, criminal or regulatory sanctions or penalties imposed against them pursuant to any state or federal consumer protection law or regulation;

SmartEnergy has not had any civil, criminal or regulatory sanctions or penalties imposed against them pursuant to any state or federal consumer protection law or regulation.

b. Has, within the 10 years immediately prior to registration, settled any civil, criminal or regulatory investigation or complaint involving any state or federal consumer protection law or regulation; or 19 Puc 2000 NEW HAMPSHIRE CODE OF ADMINISTRATIVE RULES

SmartEnergy has not settled any civil, criminal or regulatory investigation or complaint involving any state or federal consumer protection law or regulation.

c. Is currently the subject of any pending civil, criminal or regulatory investigation or complaint involving any state or federal consumer protection law or regulation;

SmartEnergy is not currently subject of any pending civil, criminal or regulatory investigation or complaint involving any state or federal consumer protection law or regulation.

(16) If an affirmative answer is given to any item in (14) or (15) above, an explanation of the event;

(17) For those applicants intending to telemarket, a statement that the applicant shall:

a. Maintain a list of consumers who request being placed on the applicant's do-not-call list for the purposes of telemarketing;

b. Obtain monthly updated do-not-call lists from the National Do Not Call Registry; and

c. Not initiate calls to New Hampshire customers who have either requested being placed on the applicant's do-not-call list(s) or customers who are listed on the National Do Not Call Registry;

SmartEnergy will maintain a list of consumers who request being placed on the applicant's do not call list for the purposes of telemarketing; Will obtain monthly updated do not call lists from the National Do Not Call Registry; and will not initiate calls to New Hampshire customers who have either requested being placed on the applicant's do not call list or customers who are listed on the National Do Not Call Registry.

(18) For those applicants that intend not to telemarket, a statement to that effect;

(19) A sample of the bill form(s) the applicant intends to use or a statement that the applicant intends to use the utility's billing service;

SmartEnergy Intends to use the utility's billing service.

(20) A copy of each contract to be used for residential and small commercial customers;

See attached

(21) A statement certifying that the applicant has the authority to file the application on behalf of the CEPS and that its contents are truthful, accurate and complete; and

I, Dan Kern, am authorized to file this application on behalf of SmartEnergy Holdings, LLC.

(22) The signature of the applicant or its representative

Signature:



Name: Daniel A. Kern

Date:

8/18/2017



**State of New Hampshire
Department of State**



Accepted Date: **1/14/2016**
Business Name: **SMARTENERGY HOLDINGS, LLC**
Principal Office Address: **575 Lexington Avenue 4th Floor, Concord, NY, 03301, USA**

RE: **Acceptance of Business Formation**

This letter is to confirm the acceptance of the following business formation:

Business ID: **737130**
Tracking#: **3216199**
Effective Date: **01/13/2016**
Payment Transaction #: **48468**

To maintain your business registration in good standing, you must maintain a Registered Agent at all times.
You must also file an annual report no later than April 1st of each year.
To file your annual report please go to <http://www.sos.nh.gov/corporate/annualreport/>

It is incumbent upon you to keep this office informed of address or email changes to ensure that all communications from our office reaches you.
There is no charge for address changes.

Please visit our website for helpful information regarding all your business needs. If you require assistance or should you have any questions, you may contact the Corporation Division using the information provided below.
Please reference your Business ID in your communication.

Thank you
New Hampshire Department of State
Corporation Division



**State of New Hampshire
Department of State**

Filed
Date Filed: 01/13/2016
Effective Date: 01/13/2016
Business ID: 737130
William M. Gardner
Secretary of State

Form LLC-1
RSA 304-C:175

**APPLICATION FOR REGISTRATION AS A
FOREIGN LIMITED LIABILITY COMPANY**

PURSUANT TO THE PROVISIONS OF THE NEW HAMPSHIRE LIMITED LIABILITY COMPANY LAWS, THE UNDERSIGNED HEREBY APPLIES FOR REGISTRATION TO TRANSACT BUSINESS IN NEW HAMPSHIRE AND FOR THAT PURPOSE SUBMITS THE FOLLOWING STATEMENT:

FIRST: The name of the limited liability company is:

SMARTEENERGY HOLDINGS, LLC

SECOND: The name which it proposes to register and do business in New Hampshire is:

SMARTEENERGY HOLDINGS, LLC

THIRD: It is formed under the laws of Delaware

FOURTH: The date of its formation is 01/05/2012

DURATION: The period of duration is Perpetual

FIFTH: The nature of the business or purposes to be conducted or promoted in New Hampshire is:

NAICS CODE

NAICS SUBCODE

OTHER / Alternative retail electricity supplier.

SIXTH: The name of its registered agent IN NEW HAMPSHIRE is Business Filings Incorporated

and the physical address, of its initial registered office IN NEW HAMPSHIRE is:

9 Capitol Street, Concord, NH, 03301, USA

SEVENTH: The sale or offer for sale of membership interests of the limited liability company will comply with the requirements of the New Hampshire Uniform Securities Act (RSA 421-B)

PRINCIPAL OFFICE ADDRESS:

PRINCIPAL OFFICE BUSINESS ADDRESS

PRINCIPAL OFFICE MAILING ADDRESS

**575 Lexington Avenue 4th Floor, Concord, NY, 03301,
USA**

**575 Lexington Avenue 4th Floor, Concord, NY, 03301,
USA**

Mailing Address - Corporation Division, NH Department of State, 107 North Main Street, Room 204, Concord, NH 03301-4989

Physical Location - State House Annex, 3rd Floor, Rooms 317, 25 Capital Street, Concord, NH

Phone: (603)271-3246 | **Fax:** (603)271-3247 | **Email:** corporatediv@sos.nh.gov | **Website:** sos.nh.gov

**APPLICATION FOR REGISTRATION AS A
FOREIGN LIMITED LIABILITY COMPANY**

Form FLLC-1
(Cont.)

SMARTENERGY HOLDINGS, LLC

CERTIFY:

By checking this box and continuing, each signatory certifies that the information provided herein is true, accurate, and complete to the best of his/her knowledge and belief, and that he/she has authorized the affixing of his/her electronic signature in accordance with the Electronic Signatures in Global and National Commerce Act (e-Sign) and NH RSA § 294-F. Further, each signatory understands that his/her electronic signature has full legal effect and enforceability and he/she intends this form, as signed, to be filed with the office of the New Hampshire Secretary of State.

EFFECTIVE DATE:

This statement shall be effective from 01/13/2016

*Signature: Daniel Kern

Title: Manager

Date signed: 01/14/2016

Complete address of person signing: 575 Lexington Avenue, New York, NY, 10022, USA

Notice: The membership interests of the limited liability company: 1) have been registered or when offered will be registered under RSA 421-B; 2) are exempted or when offered will be exempted under RSA 421-B; 3) are or will be offered in a transaction exempted from registration under RSA 421-B; 4) are not securities under RSA 421-B; OR 5) are federal covered securities under RSA 421-B. The statement above shall not by itself constitute a registration or a notice of exemption from registration of securities within the meaning of sections 448 and 461(i)(3) of the United States Internal Revenue Code and the regulation promulgated thereunder.

DISCLAIMER: All documents filed with the Corporation Division become public records and will be available for public inspection in either tangible or electronic form.

Mailing Address: Corporation Division, NH Department of State, 107 North Main Street, Room 204, Concord, NH 03301-1989
Physical Location: State House Annex, 3rd Floor, Room 117, 25 Capitol Street, Concord, NH
Phone: (603)271-3216 | **Fax:** (603)271-3247 | **Email:** corporatediv@sos.nh.gov | **Website:** sos.nh.gov

Recent printout of your company's listing on the N.H. Secretary of State website with the status

Business Information

Business Details

Business Name: SMARTENERGY HOLDINGS, LLC
Business Type: Foreign Limited Liability Company
Business Creation Date: 01/13/2016
Date of Formation in Jurisdiction: 01/13/2016
Principal Office Address: 575 Lexington Avenue, 4th Floor, New York, NY 10022, USA
Citizenship / State of Formation: Foreign/Delaware

Duration: Perpetual
Business Email: Eric.Spielsinger@smartenergy.com
Notification Email: NONE

Principal Purpose

S.No	NAICS Code
1	OTHER / Alternative retail electricity supplier.

Page 1 of 1, records 1 to 1 of 1

Registered Agent Information

Name: Business Filings Incorporated
Registered Office Address: 9 Capitol Street, Concord, NH, 03301, USA
Registered Mailing Address: ..

Business ID: 737130
Business Status: Good Standing
Name in State of Formation: SMARTENERGY HOLDINGS, LLC
Mailing Address: 575 Lexington Avenue, 4th Floor, New York, NY, 10022, USA
Last Annual Report Year: 2017
Next Report Year: 2018
Phone #: 212-779-7000
Fiscal Year End Date: NONE

Smartenergy listed in ISO-NE website

Conditionally Approved at an earlier meeting

TrailStone Power, LLC (May 19, 2014)			1		
SFE Energy Massachusetts, Inc(May 19, 2014)			1		
New England Energy Connection (Provisional) (May 19, 2014)		P			
SFE Energy Connecticut Inc. (Apr 14, 2014)			1		
Champlain VT, LLC (Provisional) (Apr 14, 2014)		P			
Plant-E Corp. (Jan 22, 2014)			1		
SmartEnergy Holdings LLC (Nov 21, 2013)			1		
Astral Energy, LLC (Sep 16, 2013)			1		
Interstate Gas Supply, Inc. (Jun 17, 2013)			1		
Wolverine Trading, LLC (Jun 17, 2013)			1		
BlueRock Energy, Inc. (May 13, 2013)			1		
Provider Power RI, LLC (May 13, 2013)					
Border Energy Electric Services, Inc. (Jan . 2013)			1		



Electronic Data Interchange (EDI) Certification

Unitil Energy Systems (UES)

Issued to: SmartEnergy Holdings, LLC
Represented by: Carlos Espinosa

Issued by: Unitil Energy Systems
Represented by: Jeff Pentz, Energy Analyst

Date: 6/13/2017

This is official notification of the successful completion of Electric EDI testing between Unitil Energy Systems and SmartEnergy Holdings, LLC. As of May 30th, 2017, Unitil Energy Systems does hereby declare SmartEnergy Holdings, LLC as a certified EDI trading partner capable of exchanging the following transactions:

810	Invoice
814	Change
814	Drop
814	Enrollment
814	Historical Usage Request
820	Payment Notification
867	Historical Usage
867	Monthly Usage
997	Functional Acknowledgement

SmartEnergy Holdings, LLC has successfully satisfied all the requirements of connectivity with Unitil Energy Systems. SmartEnergy Holdings, LLC has also proven through detailed transaction testing its understanding of the business rules and EDI formats required for account maintenance, and billing (dual and LDC rate-ready consolidated) as described by the New Hampshire Public Utilities Commission and using V12 version 4010 standards.



Signature
6/13/2017

Date

Jeff Pentz
Energy Analyst
Unitil Service Corp.
6 Liberty Lane West
Hampton, NH 03842-1720
EI_SupplierServices@unitil.com



780 North Commercial Street
Manchester, NH 03101 1134

04/18/16

Smart Energy Holdings, LLC
575 Lexington Ave.
4th Floor
New York, NY 10022

Dear Lloyd,

Thank you for your interest in becoming a supplier in New Hampshire and providing this service to our Public Service Company of New Hampshire (d/b/a Eversource Energy) customers.

Eversource and Smart Energy Holdings, LLC have successfully completed EDI Connectivity and Certification Testing. I have enclosed a Certificate of Completion for your files.

As soon as Smart Energy Holdings, LLC is granted certification by the New Hampshire Public Utilities Commission (NH-PUC), you will be ready to contract with Eversource customers.

Thanks once again name for your interest and I look forward to working with you in the future.

Sincerely,

A handwritten signature in cursive script that reads "Aaron Downing".

Aaron Downing
Eversource Supplier Services

Case	Name of company	Customer Name	State jurisdiction	Regulatory agency hearing complaint	Utility Company	Date of complaint	Docket or case number	Nature of the complaint	Summary
1	SmartEnergy Holdings, LLC	Robert Chamberlin	OH	Public Utility Commission of Ohio	American Electric Power	06/27/14	RCHA062714XS	Customer cancelled, and SmartEnergy signed him back up without consent	Enrollment dispute
2	SmartEnergy Holdings, LLC	Rhonda Clark	OH	Public Utility Commission of Ohio	American Electric Power	09/24/14	RCLA092414PS	Claimed she never signed up	Enrollment dispute
3	SmartEnergy Holdings, LLC	Greg Rhinock	OH	Public Utility Commission of Ohio	American Electric Power	10/27/14	GRHI102714G3	His rate increasing since enrolling his account, said he had his rate set for 2 years	Price
4	SmartEnergy Holdings, LLC	Robert Price	OH	Public Utility Commission of Ohio	Dayton Power and Light	10/30/14	RPRH1029144A	Mr. Price stated his account was enrolled with Smart Energy without authorization	Enrollment dispute
5	SmartEnergy Holdings, LLC	Ann Rice	OH	Public Utility Commission of Ohio	American Electric Power	11/05/14	1.40061E+14	Customer did not want to switch to SmartEnergy solutions	Enrollment dispute
6	SmartEnergy Holdings, LLC	Nancy Raper	OH	Public Utility Commission of Ohio	American Electric Power	11/17/14	NRAP111414KE	Customer complained about not receiving the \$50 rebate	Rebate
7	SmartEnergy Holdings, LLC	Marilyn Warner	OH	Public Utility Commission of Ohio	American Electric Power	11/17/14	MWAR102214KH	Customer did not know she was switching to SmartEnergy because she thought it was AEP	Enrollment dispute
8	SmartEnergy Holdings, LLC	James Guarino	DE	Department of State - DE	Delmarva	01/07/15	258	Customer was switched to Smart Energy without consent	Enrollment dispute
9	SmartEnergy Holdings, LLC	Lillian Barnett	OH	Public Utility Commission of Ohio	American Electric Power	02/02/15	LBAR02021531	Lower rates & Caller states that she was not told that she had to pay AEP too	Price
10	SmartEnergy Holdings, LLC	Maxine Hollis	OH	Public Utility Commission of Ohio	Dayton Power and Light	02/09/15	MHOL013015HE	Customer was switched to Smart Energy without consent	Enrollment dispute
11	SmartEnergy Holdings, LLC	Joseph Latare	PA	PA Public Utility Commission	PECO	02/09/15	3319357	Customer was switched to Smart Energy without consent	Enrollment dispute
12	SmartEnergy Holdings, LLC	Terry Cline	OH	Public Utility Commission of Ohio	American Electric Power	02/11/15	TCL020415J2	Customer recently contacted PUCO regarding high bills.	Price
13	SmartEnergy Holdings, LLC	Nina Wilson	OH	Public Utility Commission of Ohio	American Electric Power	02/17/15	NWIL021215RR	Consumer contacted us over her request to be removed from your company's marketing list	Do not contact
14	SmartEnergy Holdings, LLC	Jim Boals	OH	Public Utility Commission of Ohio	American Electric Power	02/17/15	JBOA021715E0	Customer has been trying to call the company to cancel and has not been able to reach anyone	Enrollment dispute
15	SmartEnergy Holdings, LLC	Lynette Hill	PA	PA Public Utility Commission	PECO	03/12/15	3136760	Person can't reach SmartEnergy, also signed up w/o authorization	Enrollment dispute
16	SmartEnergy Holdings, LLC	Jaslynn Terry	OH	Public Utility Commission of Ohio	American Electric Power	03/18/15	JTER031815TV	Does not recall providing authorization for this	Enrollment dispute
17	SmartEnergy Holdings, LLC	Diane Jackson	NJ	PA Public Utility Commission	Public Service Electric & Gas	03/24/15	15V00003383	Does not recall providing authorization for SmartEnergy	Enrollment dispute
18	SmartEnergy Holdings, LLC	Parveen Kumar	OH	Public Utility Commission of Ohio	American Electric Power	04/03/15	PKUM032515XY	Their bill is high and the rate is changing every month	Price
19	SmartEnergy Holdings, LLC	William Botting	OH	Public Utility Commission of Ohio	Dayton Power and Light	04/10/15	WBOT04101599	Misled into believing he was talking to Dayton Power and Light during the conversation	Enrollment dispute
20	SmartEnergy Holdings, LLC	Joan Ehly	PA	PA Public Utility Commission	PECO	04/13/15	3333667	Never signed up for SmartEnergy, SmartEnergy got the info from PECO.	Enrollment dispute
21	SmartEnergy Holdings, LLC	Shirley Holsapple	OH	Public Utility Commission of Ohio	Dayton Power and Light	04/28/15	SHOL042715AY	Customer signed up with SmartEnergy, 3 days later she cancelled, but we never cancelled her	Enrollment dispute
22	SmartEnergy Holdings, LLC	Pamela Donlon	OH	Public Utility Commission of Ohio	American Electric Power	05/05/15	PDON042715GO	Inquiring about her bill and asking when will she receive her \$50 rebate	Rebate
23	SmartEnergy Holdings, LLC	Mary J Wolfe	PA	PA Public Utility Commission	PPL	05/05/15	3340364	Slammed by SmartEnergy, bill went up to \$500, called to cancel	Price
24	SmartEnergy Holdings, LLC	Delores Knepper	OH	Public Utility Commission of Ohio	American Electric Power	05/05/15	DCOR05011525	SmartEnergy person by door, asked to see bill, did not want to sign up, bill is over \$400	Price
25	SmartEnergy Holdings, LLC	Olga Drozd	PA	PA Public Utility Commission	PECO	05/31/15	3350439	Customer pressured into switching to SmartEnergy, tried to cancel but we never cancelled her	Enrollment dispute
26	SmartEnergy Holdings, LLC	Michele Griffin	NJ	Better Business Bureau	Public Service Electric & Gas	05/28/15	10639836	Customer was told she would receive \$50 cash back bonus but did not get it.	Rebate
27	SmartEnergy Holdings, LLC	Helen Kress	OH	Public Utility Commission of Ohio	Dayton Power and Light	06/10/15	BKRE060915NC	Wants verification of the enrollment	Enrollment dispute
28	SmartEnergy Holdings, LLC	George Eschert	PA	PA Public Utility Commission	NA	06/11/15	3354827	Customer would like SmartEnergy cited for slamming	Price

Case	Name of company	Customer Name	State jurisdiction	Regulatory agency hearing complaint	Utility Company	Date of complaint	Docket or case number	Nature of the complaint	Summary
29	SmartEnergy Holdings, LLC	Elaine Adams	PA	PA Public Utility Commission	PECO	06/12/15	3355400	Customer did not know she was switching to SmartEnergy because she thought it was PECO	Enrollment dispute
30	SmartEnergy Holdings, LLC	Millie Westbeld	OH	Public Utility Commission of Ohio	Dayton Power and Light	07/24/15	MWES072315KC	Customer owes SmartEnergy \$32.18 but Dayton says her account is current	Rebate
31	SmartEnergy Holdings, LLC	Juanita Wehrle-Einhom	OH	Public Utility Commission of Ohio	Dayton Power and Light	07/29/15	JWEH072715ZA	Smart Energy says bill isn't being paid, DPL said she is on autopay and bills are paid	Rebate
32	SmartEnergy Holdings, LLC	Wilbur Bey	PA	Duquesne Light Company	Duquesne	07/29/15	3991900163	Customer did not sign up for SmartEnergy	Enrollment dispute
33	SmartEnergy Holdings, LLC	Esther Lee	OH	Public Utility Commission of Ohio	American Electric Power	07/30/15	ELEE072015Q0	Company insist she owes a balance of \$20.71 \$111.07 and \$95.93	Rebate
34	SmartEnergy Holdings, LLC	Edward S Allwine Jr	PA	PA Public Utility Commission	PPL	08/17/15	3374960	Customer was switched to Smart Energy without consent	Enrollment dispute
35	SmartEnergy Holdings, LLC	Mary Kendall	PA		Duquesne	08/17/15	NA (Supplier Agreement ID: 4484560742)	Customer says she did not sign up for SmartEnergy	Enrollment dispute
36	SmartEnergy Holdings, LLC	Nancy Wright	NJ	NJ Board of Public Utilities	PS&G	08/21/15	15W00000759	Customer was switched to Smart Energy without consent	Enrollment dispute
37	SmartEnergy Holdings, LLC	Adriano & Patricia Manieri	DE	Delaware Division of the Public Advocate	Delmarva	09/08/15	395	Customer signed up with SmartEnergy, bills high, would like to switch back to Delmarva without penalty	Price
38	SmartEnergy Holdings, LLC	Norman Cromes	OH	Public Utility Commission of Ohio	American Electric Power	09/15/15	NCRO091515YX	Caller is unsure of his contract terms and conditions	Enrollment dispute
39	SmartEnergy Holdings, LLC	Kathleen Robinson	PA	Commonwealth of Pennsylvania	PPL	9/1/2015	BCP-15-05-016163	Caller was told that she would receive \$50 cash back rebate for all three of her accounts	Rebate
40	SmartEnergy Holdings, LLC	Lisa Volk	PA	Public Utility Commission of Ohio	PPL	10/1/2015	3388721	Caller was told that she would receive \$50 cash back rebate after 3 months, but have not received it	Rebate
41	SmartEnergy Holdings, LLC	Nancy Sutton	PA	PA Public Utility Commission	PECO	10/5/2015	3390576	Customer was switched to Smart Energy without consent	Enrollment dispute
42	SmartEnergy Holdings, LLC	Kenneth Haag	PA	PA Public Utility Commission		10/5/2015	3390506	Received swapstakes from SmartEnergy, does not mention supplier enrollemt or supplier name	Enrollment dispute
43	SmartEnergy Holdings, LLC	Betty Riley	PA	Public Utility Commission of Ohio	American Electric Power	10/7/2015	BRE100515PD	customer contacted us over a delay in canceling her account. She says that this was requested back on July 8, but her bills still reflect Smart Energy as her supplier.	Enrollment dispute
44	SmartEnergy Holdings, LLC	Kristen Watson	PA	PA Public Utility Commission	PPL	10/14/2015	3392854	Customer claims she was given wrong inofrmation about the switch to another supplier.	Enrollment dispute
45	SmartEnergy Holdings, LLC	Michael Hitchcock	PA	Public Utility Commission of Ohio	Dayton Power and Light	10/27/2015	MHIT102615R3	Mr. Hitchcock regarding a dispute regarding his contracted rate	Enrollment dispute
46	SmartEnergy Holdings, LLC	Tina Christian	PA	Public Utility Commission of Ohio	Duke	11/9/2015	TCHR110615M3	Customer claims she cancelled from SmartEnergy two months ago	Enrollment dispute
47	SmartEnergy Holdings, LLC	Rita Schell	PA	Public Utility Commission of Ohio	Ohio Power	11/13/2015	RSTH111315LO	\$50 promotion she was to receive after being a customer of Smart Energy for 3 months. She never received the promotion.	Rebate
48	SmartEnergy Holdings, LLC	Mort Bauer	PA	PA Public Utility Commission	ConEd	11/17/2015	3402021	Customer states that he did not sign up for SmartEnergy	Enrollment dispute
49	SmartEnergy Holdings, LLC	John Mayer	PA	Commonwealth of Pennsylvania	PECO	10/28/2015	BCP-15-05-020242	Customer claims that he knows his rate was variable but it went up 67%.	Price
50	SmartEnergy Holdings, LLC	Robert Chaffin	PA	Public Utility Commission of Ohio		12/10/2015	RCHA120715DK	Customer claims he signed up with a fixed rate	Enrollment dispute
51	SmartEnergy Holdings, LLC	Jean Stanley	PA	Public Utility Commission of Ohio	Duke	1/12/2016	JSTA010816QA	Customer does not remember signing up	Enrollment dispute
52	SmartEnergy Holdings, LLC	Gina Dovenbarger	PA	Public Utility Commission of Ohio	Ohio Power	1/13/2016	GDOV121715HX	Customer enrolled and then cancelled a week later	Enrollment dispute
53	SmartEnergy Holdings, LLC	Scott Whallin	PA	PA Public Utility Commission	PPL	12/31/2015	3407809	Customer said his rates kept rising when he was told it will be lower than PPL	Price
54	SmartEnergy Holdings, LLC	Robert Bettis	PA	PA Public Utility Commission	PECO	1/20/2016	3409605	Customer has been billed by smartenergy without his consent.	Enrollment dispute
55	SmartEnergy Holdings, LLC	Eva Lucas Oaks	PA	PA Public Utility Commission	Duquesne	1/22/2016	3410170	Customer complained that the supplier started a contract without her consent.	Enrollment dispute

Case	Name of company	Customer Name	State jurisdiction	Regulatory agency hearing complaint	Utility Company	Date of complaint	Docket or case number	Nature of the complaint	Summary
56	SmartEnergy Holdings, LLC	Doris Francis	PA	PA Public Utility Commission	PECO	1/27/2016	3410541	Customer claimed she never authorized a switch to SmartEnergy	Enrollment dispute
57	SmartEnergy Holdings, LLC	Shane Fogell	PA	PA Public Utility Commission	PPL	2/4/2016	3411633	Customer did not know he was switching supplier and he was not cancelled when he called in on 1/19.	Enrollment dispute
58	SmartEnergy Holdings, LLC	Gregory Lennon	NJ	Board of Public Utilities	PSEG	2/10/2016	NA	Customer claims he signed up with a fixed rate. Also he did not receive his \$50 CBB.	Rebate
59	SmartEnergy Holdings, LLC	Robert Vogelsberger	PA	PA Public Utility Commission	Duquesne	2/10/2016	3412055	Customer says SmartEnergy is harassing him by calling him and coming to his door.	Do not contact
60	SmartEnergy Holdings, LLC	Florence Burdine	PA	PA Public Utility Commission	AEP	2/11/2016	FBUR021116V7	Customer wants to be dc from Smart Energy. She called last month and the representative told her she could not find her information on their records.	Do not contact
61	SmartEnergy Holdings, LLC	Elizabeth Bauer	OH	Public Utility Commission of Ohio	Duke	3/1/2016	EBAU021916KJ	Ms. Bauers account was Smart Energy from 10/10/14 and will terminate on 3/14/16. Customer disputes the enrollment.	Enrollment dispute
62	SmartEnergy Holdings, LLC	Lisa Ferguson	DE	Better Business Bureau	Delmarva	3/2/2016	NA	Customer did not receive her \$50 CBB and she was paying more with SmartEnergy and not saving.	Rebate
63	SmartEnergy Holdings, LLC	George Parsons	PA	PA Public Utility Commission	Duquesne	3/15/2016	3416687	The customer is disputing the supplier SmartEnergy not giving him the \$50 Check that they said they would give him if he signed up.	Rebate
64	SmartEnergy Holdings, LLC	Mariann Sekula	IL	Illinois Commerce Commission	ComEd	3/18/2016	2016-02586	Customer did not know she was switching supplier, if she knew she would not have switched from ComEd	Enrollment dispute
65	SmartEnergy Holdings, LLC	Michael Loudemilk	OH	Public Utility Commission of Ohio	Duke	3/28/2016	MLOU032816LH	Customer stated that he did not sign-up for service with the company. He disputes owing the \$45.73 early termination fee.	Enrollment dispute
66	SmartEnergy Holdings, LLC	Rebecca Tice	OH	Public Utility Commission of Ohio	Duke	4/5/2016	WTIC040416VP	Customer was tricked into signing up for SmartEnergy and the customer said they never signed up for variable rate.	Enrollment dispute
67	SmartEnergy Holdings, LLC	Charlotte Campbell	IL	Illinois Commerce Commission	ComEd	4/19/2016	2016-03930	Someone from SmartEnergy called her and told her to sign up. They then spoke to ComEd representative to sign her up. She later call ComEd and they told her that her assistant would be cancelled.	Enrollment dispute
68	SmartEnergy Holdings, LLC	Charles Faulkner	IL	Illinois Commerce Commission	ComEd	4/21/2016	2016-03911	Customer called up but says he did not want to be enrolled with another supplier, wanted to stay with ComEd. He wanted to make sure he was not a SmartEnergy customer.	Enrollment dispute
69	SmartEnergy Holdings, LLC	John Corey	MA	Better Business Bureau	National Grid	4/22/2016	11395806	Customer was enrolled online but did not clicked enrolled.	Enrollment dispute
70	SmartEnergy Holdings, LLC	Joy Richardson	OH	Ohio Attorney General	Duke	4/27/2016	863308	Customer did not authorize enrollment	Enrollment dispute
71	SmartEnergy Holdings, LLC	Deena Whitfield	PA	PA Public Utility Commission	PPL	5/6/2016	3436212	Customer account was slammed, she did not sign up for SmartEnergy	Enrollment dispute
72	SmartEnergy Holdings, LLC	Susan White	OH	Public Utility Commission of Ohio	Duke	5/25/2016	SWHI052416H0	Customer called to cancel between January to March and was not cancelled.	Enrollment dispute
73	SmartEnergy Holdings, LLC	Dawn M. Riley	DE	Better Business Bureau	Delmarva	5/17/2016	11449377	Customer was lied to when it came to the rate she signed up for. It was higher than what they promised.	Price
74	SmartEnergy Holdings, LLC	Danny Mullins	OH	Public Utility Commission of Ohio	Dayton Power and Light	6/6/2016	DMUL053116CU	Customers said he did not authorize SmartEnergy to sign him up and as a result he was charged an ETF fee by his previous supplier.	Enrollment dispute
75	SmartEnergy Holdings, LLC	Esperanza Whitmoyer	PA	PA public Utility Commission	PPL	06/03/16	3446116	Billing - PPL inadvertently billed ger for 2 month of electricity	Price
76	SmartEnergy Holdings, LLC	George Eatrides	OH	Public Utility Commission of Ohio	Duke	7/1/2016	GEAT062816FX	Duke cancelled enrollments with Starion Energy without permission, because Smart Energy was added as the supplier	Enrollment dispute

Case	Name of company	Customer Name	State Jurisdiction	Regulatory agency hearing complaint	Utility Company	Date of complaint	Docket or case number	Nature of the complaint	Summary
77	SmartEnergy Holdings, LLC	Willie Honeycutt	IL	Illinois Commerce Commission	ComEd	6/29/2016	2016-08025	The customer has learned that he has Smartenergy as his supplier. He says he did not agree to supply with SE	Enrollment dispute
78	SmartEnergy Holdings, LLC	Bobby Brown	OH	Public Utility Commission of Ohio	ComEd	7/6/2016	BBRO0627169L	Mr. Brown denies ever enrolling with a supplier.	Enrollment dispute
79	SmartEnergy Holdings, LLC	Charles Richmond	OH	Better Business Bureau	Columbus	6/13/2016	10456838	Mr Richmond states that SE refused payments making false claims	Rebate
80	SmartEnergy Holdings, LLC	David Hutchinson	PA	PA public Utility Commission	PPL	8/11/2016	3467047	Customer never received \$50 CBB	Rebate
81	SmartEnergy Holdings, LLC	Linda Larue	OH	Illinois Attorney General	ComEd	4/4/2016	2016-consc-00025456	Customer did not authorize enrollment	Enrollment dispute
82	SmartEnergy Holdings, LLC	Sue Elkins	PA	PA Public Utility Commission	PECO	7/6/2016	3457292	Credit lost for having solar panels	Rebate
83	SmartEnergy Holdings, LLC	Lisa K Volk	PA	PA Public Utility Commission	PPL	5/4/2016	2016-2543356	Customer never received \$50 CBB	Rebate
84	SmartEnergy Holdings, LLC	Latrina Adams	OH	Better Business Bureau	Duke	5/20/2016	620138	Customer never received \$50 CBB	Rebate
85	SmartEnergy Holdings, LLC	Marcel Archambault	MA	Department of public utility	MECO	8/5/2016	192512	Customer did not authorize enrollment	Enrollment dispute
86	SmartEnergy Holdings, LLC	Pamela Whiteside	OH	Illinois Commerce Commission	ComEd	7/29/2016	2016-09550	Customer claims she was assured not to get any extra fee charges	Price
87	SmartEnergy Holdings, LLC	Nora McClinton	OH	Illinois Commerce Commission	ComEd	7/28/2016	2016-09469	Customer says she did not realize she was agreeing to alternative supply	Enrollment dispute
88	SmartEnergy Holdings, LLC	Kim Orlando	OH	Public Utility Commission of Ohio	Dayton Power and Light	7/28/2016	KORL07081676 / 16-1724-EL-CSS	The customer stated she was not billed as agreed	Price
89	SmartEnergy Holdings, LLC	Geraldine Scott	PA	PA Public Utility Commission	PECO	8/15/2016	3467896	The customer stated she was not billed as agreed	Price
90	SmartEnergy Holdings, LLC	Grant E Gette	OH	Better Business Bureau	ComEd	8/11/2016	11624027	Customer did not authorize enrollment	Enrollment dispute
91	SmartEnergy Holdings, LLC	Linda Hevener	PA	PA Public Utility Commission	PECO	9/12/2016	3469837	Customer alleges that she was assigned to a supplier without her consent	Enrollment dispute
92	SmartEnergy Holdings, LLC	Sandra Platz	PA	PA Public Utility Commission	Duquesne	9/9/2016	3475404	Cancel the services with company a month ago and are still on customers account	Enrollment dispute
93	SmartEnergy Holdings, LLC	Jo Bachik	PA	PA Public Utility Commission	PPL	8/29/2016	3472118	Switched her without her authorization	Enrollment dispute
94	SmartEnergy Holdings, LLC	Bob Riedel	PA	PA Public Utility Commission	PPL	8/30/2016	3466577	High rates	Price
95	SmartEnergy Holdings, LLC	Judy Kennedy	IL	Illinois Commerce Commission	ComEd	9/13/2016	2016-11813	Switched her without her authorization	Enrollment dispute
96	SmartEnergy Holdings, LLC	Kathleen McGovern	IL	Illinois Commerce Commission	ComEd	9/9/2016	2016-11675	Switched her without her authorization	Enrollment dispute
97	SmartEnergy Holdings, LLC	Rebecca Schaffrick	MA	DPU Consumer Division	WMECO	9/6/2016	192967	slam	Price
98	SmartEnergy Holdings, LLC	Joseph Emerson	IL	Illinois Commerce Commission	ComEd	8/24/2016	2016-10897	slam	Price
99	SmartEnergy Holdings, LLC	Eva Burns	IL	Illinois Commerce Commission	ComEd	8/23/2016	2016-10823	slam	Price
100	SmartEnergy Holdings, LLC	Fina Galvan	IL	Illinois Commerce Commission	ComEd	8/17/2016	2016-10536	Switched her without her authorization	Enrollment dispute
101	SmartEnergy Holdings, LLC	Phyllis Heckman	IL	Illinois Commerce Commission	ComEd	8/4/2016	2016-09871	Switched her without her authorization	Enrollment dispute
102	SmartEnergy Holdings, LLC	Betty Piotrowski	IL	Illinois Commerce Commission	ComEd	10/31/2016	2016-14039	He feels he was scammed into signing up	Price
103	SmartEnergy Holdings, LLC	Mary Whitt	OH	Public Utility Commission of Ohio	American Electric Power	10/14/2016	MWHI101316XS		Enrollment dispute
104	SmartEnergy Holdings, LLC	Vincent Hines	IL	Illinois Commerce Commission	ComEd	9/27/2016	2016-12539	He was offered many things and he didn't get it	Enrollment dispute
105	SmartEnergy Holdings, LLC	Melanie Chorak-Guzman	IL	Illinois Commerce Commission	ComEd	10/4/2016	2016-12858	Customer calling because she claims she didn't authorize the supplier	Enrollment dispute
106	SmartEnergy Holdings, LLC	Virginia Bartoszewicz	PA	Duquesne light company SSC	Duquesne	10/4/2016		Slamming complaint	Price

Case	Name of company	Customer Name	State jurisdiction	Regulatory agency hearing complaint	Utility Company	Date of complaint	Docket or case number	Nature of the complaint	Summary
107	SmartEnergy Holdings, LLC	Bernard Milstein	MA	DPU Consumer Division	WMECO	9/27/2016	193249	Slamming complaint	Price
108	SmartEnergy Holdings, LLC	Kevin Miller	OH	Public Utility Commission of Ohio	Dayton Power and Light	9/27/2016	KMIL0926161C	The customer is disputing the rate he is being billed	Price
109	SmartEnergy Holdings, LLC	Annie Phillips	IL	Illinois Commerce Commission	ComEd	9/23/2016	2016-12428	The customer claims the CBB	Rebate
110	SmartEnergy Holdings, LLC	Jerry Smith	OH	Public Utility Commission of Ohio	PPL	9/19/2016	JSMI091916M4	This customer contacted the PUCO disputing an enrollment in any generation contract with SmartEnergy Holdings.	Enrollment dispute
111	SmartEnergy Holdings, LLC	Sarah Hirsch	PA	PA Public Utility Commission	PECO	10/25/2016	3487921	Slamming complaint	Price
112	SmartEnergy Holdings, LLC	Mary K Hensel	PA	PA Public Utility Commission	PPL	10/24/2016	3487523	Slamming complaint	Price
113	SmartEnergy Holdings, LLC	Krista Misilinski	PA	PA Public Utility Commission	PPL	11/1/2016	3489385	Slamming complaint	Price
114	SmartEnergy Holdings, LLC	Teresa Misilinski	PA	PA Public Utility Commission	PPL	10/26/2016	3488148	Slamming complaint	Price
115	SmartEnergy Holdings, LLC	Angela Tamba	PA	PA Attorney General	PPL	10/17/2016	BCP-16-05-015957	Slamming complaint	Do not contact
116	SmartEnergy Holdings, LLC	Joyce Gillard	PA	PA Public Utility Commission	PPL	11/28/2016	3494798	Slamming complaint	Price
117	SmartEnergy Holdings, LLC	Michael McGarvey	PA	PA Public Utility Commission	PPL	12/19/2016	3497302	Slamming complaint	Enrollment dispute
118	SmartEnergy Holdings, LLC	Benjamin Rafalko	PA	PA Public Utility Commission	PPL	1/10/2017	3498961	Slamming complaint	Enrollment dispute
119	SmartEnergy Holdings, LLC	Linda Hevener	PA	PA Public Utility Commission	PPL	8/22/2016	3469837	Slamming complaint	Enrollment dispute
120	SmartEnergy Holdings, LLC	Nidela Rivera	PA	PA Public Utility Commission	PPL	1/18/2017	3499710	Slamming complaint	Enrollment dispute
121	SmartEnergy Holdings, LLC	Donald Dougherty	PA	PA Public Utility Commission	PECO	1/23/2017	3500032	Customer alleges that he was assigned to a supplier without his consent.	Enrollment dispute
122	SmartEnergy Holdings, LLC	David C Fluck	PA	PA Public Utility Commission	PPL	1/25/2017	3500374	Customer alleges that he never signed up and says he is not liable to pay bill	Enrollment dispute
123	SmartEnergy Holdings, LLC	Helen Lee	PA	PA Public Utility Commission	PPL	1/30/2017	3500854	Customer alleges fixed rate changed and wants account cancelled.	Price
124	SmartEnergy Holdings, LLC	Shane Pubbs	PA	PA Public Utility Commission	PPL	2/7/2017	3501613	Customer alleges he should receive the CBB even though service was cancelled before 3 months	Rebate
125	SmartEnergy Holdings, LLC	Doris Neiger	PA	Duquesne light company SSC	DQE	3/3/2017		The customer states they did not sign up for Smart Energy	Enrollment dispute
126	SmartEnergy Holdings, LLC	Margarita Morales / Freddy Franco	IL	Illinois Commerce Commission	COMED	3/2/2017	2017-02007	CUSTOMER SHOULD BE ELIGIBLE FOR THE \$50 CASH BACK BONUS SINCE HE HAS HAD SERVICE WITH SMART ENERGY SINCE MAY 2016.	Rebate
127	SmartEnergy Holdings, LLC	Nancy Morrill	NH	NH Public Utilities Affairs	PSNH	2/15/2017		Customer was to make sure their account has been cancelled.	Enrollment dispute
128	SmartEnergy Holdings, LLC	Jerry Perron	NH	NH Public Utilities Affairs	Eversource Energy - PSNH	2/15/2017	NA	Customer was to make sure their account has been cancelled.	Enrollment dispute
129	SmartEnergy Holdings, LLC	Carrie Birk	IL	Illinois Commerce Commission	ComEd	2/15/2017	2017-01101	Customer says she did not agree to have Smart Energy as a supplier. Wants to cancel.	Enrollment dispute
130	SmartEnergy Holdings, LLC	Loretta King	OH	Public Utility Commission of Ohio	Ohio Power	4/26/2017	LKIN020917TM	Customer alleges she was switched from a fixed rate to a variable plan. She was disputing a late fee on a bill she says she paid in full.	Price
131	SmartEnergy Holdings, LLC	Jeremiah Davidson / Julia Upshur	PA	Duquesne light company SSC	Duquesne	2/1/2017		Customer alleges he did not sign up for smart energy.	Enrollment dispute
132	SmartEnergy Holdings, LLC	Donald Renwick	IL	Illinois Commerce Commission	ComEd	1/30/2017	2017-01052	Customer alleges he had cancel service and wants to make sure it was cancelled.	Enrollment dispute
133	SmartEnergy Holdings, LLC	Terri Hollis	IL	Illinois Commerce Commission	ComEd	12/30/2016	2016-16075	Customer alleges he did not sign up for smart energy.	Enrollment dispute

Case	Name of company	Customer Name	State Jurisdiction	Regulatory agency hearing complaint	Utility Company	Date of complaint	Docket or case number	Nature of the complaint	Summary
134	SmartEnergy Holdings, LLC	Geraldine Keith	NH	Consumer Services and External Affairs	Eversource Energy - PSNH	2/7/2017		She was not aware that at the time she was switching suppliers nor did she understand the free electricity was a contest where she would win a chance at getting a free month of electricity	Enrollment dispute
135	SmartEnergy Holdings, LLC	Jane Taylor	OH	Public Utility Commission of Ohio	Duke	1/18/2017	JTAY01181741	Customer alleges her account was enrolled with authorization. Please send enrollment specifics, Welcome Letter and the Third party verification recording.	Enrollment dispute
136	SmartEnergy Holdings, LLC	Bernadine Leskowsky	PA	PA Public Utility Commission	PPL	12/15/2016	3497021	Customer states after signing up with SE she called back immediately to cancel and was still charge for the service	Enrollment dispute
137	SmartEnergy Holdings, LLC	Helen Kunzweiler	PA	PA Public Utility Commission	PPL	3/8/2017	3504714	Slamming complaint	Enrollment dispute
138	SmartEnergy Holdings, LLC	Helen Kunzweiler	PA	PA Public Utility Commission	PPL	4/11/2017	3513042	Slamming complaint	Enrollment dispute
139	SmartEnergy Holdings, LLC	Howard L. Jeffers III	PA	Better Business Bureau	PPL	4/11/2017	3513042	Slamming complaint	Do not contact
140	SmartEnergy Holdings, LLC	Paul Eveukwu	PA	PA Public Utility Commission	PECO	4/25/2017	3518428	Slamming complaint	Enrollment dispute
141	SmartEnergy Holdings, LLC	Paul Risser	PA	PA Public Utility Commission	PPL	4/11/2017	3512610	Customer states he was informed he would always save money with SE. Wants \$200 bill adjusted to \$100.	Price
142	SmartEnergy Holdings, LLC	Jacqueline Baublitz	OH	Public Utility Commission of Ohio	Ohio Power	4/26/2017	JBAU04241725	Says that in March she cancelled her enrollment with them. SmartEnergy is now says it took too long to process the cancellation, so they told her she wasn't cancelled until April 8 and that she could incur charges from Smart Energy until June billing.	Enrollment dispute
143	SmartEnergy Holdings, LLC	Allan Wong	PA	PA Public Utility Commission	PECO	4/3/2017	3509901	Customer alleges that he was assigned to a supplier with out his consent. Customer want a refund of 244.13 of payments paid. The Cell Phone Number (267) 983 - 7850 has been allowed to be shared.	Enrollment dispute
144	SmartEnergy Holdings, LLC	Patricia Mcdermott	MA	Consumer Division	MECO	4/24/2017		I received a call from this customer stating she was switched without her consent, customer states she received a call from a customer service representative stating you did not have a TPV. Can you please advise on what has transpired with this customer	Enrollment dispute
145	SmartEnergy Holdings, LLC	Chall Jenkins	IL	Illinois Commerce Commission	Comed	4/4/2017	2017-03027	Wants his CBB	Rebate
146	SmartEnergy Holdings, LLC	Dorothy Rowe	IL	Ameren Customer Service Department	AMEREN	4/13/2017			Enrollment dispute
147	SmartEnergy Holdings, LLC	Richard Stimpson	MA	DPU Consumer Division	MECO	4/12/2017	195188	Mr. Stimpson says Smart Energy offered him a rate of 7c for 12 months, but it was only at this rate for November and December, by January it went as high as \$0.13. He managed to cancel when co showed it was unwilling to bill him at 7c.	Price
148	SmartEnergy Holdings, LLC	Roy Seppala	MA	DPU Consumer Division	MECO	4/11/2017	195172	Ms. Sandra noticed that her father's February statement had a notice that his supplier service had been switched to National Grid. Since he hadn't switched away from Ngrid in the first place, she called Ngrid to inquire and was told that at some point srv was with Smart Energy.	Enrollment dispute
149	SmartEnergy Holdings, LLC	Erica Parks	IL	Illinois Commerce Commission	COMED	4/7/2017	2017-03147	CUST WANTS TO BE PUT ON A DO NOT SOLICIT LIST.	Do not contact
150	SmartEnergy Holdings, LLC	Roger Kapetanakis	NH	NH Public Utilities Affairs	PSNH	4/5/2017	NA		Enrollment dispute

Case	Name of company	Customer Name	State Jurisdiction	Regulatory agency hearing complaint	Utility Company	Date of complaint	Docket or case number	Nature of the complaint	Summary
151	SmartEnergy Holdings, LLC	Josephine Cammarata	NH	NH Public Utilities Affairs	PSNH	4/5/2017	NA		Enrollment dispute
152	SmartEnergy Holdings, LLC	Dorothy Bastien	IL	Ameren Customer Service Department	AMEREN	4/2/2017	NA	We discourage suppliers from calling in with customers on the line as Ameren is asking confidential information in order to verify the customer's identity and your reps are privy to this information if on the line.	Enrollment dispute
153	SmartEnergy Holdings, LLC	SHARON K SCOGGINS	IL	Ameren Customer Service Department	AMEREN	3/25/2017	NA	We discourage suppliers from calling in with customers on the line as Ameren is asking confidential information in order to verify the customer's identity and your reps are privy to this information if on the line.	Enrollment dispute
154	SmartEnergy Holdings, LLC	LEEANNA S KASEY	IL	Ameren Customer Service Department	AMEREN	3/29/2017	NA	We discourage suppliers from calling in with customers on the line as Ameren is asking confidential information in order to verify the customer's identity and your reps are privy to this information if on the line.	Enrollment dispute
155	SmartEnergy Holdings, LLC	Lousie Evanko	IL	Illinois Commerce Commission	COMED	3/13/2017	2017-02331	SON CALLING ON BEHALF OF ELDERLY MOTHER. CUST WANTS ENROLLMENT RESCINDED ASAP.	Enrollment dispute
156	SmartEnergy Holdings, LLC	Juana Rodriguez	MA	DPU Consumer Division	WMECO	3/22/2017	194955	Ms. Rodriguez says that a Smart Energy's salesperson came to her house in October offering a discount and she accepted but now bill is very high. When I asked her for the rate she was offered she couldn't tell, which is indicative of her lack of understanding of the industry.	Enrollment dispute
157	SmartEnergy Holdings, LLC	Rita Strossner	IL	ICC	COMED	3/13/2017	2017-01778		Enrollment dispute
158	SmartEnergy Holdings, LLC	Mary Ann Merritt	NH	NH Public Utilities Affairs	PSNH	3/13/2017	NA	Please reach out to her regarding any refund/credit she may be due and issue a drop request to move her back to Eversource for default supply.	Rebate
159	SmartEnergy Holdings, LLC	Paul Dacey	NH	NH Public Utilities Affairs	PSNH	2/27/2017	NA	They switched me to customer service and they did have an account for him. This offer is deceptive, especially when the recipient is elderly	Enrollment dispute
160	SmartEnergy Holdings, LLC	Sandra Descouteaux	NH	NH Public Utilities Affairs	PSNH	2/15/2017	NA	Sandra contacted our office to file a complaint against SmartEnergy. She states she was contacted on 02/07/17 to enroll in SmartEnergy, which she agreed to. However, she was never told she would lose her Electric Assistance discount. As soon as she found out about that, she called SmartEnergy back the same day and cancelled.	Enrollment dispute
161	SmartEnergy Holdings, LLC	Alfredo Valenzuela	IL	Illinois Commerce Commission	COMED	2/9/2017	2017-01425	CUSTOMER STATES HE NEVER AUTHORIZED A CHANGE IN HIS SUPPLIER.	Enrollment dispute
162	SmartEnergy Holdings, LLC	Eula Jannoh	MA	DPU Consumer Division	MECO	1/31/2017	194526		Enrollment dispute
163	SmartEnergy Holdings, LLC	Dyson James	IL	Illinois Commerce Commission	ComEd	1/26/2017	2017-00873	THE CUSTOMER WAS PROMISED LOWER RATES BUT LEARNED HE IS PAYING MORE. PLEASE CANCEL SERVICE ASAP.	Price
164	SmartEnergy Holdings, LLC	Hayden Deazil	IL	Illinois Commerce Commission	ComEd	1/19/2017	2017-00613	THE CUSTOMER MAILED HER LIGHT BILL TO SMART ENERGY 3 MONTHS AGO TO RECEIVE HER BONUS OF \$50 BACK.	Rebate
165	SmartEnergy Holdings, LLC	Mattie Ponder	OH	Public Utility Commission of Ohio	Duke	1/10/2017	JPON011017BM	She stated that her account was switched over to SmartEnergy and she believes that Mattie was mis-lead into signing-up for the service	Enrollment dispute

Case	Name of company	Customer Name	State jurisdiction	Regulatory agency hearing complaint	Utility Company	Date of complaint	Docket or case number	Nature of the complaint	Summary
166	SmartEnergy Holdings, LLC	Gloria Thomas	IL	Illinois Commerce Commission	Comed	12/12/2016	2016-15456	MS IS ATTEMPTING TO GET HER \$50 CASHBACK BONUS FOR HAVING YOUR ELECTRICITY THE REQUIRED FRAME SINCE JUNE	Rebate
167	SmartEnergy Holdings, LLC	Josephine Turner	IL	Illinois Commerce Commission	COMED	12/9/2016	2016-15413		Price
168	SmartEnergy Holdings, LLC	Karen Merritt	IL	Illinois Commerce Commission	COMED	12/5/2016	2016-15239	CUSTOMER STATES SHE NEVER AUTHORIZED A SWITCH HER SUPPLIER TO SMART ENERGY	Enrollment dispute
169	SmartEnergy Holdings, LLC	Katherine Gruber	OH	Public Utility Commission of Ohio	Dayton Power and Light	10/21/2016	KGRU111818VH		Enrollment dispute
170	SmartEnergy Holdings, LLC	Anand Goyal	IL	Illinois Commerce Commission	Comed	11/15/2016	2016-14592		Price
171	SmartEnergy Holdings, LLC	Antoinette Swiatek	IL	Illinois Commerce Commission	Comed	11/15/2016	2016-14736		Enrollment dispute
172	SmartEnergy Holdings, LLC	Jorge Peralta	NJ	PSE&G - Third Party Supplier Support	PSEG	8/18/2016			Enrollment dispute
173	SmartEnergy Holdings, LLC	Marguerite Vallee	MA	Consumer Division	MECO	8/11/2016			Price
174	SmartEnergy Holdings, LLC	Oliver Mitchell	MA	Consumer Division	WMECO	6/29/2016			Enrollment dispute

Count of Summary	Column Labels				Grand Total	
	Row Labels	Do not contact	Enrollment dispute	Price		Rebate
DE			1	2	1	4
IL		1	22	6	5	34
MA			7	4		11
NH			7		1	8
NJ			3		2	5
OH		1	29	9	7	46
PA		4	39	15	8	66
Grand Total		6	108	36	24	174

BOND NO. 1538665

PREMIUM: \$2,250.00

KNOW ALL MEN BY THESE PRESENTS THAT WE,

Smart Energy Holdings LLC

as Principal, and **Great American** INSURANCE COMPANY, a corporation duly organized and doing business under and by the virtue of the laws of the State of .OHIO,....., and duly licensed for the purpose of making, guaranteeing or becoming sole surety upon bonds or undertakings required or authorized by the laws of the said State, as Surety, are held and firmly bound unto

New Hampshire Public Utilities Commission

(Hereinafter called the Obligee)

in the sum of One Hundred Thousand and 00/100

Dollars (\$ 100,000.00)

for the payment whereof well and truly to be made we and each of us bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

THE CONDITION OF THE ABOVE OBLIGATION IS SUCH that, whereas, the above bounden PRINCIPAL has made application for a license to the Obligee to offer, render, furnish or supply electricity or electric generation services to the public.

NOW THEREFORE, the Principal must act in accordance with Section PUC 2000 of the New Hampshire Code of Administrative Rules, to assure compliance with applicable provisions of the Public Utility Code Section PUC 2003.03 Reporting and Financial Requirements of Competitive Electric Power Suppliers, and the rules and regulation of the New Hampshire Public Utilities Commission by the Principal as a licensed applicable to a competitive electric power supplier as required by PUC 2000.

NOW THEREFORE, if the Principal shall during the period commencing on the aforesaid date, faithfully observe and honestly comply with such rules, regulations and statutes that are applicable to an Competitive Electric Power Supplier licensed in the State of New Hampshire and deliver electricity at retail in accordance with contracts, agreements and arrangements, then this obligation shall become void and of no effect.

PROVIDED, HOWEVER,

1. The effective date of this bond is October 20, 2016 through October 20, 2017. Neither non-renewal by the surety, nor failure, nor inability of the Principal to file a replacement bond shall constitute a loss to the Obligee recoverable under this bond.
2. In the event of default by the Principal, the Surety shall be liable only for damages incurred by Obligee up to termination date of this bond.

3. No claim shall be had or maintained against the Surety on this instrument unless such be brought or instituted and no suit shall be maintained against the Surety unless it be brought within three (3) months from the termination or expiration date of the bond.

4. If any conflict or inconsistency exists between the Surety's obligations or undertakings as described in this bond and as described in the underlying document, then the terms of this bond shall prevail.

5. The aggregate liability of the surety is limited to the penal sum stated herein regardless of the number or amount of claims brought against this bond and regardless of the number of years this bond remains in force.

6. This bond shall not bind the Surety unless the bond is accepted by the Obligee. If the Obligee objects to any language contained herein, the Obligee shall return this bond, certified mail or express courier, to the Surety at its address at:
436 Walnut Street, WA10H, Philadelphia, PA 19106

Failure to return the bond as described above shall constitute Obligee's acceptance of the terms and conditions, herein.

SIGNED AND SEALED THIS 20th day of October 20 16 .

Smart Energy Holdings LLC

By _____

Surety Company

Great American Insurance Company

By: Debra J. Ezra
Debra J. Ezra, Atty-in-Fact

GREAT AMERICAN INSURANCE COMPANY®

Administrative Office: 301 E 4TH STREET • CINCINNATI, OHIO 45202 • 513-369-5000 • FAX 513-723-2740

The number of persons authorized by this power of attorney is not more than SIX

No. 0 20450

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS: That the GREAT AMERICAN INSURANCE COMPANY, a corporation organized and existing under and by virtue of the laws of the State of Ohio, does hereby nominate, constitute and appoint the person or persons named below, each individually if more than one is named, its true and lawful attorney-in-fact, for it and in its name, place and stead to execute on behalf of the said Company, as surety, any and all bonds, undertakings and contracts of suretyship, or other written obligations in the nature thereof; provided that the liability of the said Company on any such bond, undertaking or contract of suretyship executed under this authority shall not exceed the limit stated below.

Name	Address	Limit of Power
ROBERT G. LULL BRADLEY W. POST DEBRA J. EZRA KEITH B. ADAMS CARL A. GERSON GARRETT POST	ALL OF MAHWAH, NJ	ALL \$100,000,000

This Power of Attorney revokes all previous powers issued on behalf of the attorney(s)-in-fact named above.

IN WITNESS WHEREOF the GREAT AMERICAN INSURANCE COMPANY has caused these presents to be signed and attested by its appropriate officers and its corporate seal hereunto affixed this 8TH day of SEPTEMBER 2015

Attest

GREAT AMERICAN INSURANCE COMPANY



Atty L C B
Assistant Secretary

David C. Kitchin
Divisional Senior Vice President

STATE OF OHIO, COUNTY OF HAMILTON - ss:

DAVID C. KITCHIN (877-377-2405)

On this 8TH day of SEPTEMBER, 2015, before me personally appeared DAVID C. KITCHIN, to me known, being duly sworn, deposes and says that he resides in Cincinnati, Ohio, that he is a Divisional Senior Vice President of the Bond Division of Great American Insurance Company, the Company described in and which executed the above instrument; that he knows the seal of the said Company; that the seal affixed to the said instrument is such corporate seal; that it was so affixed by authority of his office under the By-Laws of said Company, and that he signed his name thereto by like authority.



Susan A. Kohorst
Notary Public, State of Ohio
My Commission Expires 05-19-2020

Susan A Kohorst

This Power of Attorney is granted by authority of the following resolutions adopted by the Board of Directors of Great American Insurance Company by unanimous written consent dated June 9, 2008.

RESOLVED: That the Divisional President, the several Divisional Senior Vice Presidents, Divisional Vice Presidents and Divisional Assistant Vice Presidents, or any one of them, be and hereby is authorized, from time to time, to appoint one or more Attorneys-in-Fact to execute on behalf of the Company, as surety, any and all bonds, undertakings and contracts of suretyship, or other written obligations in the nature thereof; to prescribe their respective duties and the respective limits of their authority; and to revoke any such appointment at any time.

RESOLVED FURTHER: That the Company seal and the signature of any of the aforesaid officers and any Secretary or Assistant Secretary of the Company may be affixed by facsimile to any power of attorney or certificate of either given for the execution of any bond, undertaking, contract of suretyship, or other written obligation in the nature thereof, such signature and seal when so used being hereby adopted by the Company as the original signature of such officer and the original seal of the Company, to be valid and binding upon the Company with the same force and effect as though manually affixed.

CERTIFICATION

I, STEPHEN C. BERHAHA, Assistant Secretary of Great American Insurance Company, do hereby certify that the foregoing Power of Attorney and the Resolutions of the Board of Directors of June 9, 2008 have not been revoked and are now in full force and effect.

Signed and sealed this 20th day of October, 2016



Atty L C B
Assistant Secretary

FOR PRINCIPAL'S USE ONLY (Use Only One)

INDIVIDUAL ACKNOWLEDGEMENT
Unless a Corporation

STATE OF _____ ss:

COUNTY OF _____

On this _____ day of _____, _____, before me personally came

_____ to me known and known to me to be the person mentioned and described in and who executed the foregoing instrument and daily acknowledged to me the execution of the same.

Notary Public

Notary Address

CORPORATE ACKNOWLEDGEMENT

STATE OF _____ ss:

COUNTY OF _____

On this _____ day of _____, _____, before me personally came

_____ to me known, who, being by me duly sworn, did depose and say that he/she resides in _____

_____ that he/she is the _____ of the _____

_____ the corporation described in and which executed the above instruments; that he/she knows the seal of said corporation; that the seal affixed to said instrument is such corporate seal; that it was so affixed by order of the Board of Directors of said corporation, and that he/she signed his/her name thereto by like order.

Notary Public

FOR SURETY USE ONLY

SURETY ACKNOWLEDGEMENT

STATE OF NEW JERSEY ss:

COUNTY OF BERGEN

On this 20th day of October, 2016, before me personally came

DEBRA J. EZRA

_____ to me known, who being by me duly sworn, did depose and say that he/she resides in MAHWAH, NEW JERSEY
_____ BERGEN County, that he/she is the Attorney-in-fact of

Great American Insurance Co and the corporation described in and which executed the above instruments; that he/she knows the seal of said corporation; that the seal affixed to said instrument is such corporate seal; that is was so affixed by order of the Board of Directors of said corporation, and that he/she signed his/her name thereto by like order.



KAREN SWISTAK
NOTARY PUBLIC OF NEW JERSEY
ID # 50011902

My Commission Expires 3/12/2020

GREAT AMERICAN INSURANCE COMPANY

**STATEMENT OF ASSETS, LIABILITIES AND CAPITAL & SURPLUS
AS OF DECEMBER 31, 2014**

ADMITTED ASSETS		LIABILITIES, CAPITAL AND SURPLUS	
Bonds.....	\$ 2,606,946,732	Unpaid losses and loss expenses.....	\$ 2,604,906,915
Stocks.....	1,268,211,297	Reserve for underwriting expenses.....	211,147,128
Mortgage loans on real estate.....	232,715,906	Federal and foreign income taxes.....	5,498,938
Real estate (net of encumbrances).....	51,025,370	Reserve for unearned premiums.....	980,467,964
Cash and short-term investments.....	206,260,376	Ceded reinsurance premiums payable.....	73,077,708
Other invested assets.....	104,835,766	Funds held under reinsurance treaties.....	490,680,683
Receivable for securities.....	6,635,646	Payable for securities.....	8,934,664
Investment income due and accrued.....	24,585,358	Retrospective reinsurance ceded.....	(121,695,341)
Agents' and premium balances.....	475,775,089	Other liabilities.....	145,155,124
Reinsurance recoverable on loss and loss expense payments.....	42,159,415	Total liabilities.....	4,398,173,783
Not deferred tax asset.....	308,796,928	Capital stock.....	\$ 15,440,600
Receivable from affiliates.....	6,441,908	Paid in surplus.....	322,831,611
Receivable from Federal Crop Insurance Corporation.....	493,294,639	Special surplus funds.....	121,695,341
Company owned life insurance.....	144,510,736	Unassigned funds.....	953,598,448
Funds held as collateral.....	8,799,572	Policyholders' surplus.....	1,413,566,000
Funded deductibles.....	12,638,694		
Other admitted assets.....	18,906,351		
Total.....	\$ 5,811,739,783	Total.....	\$ 5,811,739,783

Securities have been valued on the basis prescribed by the National Association of Insurance Commissioners.

STATE OF OHIO
COUNTY OF HAMILTON

SS:

Robert J. Schwartz, Vice President and Controller, and Stephen Bertha, Assistant Vice President and Assistant Secretary, being duly sworn, each for himself deposes and says that they are the above described officers of the Great American Insurance Company of Cincinnati, Ohio; that said Company is a corporation duly organized, existing and engaged in business as a Surety by virtue of the laws of the State of Ohio and has duly complied with all the requirements of the laws of said state applicable to said Company and is duly qualified to act as Surety under such laws; that said Company has also complied with and is duly qualified to act as Surety under Public Law 97-258 enacted September 13, 1982 (96 Stat. 1047 as amended 31 U.S.C. 9304-9308); that to the best of their knowledge and belief the above statement is a full, true, and correct Statement of the Assets, Liabilities and Capital & Surplus of the said Company as of December 31, 2014.

Subscribed and sworn to before me

this 16th day of February, 2015.



[Signature]
Controller

[Signature]
Assistant Secretary

[Signature]
Public Notary Lisa A. Meyer
Notary Public, State of Ohio
My Commission Expires 11-08-2016