



NRG Retail
3711 Market Street
Philadelphia, PA 19104

October 9, 2020

FILED ELECTRONICALLY AND VIA UPS

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

**RE: DM 15-287
Reliant Energy Northeast LLC d/b/a NRG Home
2020 Competitive Electric Power Supplier Registration Renewal**

Dear Ms. Howland,

In accordance with New Hampshire Code of Administrative Rules § Puc 2003.02, Reliant Energy Northeast LLC d/b/a NRG Home (License No. DM 15-287) has enclosed the 2020 Competitive Electric Power Supplier Registration Renewal.

Please note, Reliant Energy Northeast LLC d/b/a NRG Home is not marketing or serving New Hampshire customers at this time.

Reliant Energy Northeast LLC has marked this report as "Confidential" as it contains confidential business information.

Should you have any questions or require additional information, please contact me at 516-652-4254 or via email at angela.schorr@nrg.com and NERetailRegulatory@nrg.com.

Sincerely,

A handwritten signature in cursive script that reads "Angela Schorr".

Angela Schorr
Director – Regulatory Affairs
NRG Retail Northeast



Competitive Electric Power Supplier Application Form

This form may be used to: (1) apply for initial registration as a competitive electric power supplier (CEPS) in New Hampshire, (2) apply for renewal of registration as a CEPS in New Hampshire, and (3) notify the Commission of any changes to information in a previously filed CEPS application. *This form is provided as a convenience for filing only; you are required to provide all information specified under Puc 2006.01 when applying for initial or renewal registration as a CEPS, but you are not required to use this form when doing so.*

Indicate whether this application is for an initial registration or for a renewal. Initial <input type="checkbox"/> Renewal <input checked="" type="checkbox"/>		
Applicant's General Information		
Puc 2006.01(a)	Legal Name	Reliant Energy Northeast LLC
	Trade Name (d/b/a) (if applicable)	NRG Home, NRG Business, and NRG Retail Solutions
Puc 2006.01(b)	Business Mailing Address	3711 Market Street, Suite 1000 Philadelphia, PA 19104
	Telephone Number	855-500-8703
	E-Mail Address	support@nrghomepower.com
	Website Address	www.picknrg.com
Puc 2006.01(c)	Provide the state or jurisdiction of organization, if anything other than an individual.	Delaware - ATTACHMENT A
Puc 2006.01(d)	Provide 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) ¹ if it is anything other than an individual. Use additional sheets as needed.	
	Name	ATTACHMENT B
	Title	
	Business Mailing Address	
	Telephone Number	- -
	E-Mail Address	
	Name	
	Title	
	Business Mailing Address	
	Telephone Number	- -
	Email Address	
	Name	
	Title	
	Business Mailing Address	
	Telephone Number	- -
	E-Mail Address	

¹ "Principals" means, for a corporation, any of its officers, directors, or controlling shareholders, for a limited liability company, any of its managers or controlling members, for a partnership, any of its general partners, and for any other business entity, any of its personnel exercising executive functions and any of its controlling equity owners.



Affiliates and Subsidiaries		
Puc 2006.01(e)	Provide the following information regarding any affiliates ² and subsidiaries of the applicant that are conducting business in New Hampshire. Use additional sheets as needed.	
	Name of Entity	N/A
	Business Address	
	Telephone Number	- -
	Provide a description of the business purpose of the entity.	
	Provide a description of any agreements with any affiliated New Hampshire utility, and the docket number relative to the filing of any such agreements with the Commission.	
	Name of Entity	
	Business Address	
Telephone Number	- -	
Provide a description of the business purpose of the entity.		
Provide a description of any agreements with any affiliated New Hampshire utility, and the docket number relative to the filing of any such agreements with the Commission.		

² "Affiliate" means any of the following:

- (a) Any person or entity that directly or indirectly owns, controls, or holds with power to vote a majority of the outstanding voting securities or such minority thereof as to give such person substantial control of another person or entity;
- (b) Any person or entity that is directly or indirectly owned, controlled, or held by any person or entity described in (a) above through either power to vote a majority of the outstanding voting securities or such a minority so as to maintain substantial control of such person or entity;
- (c) Any person or entity with which another person or entity has a management or service contract or arrangement that provides such person or entity with effective control over the management, supervision, or operation of the other person or entity; or
- (d) Any person or entity who or which actually exercises effective control over the management, supervision, or operation of another person or entity.



Customer Service Department Contact		
Puc 2006.01(f)	Name	Spencer Halstead
	Title	Customer Support Supervisor
	Toll-Free Telephone Number (if available)	855-500-8703
	Telephone Number	267-295-5789
	E-Mail Address	Spencer.Halstead@nrg.com

Customer Complaints Contact			
Puc 2006.01(g)(1)	Name	Spencer Halstead	
	Title	Customer Support Supervisor	
	Business Mailing Address	3711 Market Street, Suite 1000	
		Philadelphia, PA 19104	
	Telephone Number	267-295-5789	
	E-Mail Address	Spencer.Halstead@nrg.com	

Regulatory Compliance Matters Contact			
Puc 2006.01(g)(2)	Name	Angela Schorr	
	Title	Director, Regulatory Affairs	
	Business Mailing Address	3711 Market Street, Suite 1000	
		Philadelphia, PA 19104	
	Telephone Number	516-652-4254	
	E-Mail Address	Angela.Schorr@nrg.com	

Commission Assessment Payments Contact			
Puc 2006.01(g)(3)	Name	Angela Schorr	
	Title	Director, Regulatory Affairs	
	Business Mailing Address	3711 Market Street, Suite 1000	
		Philadelphia, PA 19104	
	Telephone Number	516-652-4254	
	E-Mail Address	Angela.Schorr@nrg.com	



Separate Attachments: Business Authority, Trade Name, ISO-NE Market Participation, and EDI Certification	
Puc 2006.01(h)	Provide, as a separate attachment, evidence of the applicant's authorization to do business in New Hampshire from the New Hampshire secretary of state by submitting, with this application form, either of the following: ATTACHMENT C-1 (1) a recent printout of the applicant's listing on the N.H. Secretary of State website with the status "In Good Standing" or words of similar import; or (2) a copy of a certificate from the N.H. Secretary of State's office stating that the applicant is authorized to do business in New Hampshire.
Puc 2006.01(i)	Provide, as a separate attachment, evidence of the applicant's registration of the trade name, if any, to be used by the applicant in New Hampshire from the New Hampshire secretary of state by submitting, with this application form, either of the following: ATTACHMENT C-2 (1) A recent printout of the applicant's trade name on the N.H. Secretary of State website with the status "Active" and indicating that the trade name is owned by the applicant; or (2) A copy of a certificate from the N.H. Secretary of State's office indicating that the applicant has registered as doing business under the trade name.
Puc 2006.01(j)	Provide, as a separate attachment, evidence of the applicant's ISO New England market participant membership. ATTACHMENT C-3
Puc 2006.01(k)	Provide, as a separate attachment, electronic data interchange (EDI) certification from each electric distribution utility in whose franchise area the applicant intends to operate. N/A - REN does not currently operate in NH.

Franchise Areas, Customer Types to be Served, and Other States	
Puc 2006.01(l)	List the utility franchise areas in which the applicant intends to operate and, to the extent the applicant does not intend to provide service in the entire franchise area of a utility, a delineation of the cities and towns where the applicant intends to provide service within each utility franchise area. Eversource Energy; Liberty Utilities; Unitil Energy Systems, Inc.
Puc 2006.01(m)	Provide a statement whether or not the applicant intends to serve the following types of customers: residential, small commercial, large commercial, and industrial. Residential and small commercial customers.
Puc 2006.01(n)	List the other states or jurisdictions in which the applicant currently conducts business relating to the sale of electricity. ATTACHMENT D-3



Customer Complaints	
Puc 2006.01(o)	<p>Use either the table below or a separate attachment to provide a list disclosing the number and type of customer complaints concerning the applicant or its principals and affiliates filed with or by any commission or regulatory agency, attorney general's office, or other governmental consumer protection regulatory authority, for the most recent 2 calendar years in every state or other jurisdiction in which the applicant has conducted business relating to the sale of electricity.</p> <p>In the table below, enter abbreviations of applicable states or the jurisdiction across the top row, complaint types in the left column, and, for each cell in the table, the number of complaints for each type within the applicable state or jurisdiction.</p>

(enter applicable states/jurisdictions in row just below)

Complaint Type											Total
											0
											0
											0
											0
											0
											0
											0
											0
											0
											0
											0
											0
											0
Total	0	0	0	0	0	0	0	0	0	0	0



Statements Regarding Applicant and its Principals		
Respond to each of the following questions with either "Yes" or "No."		
Puc 2006.01(p)(1)	Has applicant or any of its principals ever been convicted of any felony that has not been annulled by a court?	No
Puc 2006.01(p)(2)	Has applicant or any of its principals, within the 10 years immediately prior to application, had any civil, criminal, or regulatory sanctions or penalties imposed against it, him, or her pursuant to any state or federal consumer protection law or regulation?	No
Puc 2006.01(p)(3)	Has applicant or any of its principals, within the 10 years immediately prior to application, settled any civil, criminal, or regulatory investigation or complaint involving any state or federal consumer protection law or regulation?	Yes
Puc 2006.01(p)(4)	Is applicant or any of its principals currently the subject of any pending civil, criminal, or regulatory investigation or complaint involving any state or federal consumer protection law or regulation?	Yes
Puc 2006.01(p)(5)	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?	No
Puc 2006.01(q)	If an affirmative answer is provided to any item above, then provide a detailed explanation of the occurrence and the related circumstances. Use additional sheets as needed.	
ATTACHMENT F		

Telemarketing		
Puc 2006.01(s)	Does the applicant intend to telemarket? Respond with either "Yes" or "No."	No
If the response to the question above is "Yes," then respond to the following three questions:		
Puc 2006.01(r)(1)	Will the applicant maintain a list of customers who request being placed on the applicant's do-no-call list for the purposes of telemarketing?	
Puc 2006.01(r)(2)	Will the applicant obtain monthly updated do-no-call lists from the National Do Not Call Registry?	
Puc 2006.01(r)(3)	Will the applicant NOT initiate calls to New Hampshire customers who have either requested being placed on the applicant's do-not-call list(s) or who are listed on the National Do Not Call Registry?	

In-Person Solicitation of Residential Customers		
Puc 2006.01(u)	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 above is "Yes," then provide the following items as separate attachments:		
Puc 2006.01(t)(1)	A plan for in-person solicitation of residential customers at their residences, including provisions to ensure legal and regulatory compliance and quality assurance.	
Puc 2006.01(t)(2)	A description of the applicant's training program for employees or representatives who will conduct in-person solicitation of residential customers at their residences.	
Puc 2006.01(t)(3)	An identification of any third party vendor or vendors the applicant intends to use to conduct in-person solicitation of residential customers at their residences.	
Puc 2006.01(t)(4)	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.	
Puc 2006.01(t)(5)	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.	



Sample Bill Form		
Puc 2006.01(v)	Does the applicant intend to use only the utility's billing service? Respond with either "Yes" or "No."	Yes
Puc 2006.01(v)	If the response to the question above is "No," then provide a sample of the bill form(s) the applicant intends to use as a separate attachment.	

Residential and Small Commercial Customer Contracts		
Puc 2006.01(w)	Does the applicant intend to serve residential and small commercial customers? Respond with either "Yes" or "No."	Yes - ATTACHMENT G
If the response to the question above is "Yes," then provide the following item as a separate attachment:		
Puc 2006.01(w)	A copy of each contract to be used for residential customers and for small commercial customers, including any schedules or other documentation attached to, incorporated into, or referenced in such contract.	

File Financial Security Instrument		
Refer to Puc 2003.03 for the financial security requirements.		
Puc 2003.01(b)(2)	Provide an original executed financial security instrument that meets the requirements of Puc 2003.03.	ATTACHMENTS H1-H4
File the original, executed financial security instrument with the Executive Director. The financial security instrument can be filed separately from the application form, by U.S. mail, overnight express, or hand delivery. UPS on 9/23/2020		

Submit Application Fee (For Initial Applications Only)		
Puc 2003.01(b)(3)	For an application for initial registration, submit payment of the application fee in the amount of \$250.00 to the Executive Director by U.S. mail, overnight express, or hand delivery. Make check payable to: New Hampshire Public Utilities Commission.	
Note that there is no fee for a renewal application.		

Expected Marketing Start Date		
Puc 2006.01(x)	Provide the date upon which the applicant expects to commence marketing its services to customers in New Hampshire.	N/A Date

Attestation and Signature		
Puc 2006.01(y) and (z)	<p>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.</p>  <p>Signature of the applicant or its authorized representative</p> <p>Name: Mike Starck</p> <p>Title: Vice President</p>	<p>10/9/2020 Date</p>

Filing Instructions		
<p>1) Mail an original and two paper copies of this form and all separate attachments to: Executive Director, NHPUC, 21 South Fruit St., Suite 10, Concord, NH 03301</p> <p>2) E-mail a PDF of this form and all separate attachments to: Executive.Director@puc.nh.gov</p>		

Delaware

Page 1

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "RELIANT ENERGY NORTHEAST LLC" IS DULY FORMED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE TWENTY-THIRD DAY OF SEPTEMBER, A.D. 2020.

AND I DO HEREBY FURTHER CERTIFY THAT THE ANNUAL TAXES HAVE BEEN PAID TO DATE.




Jeffrey W. Bullock, Secretary of State

4840509 8300

SR# 20207436312

You may verify this certificate online at corp.delaware.gov/authver.shtml

Authentication: 203717364

Date: 09-23-20

Provide 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 its anything other than an individual.

Name	Title	Business Address
Elizabeth Killinger	President	910 Louisiana Street, Houston, TX 77002 (P): 713-537-3000 (e-mail): Elizabeth.Killinger@nrq.com
Gaetan Frotte	Treasurer	804 Carnegie Center Princeton, NJ 08540 (P): 609-524-4500 (e-mail): Gaetan.Frotte@nrq.com
David Callen	Vice President	804 Carnegie Center Princeton, NJ 08540 (P): 609-524-4500 (e-mail): David.Callen@nrq.com
Lynda Clemmons	Vice President	910 Louisiana Street, Houston, TX 77002 (P): 713-537-3000 (e-mail): Lynda.Clemmons@nrq.com
Leonard Gardner	Vice President	910 Louisiana Street, Houston, TX 77002 (P): 713-537-3000 (e-mail): Bucky.Gardner@nrq.com
Robert Gaudette	Vice President	910 Louisiana Street, Houston, TX 77002 (P): 713-537-1187 (e-mail): Robert.Gaudette@nrq.com
Scott Hart	Vice President	910 Louisiana Street, Houston, TX 77002 (P): 713-537-3000 (e-mail): Scott.Hart@nrq.com
Glen Mackey	Vice President	804 Carnegie Center Princeton, NJ 08540 (P): 609-524-4500 (e-mail): Glen.Mackey@nrq.com

Mike Starck	Vice President	804 Carnegie Center Princeton, NJ 08540 (P): 609-524-4500 (e-mail): Mike.Starck@nrg.com
S. Meigs Jones	Vice President & Secretary	1005 Congress Ave. Austin, TX 78701 (P): 713-537-3000 (e-mail): Meigs.Jones@nrg.com

State of New Hampshire

Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that RELIANT ENERGY NORTHEAST LLC is a Delaware Limited Liability Company registered to transact business in New Hampshire on February 05, 2015. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: **720958**

Certificate Number: **0005009687**



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 23rd day of September A.D. 2020.

A handwritten signature in black ink, appearing to read "Wm Gardner".

William M. Gardner
Secretary of State



State of New Hampshire

Department of State



2/19/2020 11:48:19 AM

Research Connection, Inc. of NH
2 1/2 Beacon Street
Concord, NH, 03301, USA

Enclosed is the acknowledgment copy of your filing. It acknowledges this office's receipt and successful filing of your documents.

Should you have any questions, you may contact the Corporation Division at the phone number or email address below. Please reference your Business ID Number when contacting our office.

Please visit our website for helpful information regarding all your business needs.

Sincerely,
Corporation Division

Business ID: 721363
Filing No: 4808819

State of New Hampshire
Department of State

RENEWAL CERTIFICATE OF REGISTERED TRADE NAME

OF

NRG HOME

This is to certify that **RELIANT ENERGY NORTHEAST LLC** reregistered in this office as doing business under the Trade Name **NRG HOME**, at 211 Carnegie Center, Princeton, NJ, 08540, USA on **2/19/2020 12:00:00 AM**.

The nature of business is **OTHER / Retail electricity sales and related activities**

Expiration Date: **2/19/2025 12:00:00 AM**

Business ID: **721363**



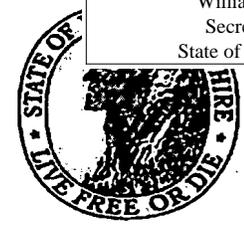
IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 18th day of February A.D. 2020.

A handwritten signature in black ink, appearing to read "William M. Gardner".

William M. Gardner
Secretary of State



State of New Hampshire Department of State



APPLICATION FOR RENEWAL OF TRADE NAME Second Notice

NRG HOME (BUSINESS ID# 721363)
 Business Type: Trade Name
 Expiration Date: February 19, 2020

Filing Fee: \$50.00

CURRENT PRINCIPAL OFFICE ADDRESS	CURRENT MAILING ADDRESS
211 Carnegie Center, Princeton, NJ, 08540, USA	NONE
NEW PRINCIPAL OFFICE ADDRESS	NEW MAILING ADDRESS
804 Carnegie Center, Princeton, NJ 08540, USA	

Registered By:

Name	Address
Reliant Energy Northeast LLC (720958)	804 Carnegie Center, Princeton, NJ, 08540, USA

Check here if trade name member(s) address(es) has changed and indicate change(s) below.

804 Carnegie Center, Princeton, New Jersey 08540

# Street and/or PO Box No.	City/Town	State	Zip
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Principal Purpose of the Trade Name/Forced DBA:

NAICS CODE	NAICS SUB CODE
OTHER / Retail electricity sales and related activities	

Signed: (Must be signed by all listed trade name members. Note: If a business is a member the authorized person signing must include their title.)

Reliant Energy Retail Holdings, LLC,
 the sole member of Reliant Energy Northeast LLC

Judith Tompkins

 By: Judith Tompkins, Assistant Secretary

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



NEW ENGLAND POWER POOL

David T. Doot
Secretary

September 18, 2020

Reliant Energy Northeast LLC

attn: Barry Gessner
Director, East Retail Supply
barry.gessner@nrg.com

Dear Barry:

You have requested that the New England Power Pool (“NEPOOL”), a voluntary association of entities that participate in the wholesale electric markets in the six New England states, indicate to you whether Reliant Energy Northeast LLC (“Reliant Energy Northeast”) is a member “in good standing in NEPOOL.” This letter is in response to that request.

As of the date of this letter, Reliant Energy Northeast is a NEPOOL member, entitled to full rights and subject to full obligations of members as set forth in the Second Restated NEPOOL Agreement, which is NEPOOL’s governing document. Reliant Energy Northeast was accepted for membership in NEPOOL effective as of May 1, 2011 pursuant to a FERC order issued May 27, 2011 in Docket No. ER11-3483, subject to the conditions and waivers agreed to between NEPOOL and Reliant Energy Northeast reflected in that filing.

Reliant Energy Northeast is also a Market Participant under the ISO New England Inc. (“ISO-NE”) Transmission, Markets and Services Tariff (“Tariff”) pursuant to a Market Participant Service Agreement by and between Reliant Energy Northeast and ISO-NE.¹ Reliant Energy Northeast is not in default of its obligations under the NEPOOL Agreement or the Tariff, which could otherwise result in a suspension or termination of Reliant Energy Northeast’s status as a NEPOOL Participant and Market Participant. Reliant Energy Northeast has not requested termination of, nor has NEPOOL received an application or has a request pending for, the termination of Reliant Energy Northeast’s status as a NEPOOL Participant or as a Market Participant under the Tariff.

Respectfully,

A handwritten signature in black ink, appearing to read "David T. Doot", is written over a horizontal line.

David T. Doot
Secretary

¹ The MPSA with Reliant Energy Northeast (51382) is reported by ISO-NE as MPSA No. 476.

State	Reliant Energy Northeast LLC
CT	Electric: Docket 11-05-20
DE	Electric: Docket No. 10-404 Order Nos. 7894 (C&I) & 8035 (Res)
DC	Electric: EA 10-15
IL	Electric: Docket #11-0504 Natural Gas: Docket #15-0179
ME	Electric: Docket 2015-00224
MD	Electric: IR-2058 Natural Gas: IR-3480
MA	Electric: CS-081 Natural Gas: RA-154
NH	Electric: DM 15-287
NJ	Electric: ESL-0093 Natural Gas: GSL-0176
NY	Licensed - no license # given (ESCO Code RELI) ESCO eligibility letter dated 8/26/2011 NGSCO eligibility letter dated 2/17/2015
OH	Electric: 11-401E Natural Gas: 17-591G
PA	Electric: A-2010-2192350 Natural Gas: A-2015-2478293
RI	Electric: Docket D-96-6(P7)
VA	Electric: E-32

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
CT (Connecticut)	CT DPUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/8/2019	Resolved	Electric	
CT (Connecticut)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	9/19/2019	Resolved	Electric	
CT (Connecticut)	Utility	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	11/6/2019	Resolved	Electric	
								3
DC (District of Columbia)	Consumer Protection Board	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/31/2019	Resolved	Electric	
								1
DE (Delaware)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/15/2018	Resolved	Electric	
DE (Delaware)	DPOC (County)	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	11/28/2018	Resolved	Electric	
								2
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/4/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/9/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	1/9/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/23/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/23/2018	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Awards Issue	2/5/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/5/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/6/2018	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/6/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/7/2018	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	2/16/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	2/28/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/2/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/6/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/6/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/7/2018	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	3/14/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	3/15/2018	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/14/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	3/22/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/22/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	3/22/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/26/2018	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/27/2018	Resolved	Electric;#Gas	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/27/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/3/2018	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	4/23/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/24/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/2/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	5/2/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	5/3/2018	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/4/2018	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/9/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/9/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/11/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/16/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	5/18/2018	Resolved	Electric	
IL (Illinois)	IL AG	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/21/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/22/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	5/24/2018	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	5/24/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	5/25/2018	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/29/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	6/4/2018	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	6/5/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	6/5/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	6/13/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	6/20/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	6/26/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/27/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	6/29/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/2/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/3/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/9/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	7/12/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	7/23/2018	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/24/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/25/2018	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/25/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/30/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/1/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/2/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/3/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/3/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/8/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/9/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/10/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/13/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/14/2018	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Awards Issue	8/14/2018	Resolved	Electric	
IL (Illinois)	IL AG	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	8/15/2018	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/16/2018	Resolved	Electric;#Gas	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	IL AG	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/17/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/21/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/21/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/27/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/4/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/5/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/6/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/7/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	9/12/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/13/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/13/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/20/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	9/24/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/24/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/25/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/27/2018	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/28/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/3/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/11/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	10/11/2018	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/15/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	10/16/2018	Resolved	Electric	
IL (Illinois)	IL AG	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	10/23/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/24/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/25/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	General Inquiry	10/25/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	10/30/2018	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	10/30/2018	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	11/7/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/8/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/27/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/27/2018	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/4/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/11/2018	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/11/2018	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/11/2018	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/11/2018	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	12/17/2018	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/18/2018	Closure Received	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/19/2018	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/27/2018	Closure Received	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	12/27/2018	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/2/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/3/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/7/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/7/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/8/2019	Resolved	Electric	
IL (Illinois)	IL AG	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/9/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/9/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/14/2019	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/14/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/15/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/15/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/15/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/15/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/15/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/15/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/17/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/21/2019	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	1/24/2019	Closure Received	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/24/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/24/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	1/25/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	1/25/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/25/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/28/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/28/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/29/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/29/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/29/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/29/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/30/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/1/2019	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/5/2019	Closure Received	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	2/5/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/6/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/6/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/6/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/7/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/7/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	2/8/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	2/11/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	2/11/2019	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/11/2019	Closure Received	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/11/2019	Closure Received	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/12/2019	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/14/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	2/15/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	2/19/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/19/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/19/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/22/2019	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	2/25/2019	Closure Received	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	3/4/2019	Closure Received	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/5/2019	Closure Received	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/5/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/6/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	3/6/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/6/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/14/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	3/20/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/20/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/20/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	3/21/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	3/22/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	3/25/2019	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/26/2019	Closure Received	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/27/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/29/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/29/2019	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/1/2019	Closure Received	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Awards Issue	4/1/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/4/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	4/18/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/19/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	4/26/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	4/30/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	4/30/2019	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	4/30/2019	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	5/1/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/2/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/2/2019	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/3/2019	Closure Received	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/3/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/14/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/14/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	5/16/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/20/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/20/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	5/21/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	6/3/2019	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	6/6/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	6/18/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	6/18/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	6/19/2019	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/24/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/26/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/27/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	7/1/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/8/2019	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	7/9/2019	Closure Received	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	7/9/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/10/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	7/15/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/16/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Awards Issue	7/16/2019	Resolved	Electric	
IL (Illinois)	IL AG	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/18/2019	Closure Received	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/18/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/18/2019	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/22/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/23/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	7/23/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/23/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/24/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	7/25/2019	Resolved	Electric	
IL (Illinois)	IL ICC		Reliant Energy Northeast LLC	Service Termination	7/30/2019	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/30/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/1/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/1/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/1/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/6/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/7/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/7/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/6/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/7/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/8/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	8/9/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/9/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/13/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/13/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/14/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/14/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/14/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/16/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/16/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/19/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/20/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/20/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	8/20/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/23/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/27/2019	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Awards Issue	8/27/2019	Closure Received	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/28/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/28/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	9/3/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/5/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/6/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/5/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	9/6/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	9/10/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/11/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	9/19/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/19/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	9/19/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/19/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	9/20/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/20/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/20/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/23/2019	Resolved	Electric	
IL (Illinois)	Better Business Bureau	General Inquiry	Reliant Energy Northeast LLC	Billing/High Rate	9/24/2019	Closure Received	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/25/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/27/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/30/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	10/2/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	10/2/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	10/2/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	10/7/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	10/7/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	10/9/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	10/11/2019	Resolved	Electric	
IL (Illinois)	IL ICC		Reliant Energy Northeast LLC	Disputed Enrollment	10/18/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/18/2019	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	10/21/2019	Closure Received	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	10/21/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	10/22/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	10/22/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	10/22/2019	Resolved	Electric	
IL (Illinois)	IL ICC		Reliant Energy Northeast LLC	Billing/High Rate	10/31/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	10/31/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/31/2019	Resolved	Electric	
IL (Illinois)	IL AG	Formal	Reliant Energy Northeast LLC	Disputed Enrollment	11/1/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	11/1/2019	Resolved	Electric	
IL (Illinois)	IL AG	Formal	Reliant Energy Northeast LLC	Billing/High Rate	11/1/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	11/1/2019	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	11/1/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	11/4/2019	Resolved	Electric;#Gas	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/5/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/6/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	11/19/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/19/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	11/20/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	11/25/2019	Resolved	Electric	
IL (Illinois)	IL AG	Formal	Reliant Energy Northeast LLC	Billing/High Rate	11/26/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/3/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	12/3/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	12/4/2019	Resolved	Electric	
IL (Illinois)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/9/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	12/9/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	General Inquiry	12/11/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	12/15/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	12/18/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/19/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/30/2019	Resolved	Electric	
IL (Illinois)	IL ICC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/31/2019	Resolved	Electric	
								315
MA (Massachusetts)	MA DPU	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/9/2018	Resolved	Electric	
MA (Massachusetts)	Business Consumer Alliance	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/15/2018	Resolved	Electric	
MA (Massachusetts)	MA DPU	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/21/2018	Resolved	Electric	
MA (Massachusetts)	MA AG	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/21/2018	Resolved	Electric	
MA (Massachusetts)	MA DPU	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/27/2018	Resolved	Electric	
MA (Massachusetts)	MA DPU	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	6/18/2018	Resolved	Electric	
MA (Massachusetts)	MA DPU	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/15/2018	Resolved	Electric	
MA (Massachusetts)	MA DPU	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/2/2018	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
MA (Massachusetts)	MA DPU	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	10/15/2018	Resolved	Electric	
MA (Massachusetts)	MA DPU	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	1/28/2019	Resolved	Electric	
MA (Massachusetts)	MA DPU	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/8/2019	Resolved	Electric	
MA (Massachusetts)	Executive Complaint	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/28/2019	Resolved	Electric	
MA (Massachusetts)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	6/11/2019	Resolved	Electric	
MA (Massachusetts)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/14/2019	Closure Received	Electric	
MA (Massachusetts)	MA DPU	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/14/2019	Resolved	Electric	
MA (Massachusetts)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Billing/High Rate	9/24/2019	Resolved	Electric	
MA (Massachusetts)	MA AG	Formal	Reliant Energy Northeast LLC	Disputed Enrollment	10/31/2019	Closure Received	Electric	
								17
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/30/2018	Resolved	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/1/2018	Resolved	Electric;#Gas	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/29/2018	Resolved	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/16/2018	Closure Received	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/18/2018	Resolved	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/10/2018	Resolved	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/24/2018	Resolved	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/30/2018	Resolved	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/3/2018	Closure Received	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/6/2018	Resolved	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/28/2018	Closure Received	Electric;#Gas	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	9/6/2018	Resolved	Electric;#Gas	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/10/2018	Resolved	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	11/13/2018	Closure Received	Electric;#Gas	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/19/2018	Closure Received	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	12/17/2018	Resolved	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/8/2019	Closure Received	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/14/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/25/2019	Closure Received	Electric;#Gas	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/28/2019	Closure Received	Electric;#Gas	
MD (Maryland)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/6/2019	Closure Received	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/14/2019	Closure Received	Electric;#Gas	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	3/14/2019	Closure Received	Electric	
MD (Maryland)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	5/30/2019	Closure Received	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/12/2019	Resolved	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/5/2019	Resolved	Electric;#Gas	
MD (Maryland)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/15/2019	Resolved	Electric	
MD (Maryland)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/3/2019	Resolved	Electric	
MD (Maryland)	Better Business Bureau	General Inquiry	Reliant Energy Northeast LLC	Billing/High Rate	9/24/2019	Resolved	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	10/4/2019	Resolved	Electric	
MD (Maryland)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	10/21/2019	Resolved	Electric;#Gas	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	10/25/2019	Resolved	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/14/2019	Resolved	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/15/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	11/20/2019	Resolved	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	12/12/2019	Resolved	Electric	
MD (Maryland)	MD PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/15/2019	Resolved	Electric	
MD (Maryland)	MD PSC	Formal	Reliant Energy Northeast LLC	Awards Issue	12/26/2019	Resolved	Electric	
								38
NJ (New Jersey)	NJ BPU	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/21/2018	Resolved	Electric	
NJ (New Jersey)	NJ BPU	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	11/26/2018	Resolved	Electric	
NJ (New Jersey)	NJ BPU	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/4/2019	Resolved	Electric	
NJ (New Jersey)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/1/2019	Closure Received	Electric	
NJ (New Jersey)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	7/19/2019	Resolved	Electric	
NJ (New Jersey)	NJ BPU	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/13/2019	Resolved	Electric	
NJ (New Jersey)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/14/2019	Resolved	Electric	
NJ (New Jersey)	NJ BPU	Formal	Reliant Energy Northeast LLC	Billing/High Rate	8/20/2019	Resolved	Electric	
NJ (New Jersey)	NJ BPU	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/27/2019	Resolved	Electric	
NJ (New Jersey)	NJ BPU	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/8/2019	Resolved	Electric	
NJ (New Jersey)	NJ BPU	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/11/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
NJ (New Jersey)	NJ BPU	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	10/24/2019	Resolved	Electric	
								12
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/12/2018	Resolved	Electric;#Gas	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/19/2018	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/28/2018	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/9/2018	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/15/2018	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/2/2018	Resolved	Electric;#Gas	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	6/20/2018	Resolved	Electric;#Gas	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	6/21/2018	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	7/30/2018	Resolved	Electric;#Gas	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	8/31/2018	Resolved	Electric;#Gas	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/4/2018	Resolved	Electric;#Gas	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/26/2018	Resolved	Electric	
NY (New York)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	10/2/2018	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/31/2018	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	11/26/2018	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/28/2018	Resolved	Electric;#Gas	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	12/11/2018	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	1/23/2019	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	2/11/2019	Resolved	Electric;#Gas	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/19/2019	Resolved	Electric;#Gas	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/11/2019	Resolved	Electric	
NY (New York)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	4/1/2019	Closure Received	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/9/2019	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/9/2019	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/15/2019	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/16/2019	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/10/2019	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	7/1/2019	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/16/2019	Resolved	Electric	
NY (New York)	NY PSC		Reliant Energy Northeast LLC	Marketing/Sales	7/24/2019	Resolved	Electric;#Gas	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/9/2019	Resolved	Electric;#Gas	
NY (New York)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Awards Issue	9/3/2019	Closure Received	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/12/2019	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/24/2019	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/7/2019	Resolved	Electric	
NY (New York)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	10/8/2019	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	11/19/2019	Resolved	Electric	
NY (New York)	NY AG	Formal	Reliant Energy Northeast LLC	Billing/High Rate	11/20/2019	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/17/2019	Resolved	Electric	
NY (New York)	NY PSC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	12/19/2019	Resolved	Electric	
								40
OH (Ohio)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	1/15/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/5/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/5/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/5/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/5/2018	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	2/5/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/6/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/6/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/6/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/16/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	5/16/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/8/2018	Resolved	Electric	
OH (Ohio)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	6/8/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	6/18/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/16/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/31/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/31/2018	Resolved	Electric	
OH (Ohio)	OH AG	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/8/2018	Resolved	Electric	
OH (Ohio)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/14/2018	Resolved	Electric	
OH (Ohio)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	8/14/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/22/2018	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/22/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/22/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/22/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	8/22/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/23/2018	Resolved	Electric	
OH (Ohio)	OH AG	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	8/29/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/5/2018	Resolved	Electric;#Gas	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/14/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/19/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/25/2018	Resolved	Electric	
OH (Ohio)	OH AG	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/28/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/28/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/10/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	11/1/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/7/2018	Resolved	Electric	
OH (Ohio)	OH PUCO		Reliant Energy Northeast LLC	Billing/High Rate	12/12/2018	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
OH (Ohio)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/13/2018	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/3/2019	Closure Received	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/8/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/8/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/9/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/9/2019	Resolved	Electric	
OH (Ohio)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/10/2019	Closure Received	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/14/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/14/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/14/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/14/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/16/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/23/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/23/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/24/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	1/24/2019	Resolved	Electric;#Gas	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/25/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/28/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/29/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/29/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/1/2019	Resolved	Electric	
OH (Ohio)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/4/2019	Closure Received	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/6/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/6/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	2/7/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/8/2019	Resolved	Electric	
OH (Ohio)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/8/2019	Closure Received	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/8/2019	Resolved	Electric	
OH (Ohio)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	2/11/2019	Closure Received	Electric;#Gas	
OH (Ohio)	OH PUCO	Formal	Reliant Energy Northeast LLC	Marketing/Sales	2/11/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	General Inquiry	2/12/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/12/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/13/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/19/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/21/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/22/2019	Resolved	Electric;#Gas	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/25/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/25/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	3/1/2019	Resolved	Electric	
OH (Ohio)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/4/2019	Closure Received	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/4/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	3/6/2019	Resolved	Electric	
OH (Ohio)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/8/2019	Closure Received	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/11/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/11/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/13/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	3/14/2019	Resolved	Electric;#Gas	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/15/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	3/20/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/20/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	3/20/2019	Resolved	Electric;#Gas	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/20/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/20/2019	Resolved	Electric	
OH (Ohio)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	3/21/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	3/25/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	3/26/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/28/2019	Resolved	Electric;#Gas	
OH (Ohio)	OH AG	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	3/28/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/29/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/29/2019	Resolved	Electric;#Gas	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/1/2019	Resolved	Electric	
OH (Ohio)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/3/2019	Closure Received	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/4/2019	Resolved	Electric	
OH (Ohio)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	4/9/2019	Closure Received	Electric;#Gas	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	4/9/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	4/10/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	4/16/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/18/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/23/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/25/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/25/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	4/26/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/29/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/29/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/30/2019	Resolved	Electric	
OH (Ohio)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/30/2019	Closure Received	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	5/2/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	5/3/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	5/8/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	5/13/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/14/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/16/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/20/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	5/20/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/22/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	5/22/2019	Closure Received	Electric	
OH (Ohio)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Service Termination	5/28/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/30/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/31/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	6/4/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	6/4/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	6/7/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/11/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	6/18/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/19/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	7/3/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/8/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/9/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/16/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/17/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/17/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/19/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/24/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/24/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/29/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/7/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/8/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/9/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/9/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/14/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	8/15/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/16/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/16/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/19/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	8/20/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/21/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/23/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	8/23/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/23/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/23/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/27/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/27/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	8/27/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/28/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/29/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/3/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/3/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/6/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/6/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/9/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/9/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/10/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/11/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/16/2019	Resolved	Electric;#Gas	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	9/19/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	9/19/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	9/20/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	9/20/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	9/23/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/24/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/24/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/27/2019	Resolved	Electric	
OH (Ohio)	OH AG	Formal	Reliant Energy Northeast LLC	General Complaint	9/30/2019	Resolved	Electric;#Gas	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	10/1/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
OH (Ohio)	OH AG	Formal	Reliant Energy Northeast LLC	Billing/High Rate	10/2/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/2/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/2/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/3/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	10/3/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	10/4/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/8/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/9/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/10/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/16/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	10/18/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	10/21/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/22/2019	Resolved	Electric;#Gas	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	10/23/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	10/23/2019	Resolved	Electric;#Gas	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/1/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
OH (Ohio)	OH AG	Formal	Reliant Energy Northeast LLC	Billing/High Rate	11/1/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/5/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/7/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	11/7/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/11/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	11/14/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/19/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/25/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	12/4/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/9/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/10/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/11/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/11/2019	Resolved	Electric;#Gas	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	12/15/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/15/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	12/18/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/30/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/30/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/30/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/30/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/31/2019	Resolved	Electric	
OH (Ohio)	OH PUCO	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	12/31/2019	Resolved	Electric	
								219
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/3/2018	Closure Received	Electric	
PA (Pennsylvania)	Survey Follow-Up	General Inquiry	Reliant Energy Northeast LLC	Service Termination	1/3/2018	Resolved	Electric	
PA (Pennsylvania)	Survey Follow-Up	General Inquiry	Reliant Energy Northeast LLC	Billing/High Rate	1/4/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/4/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/11/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/12/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/12/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	1/12/2018	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/15/2018	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/16/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/18/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/18/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/18/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/22/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/22/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/24/2018	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/24/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/29/2018	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	1/31/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/1/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/2/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/5/2018	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/5/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/8/2018	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/13/2018	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/13/2018	Resolved	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/14/2018	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/19/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/21/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/21/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/26/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	2/26/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/26/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	2/28/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/2/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/5/2018	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/5/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	3/6/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/8/2018	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	3/13/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/13/2018	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/14/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/15/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/22/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/27/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/27/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	3/27/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/28/2018	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/30/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/3/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Formal	Reliant Energy Northeast LLC	Billing/High Rate	4/4/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/5/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/10/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/10/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/17/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	4/18/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	4/18/2018	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/19/2018	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/23/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/23/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/25/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	4/26/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/27/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/1/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/1/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/1/2018	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/2/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/2/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/2/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/4/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/4/2018	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/7/2018	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	5/7/2018	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/8/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/9/2018	Closure Received	Electric	
PA (Pennsylvania)	Utility	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/10/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/10/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/14/2018	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/14/2018	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	5/16/2018	Resolved	Electric	
PA (Pennsylvania)	Utility	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/18/2018	Resolved	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/18/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/21/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/21/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/22/2018	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	5/22/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/22/2018	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/29/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/31/2018	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/31/2018	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/1/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/1/2018	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	6/1/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	6/4/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/4/2018	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/5/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	6/13/2018	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	6/14/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/14/2018	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	6/14/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/14/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	6/18/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/18/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	6/19/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/20/2018	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/21/2018	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	6/22/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/2/2018	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	7/5/2018	Resolved	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/5/2018	Resolved	Electric;#Gas	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	7/9/2018	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	7/9/2018	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	7/11/2018	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	7/12/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/16/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/18/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/19/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/23/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/23/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/24/2018	Closure Received	Electric;#Gas	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	7/25/2018	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/26/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/30/2018	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/30/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/31/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/3/2018	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	8/6/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/6/2018	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/20/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/6/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/6/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/7/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/7/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/7/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/8/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/10/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/14/2018	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	8/15/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/15/2018	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	8/16/2018	Resolved	Electric	
PA (Pennsylvania)	PA AG	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/17/2018	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	8/20/2018	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	8/21/2018	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	8/22/2018	Resolved	Electric	
PA (Pennsylvania)	PA AG	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/22/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/22/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/23/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/23/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/23/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	8/23/2018	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	8/24/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/27/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/27/2018	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/28/2018	Closure Received	Electric	
PA (Pennsylvania)	PA AG	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	8/29/2018	Resolved	Electric	
PA (Pennsylvania)	PA AG	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/30/2018	Resolved	Electric	
PA (Pennsylvania)	PA AG	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/30/2018	Resolved	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/31/2018	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	9/4/2018	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	9/4/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/5/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/6/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/7/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/11/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/11/2018	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/14/2018	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	9/18/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/20/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/21/2018	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/21/2018	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/26/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Equipment Issue/Performance	9/27/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/27/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/28/2018	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/1/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/2/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/4/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/4/2018	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/4/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	10/8/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	10/11/2018	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	10/12/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/12/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/15/2018	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	10/16/2018	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/22/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/22/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/31/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/1/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/7/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/7/2018	Resolved	Electric;#Gas	
PA (Pennsylvania)	PA AG	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	11/7/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	11/7/2018	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/9/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/13/2018	Resolved	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	11/13/2018	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	11/15/2018	Resolved	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/19/2018	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	11/19/2018	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	11/20/2018	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	11/20/2018	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	11/30/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/30/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/4/2018	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/7/2018	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	12/11/2018	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	12/11/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	12/11/2018	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/11/2018	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	12/11/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	12/12/2018	Closure Received	Electric;#Gas	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	12/13/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/13/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/13/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/14/2018	Closure Received	Electric	
PA (Pennsylvania)	Business Consumer Alliance	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/17/2018	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	12/19/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/19/2018	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/19/2018	Closure Received	Electric;#Gas	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/20/2018	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/26/2018	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/26/2018	Closure Received	Electric	
PA (Pennsylvania)	Utility	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/26/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/26/2018	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/27/2018	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/2/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/2/2019	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/2/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	1/2/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/3/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/3/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/4/2019	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/8/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/9/2019	Closure Received	Electric	
PA (Pennsylvania)	PA AG	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/9/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/14/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/14/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/14/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/14/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/15/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	1/16/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/16/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	1/17/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	1/17/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/17/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/22/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/22/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/23/2019	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/24/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	1/24/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/24/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/24/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	1/28/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	1/28/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	1/28/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/29/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/29/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/29/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/29/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	1/30/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/30/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	1/31/2019	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	1/31/2019	Resolved	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	1/31/2019	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	2/4/2019	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	2/5/2019	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/5/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/5/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	2/8/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/8/2019	Resolved	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/11/2019	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/11/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/12/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/12/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Formal	Reliant Energy Northeast LLC	Billing/High Rate	2/13/2019	Resolved	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/13/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/13/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	General Inquiry	2/13/2019	Resolved	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/14/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/15/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/20/2019	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	2/20/2019	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	2/20/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/20/2019	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	2/20/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/21/2019	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	2/22/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/25/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	2/25/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/25/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/26/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	2/26/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/26/2019	Resolved	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/27/2019	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/28/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/28/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	2/28/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	2/28/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/1/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	3/5/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/5/2019	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	3/8/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	3/8/2019	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/8/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/8/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/11/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/12/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	3/13/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	3/14/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Formal	Reliant Energy Northeast LLC	Billing/High Rate	3/20/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/20/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	3/20/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/20/2019	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	3/20/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/21/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/22/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	3/22/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/25/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/27/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	3/28/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/1/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/2/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/2/2019	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	4/3/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	4/3/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/3/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/5/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	4/5/2019	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/8/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/8/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/9/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/9/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/9/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/11/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	4/15/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/18/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	4/18/2019	Closure Received	Electric	
PA (Pennsylvania)	Consumer Protection Board	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/19/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/19/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/22/2019	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/23/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	4/23/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/23/2019	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	4/24/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/26/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/29/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	4/29/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	General Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	4/29/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/2/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC		Reliant Energy Northeast LLC	Disputed Enrollment	5/3/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/7/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/7/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/9/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/9/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/9/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	5/10/2019	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	5/16/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	5/16/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/16/2019	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	5/17/2019	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/20/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	5/20/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/21/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	5/23/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/29/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/29/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	5/30/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/3/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/3/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	6/4/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/5/2019	Resolved	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	6/5/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/5/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	6/6/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Formal	Reliant Energy Northeast LLC	Disputed Enrollment	6/6/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/7/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/12/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/17/2019	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	6/17/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/18/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	6/19/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	6/20/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/20/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/20/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/20/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/21/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	6/24/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	6/25/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	6/25/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/26/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	6/27/2019	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	6/27/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	7/1/2019	Resolved	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/2/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/2/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	7/15/2019	Resolved	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	7/18/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/18/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	7/19/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/22/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/22/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/23/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	7/23/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	7/24/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/24/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/25/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Awards Issue	7/25/2019	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	7/26/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/26/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/26/2019	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	7/30/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/1/2019	Resolved	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/1/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	8/5/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	8/7/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/8/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/12/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/12/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/12/2019	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/14/2019	Closure Received	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/14/2019	Resolved	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	8/14/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/15/2019	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/16/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/19/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/19/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/19/2019	Resolved	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/19/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/19/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/19/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/20/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/20/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/20/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/21/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/23/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/27/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/27/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	8/27/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/27/2019	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	Consumer Protection Board	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/27/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/28/2019	Closure Received	Electric	
PA (Pennsylvania)	PA AG	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	8/28/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/4/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	8/5/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/10/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/18/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	General Inquiry	Reliant Energy Northeast LLC	General Inquiry	9/18/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	9/19/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/19/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/19/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	9/23/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/23/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/23/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	General Complaint	9/24/2019	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA AG	Formal	Reliant Energy Northeast LLC	Disputed Enrollment	9/24/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/24/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/25/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/25/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/25/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	9/26/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/2/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	10/7/2019	Closure Received	Electric	
PA (Pennsylvania)	PA AG	Formal	Reliant Energy Northeast LLC	Disputed Enrollment	10/7/2019	Resolved	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	10/9/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/9/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/9/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	10/9/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/15/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	10/15/2019	Resolved	Electric	
PA (Pennsylvania)	PA AG	Formal	Reliant Energy Northeast LLC	Marketing/Sales	10/15/2019	Resolved	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/18/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/22/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	10/25/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	10/25/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Formal	Reliant Energy Northeast LLC	General Complaint	10/25/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC		Reliant Energy Northeast LLC	Disputed Enrollment	10/30/2019	Closure Received	Electric	
PA (Pennsylvania)	PA AG	Formal	Reliant Energy Northeast LLC	Marketing/Sales	11/1/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/1/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/1/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	11/4/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	11/4/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/11/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/11/2019	Closure Received	Electric	
PA (Pennsylvania)	PA AG	Formal	Reliant Energy Northeast LLC	Billing/High Rate	11/11/2019	Resolved	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	11/25/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	11/26/2019	Closure Received	Electric	

State	Issuing agency	Complaint Type	Brand	Classification	Date received	Status	Commodity	State Totals
PA (Pennsylvania)	PA PUC	Formal	Reliant Energy Northeast LLC	Disputed Enrollment	12/3/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Service Termination	12/4/2019	Closure Received	Electric	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	12/9/2019	Resolved	Electric	
PA (Pennsylvania)	Better Business Bureau	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/9/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/10/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/12/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Quality of Service	12/12/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Billing/High Rate	12/12/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Marketing/Sales	12/12/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/15/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/17/2019	Closure Received	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/17/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/17/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	12/20/2019	Resolved	Electric	
PA (Pennsylvania)	PA PUC	Regulatory/Agency	Reliant Energy Northeast LLC	Disputed Enrollment	12/20/2019	Closure Received	Electric;#Gas	
PA (Pennsylvania)	Utility	Utility Inquiry	Reliant Energy Northeast LLC	Disputed Enrollment	12/30/2019	Resolved	Electric	

Has applicant or any of its principals, within the 10 years immediately prior to application, settled any civil, criminal, or regulatory investigation or complaint involving any state or federal consumer protection law or regulation?

NRG Home provided a list of its investigations and complaints in its 2015 application. NRG Home is providing a supplement to its 2015 listing in Attachment F-1.

Is applicant or any of its principals currently the subject of any pending civil, criminal, or regulatory investigation or complaint involving any state or federal consumer protection law or regulation?

NRG Home is an authorized energy supplier in 14 states. As such, it routinely responds to customer complaints on an ongoing basis. Its material government or regulatory investigations at this time include:

- Illinois: Subpoena to Reliant Energy Northeast d/b/a NRG Home from the Office of the Attorney General for the State of Illinois (September 2019) relating to NRG Home's sales and marketing practices. To date, the Illinois Attorney General has not filed any complaint against NRG Home. 8
- Pennsylvania: M-2020-3006647 Reliant Energy Northeast LLC d/b/a NRG Home has entered into a settlement agreement with the Pennsylvania Public Utility Commission's ('Commission') Bureau of Investigation and Enforcement ('I&E') to resolve alleged violations related to customer authorization for switches and alleged misuse of information from the eligible customer list in enrollments conducted at retail storefront establishments and similar public locations

Under the settlement, NRG Home is to pay a civil penalty in the amount of \$175,000. Additionally, NRG Home will provide to each of the customers implicated by the settlement, who had one or more of the (168) accounts physically switched to NRG Home, a refund for the entire electric generation supply portion on the customer's bill for the first two (2) billing periods that the customers were switched to NRG Home. The settlement is subject to PUC approval, which is pending.

Count of Complaint #	Column Labels									
	<3/4/2013	2013	2014	2015	2016	2017	2018	2019	2020	Grand Total
Row Labels										
Better Business Bureau			4	5	8	11	34	71	38	171
Business Consumer Alliance							2			2
CT DPUC			11	21	12	5		1		50
Consumer Protection Board								3		3
DC PSC				2	1					3
DPOC (County)							1			1
IL AG				1	2	1	4	6	1	15
IL ICC			25	37	37	37	108	185	121	550
MA AG			1	2	1	1	1	1		7
MA DPU			11	17	20	7	7	3	5	70
MD PSC			2	9	19	7	16	16	8	77
NJ BPU				1	3		2	7	9	22
NY AG						1		1		2
NY PSC			1	3	17	12	16	19	16	84
OH AG				3			3	4	1	11
OH PUCO			14	16	11	14	31	169	111	366
PA AG			1	2	2	4	6	7	1	23
PA PUC		1	32	75	90	127	165	217	94	801
(blank)										
Grand Total		1	102	194	223	227	396	710	405	2258



TERMS OF SERVICE FOR RESIDENTIAL AND SMALL COMMERCIAL ELECTRICITY SUPPLY

We appreciate your business. This document is a contract between us, NRG Home, and you that allows us to switch your electricity account(s) to our service. It describes the nature of our service with you and provides important information for you to be aware of. We will begin supplying your electricity under this contract, but your utility will continue to be responsible for delivering your electricity and sending you a bill for both of our services.

Summary of Important Information	
Length of Your Commitment	XX months, then month-to-month.
Price for Your Electricity	You'll receive a fixed price of \$X.XXXXX per kWh for your first XX bills and your price will be variable after that.
Applicable Fees	An early cancellation fee of \${10} per month remaining on the fixed price portion of this contract applies, if you cancel your service during the first XX billing cycles. There is no fee if you cancel during the variable price portion of this contract.
Your Right to Rescind	If you first received this contract by personal or electronic delivery, you have 3 business days to rescind this contract. If you first received this contract by U.S. mail, you have 5 business days from the postmarked date to rescind this contract. This is called your "Right to Rescind" period, which means you will not start service with us until after this period.
Your Right to Cancel	Once service has started, you may cancel by contacting us. It may take one or two billing cycles before the cancellation is finalized, depending on your utility's timeframes.

A. Important Information

Length of Your Commitment: **XX months, then month-to-month.** We will begin providing service to you after your utility processes our request to switch your service. The switch will not occur before the expiration of your "Right to Rescind" period. Our service will continue until either of us cancels the contract. You have the right to switch to your utility's default energy service or another Competitive Electric Power Supplier (CEPS) subject to the terms of this agreement.

Price for Your Electricity: Your fixed electricity supply price will be \$X.XXXXX per kWh for the first XX billing cycles with us. After that, your prices with us will be variable. We will determine the variable supply price in our discretion based on many different factors, which may include competitive prices, industry charges we are responsible for, applicable state and local taxes, profit margins, or other business conditions. For your reference, our electricity supply prices include generation charges, but



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they do not include the price of transmission and distribution, the system benefits charge, stranded cost recovery charge, taxes, or other utility fee or charge. If you enrolled in a plan with a percentage of green power, your price includes the cost for us to purchase Renewable Energy Certificates.

The price per kWh does not vary depending on your electricity usage. Our current and historical prices are not an indicator of our future prices and we do not guarantee any savings. Our prices may be higher than your utility's supply rate. No matter what, we will not increase your variable price in any given month by more than 30% from the prior month's supply price.

Applicable Fees: *An early cancellation fee of \${{10}} per month remaining on fixed price portion of this contract applies. If you cancel your service during the first XX billing cycles, we can charge you no more than \${{10}} multiplied by the number of months remaining on the fixed supply price term as of the effective date of your cancellation, and we may decide not to collect applicable fees. There is no fee if you cancel during the variable price portion of this contract. If you are currently in a contract with another electric supplier, the request to switch you to our service will automatically cancel your service with the other electric supplier. You are responsible for any penalties the other electric supplier may charge.*

Right to Rescind: **If you first received this contract by personal or electronic delivery, you have until**

midnight of the third business day to rescind this contract. If you first received this contract by U.S. mail, you have 5 business days from the postmarked date to rescind this contract. This is called your "Right to Rescind" period, which means you can cancel your request to switch electricity service and never start service with us. You may rescind by contacting us at the telephone number or email address listed below. This contract is not binding until your "Right to Rescind" period has ended with no action on your part to rescind the contract.

Your Right to Cancel: You may cancel this contract by calling us at our contact information listed below. However, we may charge you an early cancellation fee if you cancel during your first XX billing cycles. There is no fee or charge if you cancel during the variable price portion of this contract. We will request that the utility cancel your service with us, but the utility controls the effective date of your cancellation. The effective date is usually the next date that your meter is read after the utility has processed our request to cancel your service with us. If you do cancel this contract, you may forfeit some of the rewards that we describe in your Welcome Confirmation, and you will be responsible for unpaid balances as of the cancellation date.

Our Right to Cancel: We have the right to cancel this contract for any reason as long as we give you thirty days' written notice, but if we are canceling the contract due to your conduct or your breach of this contract, you will have an



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opportunity to fix this condition within the thirty days. Your utility will control the effective date of our cancellation request, but this is usually the next date that your meter is read. If your utility terminates your service, this contract will be automatically cancelled.

Your Authorization to Release Your Information: This contract provides authorization for your utility to release all information regarding your electricity account to us, including electricity usage. When you sign up, we also collect certain personal and confidential information from you, including but not limited to your name, address, email, telephone number, and individual customer payment information (if applicable). Before releasing your personal or utility information for marketing purposes, we will obtain your written authorization. Please note that you cannot restrict the release or use of your personal and utility information by us or our affiliates for our everyday business purposes, which includes processing your enrollment, maintaining your account, administering any rewards program, communicating with you about your account, and responding to court orders and legal investigations.

Low Income Assistance: Certain residential customers may qualify for bill payment assistance based on income. Contact your utility for a list of eligibility requirements and program application, or visit the website of the New Hampshire Public Utilities Commission at <http://www.puc.nh.gov/consumer/electrificationassistanceprogram.htm>

You may also contact your local Community Action Agency to learn more about your energy assistance options. For more information, visit: <https://www.nh.gov/oep/energy/programs/fuel-assistance/agencies.htm>

Electronic Communication: If you provide us with your Email address, you are consenting to this contract and other forms of communication being provided to you in electronic form and you must provide us with any update to your valid Email address should it change. You are required to notify us of any change in Email address and/or any withdrawal of consent for the electronic transmission of contracts or other customer information. If you enroll electronically, please note that our website and application is best viewed in Internet Explorer 9.0 or higher.

Billing: Your local utility is responsible for sending you a bill that includes the charges for our service and charges for the utility's service. You are responsible for paying your bill by the due date set by your utility and are responsible for any late payment fee, interest, or finance charges your utility assesses for late payments. **Please note: if you have a Net Meter and elect to enroll with us you will no longer receive energy credits from your utility.**

You also agree to review your bills in a timely manner, and if there are any inaccuracies with the portion of the bill for our services, you agree to notify us within ninety days after the date of the bill. If we do not hear from you, you are agreeing that the billed amounts are



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correct and you are waiving any right to dispute the billed amounts to the extent permitted by law.

Taxes: Any applicable tax charges are included on the one bill you will receive from your utility. If you are exempt from any taxes, you are responsible for requesting an exemption by filing all required documentation with us and/or your utility.

Contract Details: Our full, legal name is Reliant Energy Northeast LLC d/b/a NRG Home and NRG Retail Solutions, but we have used "we", "us", or "our" to refer to ourselves for the purposes of this contract. We use "you" or "your" to refer to you, the customer. This contract is for the sale and purchase of all of your electricity for the residential account(s) listed in your Welcome Confirmation (letter or email). By entering into this contract, you are authorizing us to take the steps necessary to switch your electricity supply service to us, and you agree to appoint us as your agent to acquire the necessary information to meet your electricity needs as required by your "utility", which we use to refer to your local distribution company. Your utility is responsible for the delivery of electricity to you, and we are not. This contract and the Welcome Confirmation (letter or email) you received create your entire contract with us and replace any prior oral or written statements or representations.

Contract Changes: If we propose a material change to the terms of this contract, we will notify you in advance and explain your options going forward.

We will not change or alter the waiver of jury trial provision under any circumstances, and any changes to this contract must be made in writing.

Customer Complaints: If you have questions about our prices or our service, you should call us at the contact information listed below. If you are not satisfied with the response from our Customer Care representative, you may ask that your questions be referred to one of our supervisors, who will respond promptly. If you remain unsatisfied with our attempts to resolve the issue, you may seek assistance from the Consumer Affairs Division of the PUC regarding your rights and responsibilities. The PUC's contact information is listed below.

Do Not Call Registry: The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls at home. Call 1-888-382-1222 or visit www.donotcall.gov for information on adding your information to the list.

CONTACT INFORMATION:

NRG HOME:

We are registered as a Competitive Electric Power Supplier (CEPS) with the New Hampshire Public Utilities Commission xxxxx (Docket No. XX-XXX)

Internet address:

www.nrghomepower.com

Mailing address: P.O. Box 38781,
Philadelphia, PA 19104

Email address:

support@nrghomepower.com



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Telephone number: 1-855-500-8703
Fax: 1-866-472-1415

NH Seacoast 800-582-
Electric - 7276

YOUR UTILITY:

If you experience a power outage or other emergency, a problem with your electric meter or any other service need, please contact your local utility at the emergency number below.

<u>Eversource Energy (PSNH)</u>	Customer Service -	800-662-7764
	Emergencies-	800-662-7764
<u>Liberty Utilities</u>	Customer Service -	1-800-375-7413
	Emergencies -	1-855-349-9455
<u>Unitil</u>	NH Capital Electric -	800-852-3339

NEW HAMPSHIRE PUC:

Internet address:
<http://www.puc.state.nh.us/>

Mailing address:
Public Utilities Commission
21 South Fruit Street, Suite 10
Concord NH 03301-2429

Phone: (603) 271-2431
Fax: (603) 271-3878
Email: puc@puc.nh.gov
Consumer Affairs Division: 1-800-852-3793
TDD Access-Relay NH: 1-800-735-2964
Monday through Friday from 8:00 a.m. to 4:30 p.m.

B. Other Important Information

Assignment: We may sell, transfer, pledge or assign the accounts, revenues or proceeds associated with this contract in connection with any financial contract, and we may assign the rights and obligations under this contract to another energy supplier consistent with applicable law. You may not assign this contract.

No Reliance: You acknowledge that (1) you are not relying on any advice, statements, recommendations or representations of ours other than the written representations in this contract; (2) that you consulted with your own

advisors to the extent you deemed necessary; and (3) that you understand the risks of entering into this contract, including the risk that our prices may be higher than your utility's rates. You acknowledge that you are capable and willing to assume those risks (whether financial, economic or otherwise) and that you have made your own decision to enter into this contract.

Force Majeure: We will use commercially reasonable efforts to provide electricity supply to you pursuant to this contract, but we do not guarantee a continuous supply of electricity. Certain



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Force Majeure events outside of our control may cause interruptions in service. If a Force Majeure event prevents us from performing any of our obligations in any way, our performance shall be excused for the duration of such event, and we will not be liable for damages associated with any delay or failure to perform as a result. "Force Majeure" includes, without limitation, acts outside of our control, sabotage, riots or civil disturbances, acts of God, acts of the public enemy, acts of vandalism, terrorist acts, natural disasters, explosions, fires, or similarly cataclysmic occurrence, failure, shortage or unavailability of generating units or transmission facilities, nonperformance by your local utility, or any change in law or any other action by a governmental authority that materially impairs our ability to perform our obligations under this contract. We will give you reasonably prompt notice of any Force Majeure occurrence.

Severability: Each provision of this contract is made subject to the maximum extent permitted by law. If any are held to be unenforceable or invalid by any arbitrator or court of competent jurisdiction, we will negotiate an equitable adjustment to or an amendment of the affected provisions with you with a view toward affecting the purpose of this contract. In this case, the validity and enforceability of the remaining provisions shall not be affected.

LIMITATIONS ON WARRANTY AND DAMAGES: THE ELECTRICITY PROVIDED UNDER THIS CONTRACT WILL MEET THE

QUALITY STANDARDS OF YOUR UTILITY. YOU UNDERSTAND AND AGREE THAT THERE ARE NO OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, ASSOCIATED WITH THE SERVICE PROVIDED BY US. WE HAVE NO LIABILITY FOR SERVICE INTERRUPTIONS NOR ANY ASSOCIATED LOSS OR DAMAGE RESULTING FROM SUCH INTERRUPTIONS. TO THE MAXIMUM EXTENT PERMITTED BY NEW HAMPSHIRE LAW, LIABILITIES NOT EXCUSED BY REASON OF FORCE MAJEURE OR OTHERWISE SHALL BE LIMITED TO DIRECT ACTUAL DAMAGES. WE WILL BEAR NO LIABILITY TO YOU OR ANY THIRD PARTY FOR CONSEQUENTIAL, PUNITIVE, INCIDENTAL, SPECIAL, EXEMPLARY OR OTHER INDIRECT DAMAGES OR LOST PROFITS. THE LIMITATIONS IMPOSED ON REMEDIES AND THE MEASURE OF DAMAGES ARE WITHOUT REGARD TO THE CAUSE OR CAUSES OF THE HARM OR LOSS, INCLUDING THE NEGLIGENCE OF ANY PARTY, WHETHER SUCH NEGLIGENCE BE SOLE, JOINT OR CONCURRENT, OR ACTIVE OR PASSIVE.

ARBITRATION AND WAIVER OF JURY TRIAL: TO THE FULLEST EXTENT PERMITTED BY NEW HAMPSHIRE LAW, ANY DISPUTE, CONTROVERSY OR CLAIM ARISING OUT OF, RELATING TO OR IN CONNECTION WITH THIS CONTRACT, SHALL BE FINALLY RESOLVED BY ARBITRATION BEFORE THE AMERICAN ARBITRATION ASSOCIATION ("AAA") CONDUCTED UNDER THE AAA COMMERCIAL RULES AND THE CONSUMER-RELATED DISPUTES SUPPLEMENTARY PROCEDURES, OR, AT THE ELECTION OF EITHER PARTY,



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BROUGHT AS A SMALL CLAIMS ACTION IN THE DISTRICT OR MUNICIPAL COURTS OF NEW HAMPSHIRE PURSUANT TO N.H. REV. STAT. ANN. CH. 503, IF THE DISPUTE OR CLAIM IS WITHIN THE SCOPE OF THE COURT'S JURISDICTION. BY ENTERING INTO THIS CONTRACT, YOU ARE GIVING UP YOUR RIGHTS TO SEEK REMEDIES IN COURT, OTHER THAN THROUGH A SMALL CLAIMS ACTION, AND THE RIGHT TO A JURY TRIAL. THE ABILITY TO CONDUCT DISCOVERY IN ARBITRATION IS LIMITED AND THE ARBITRATOR'S DECISION IS SUBJECT TO VERY LIMITED REVIEW BY COURTS. ARBITRATORS CAN AWARD THE SAME DAMAGES AND RELIEF THAT A COURT CAN AWARD. THE AAA SHALL HAVE THE POWER TO RULE ON ANY CHALLENGE TO ITS OWN JURISDICTION OR TO THE VALIDITY OR ENFORCEABILITY OF ANY PORTION OF THIS ARBITRATION PROVISION. THE PARTIES AGREE THAT ALL CLAIMS INCLUDING STATUTORY, STATE OR FEDERAL CLAIMS, MAY BE MADE SOLELY ON AN INDIVIDUAL BASIS, AND THAT THIS CONTRACT DOES NOT PERMIT CLASS ACTIONS, EITHER IN ARBITRATION OR THROUGH A COURT PROCEEDING. AAA MAY NOT CONSOLIDATE MORE THAN ONE PERSON'S CLAIMS, AND MAY NOT OTHERWISE PRESIDE OVER ANY FORM OF A REPRESENTATIVE OR CLASS PROCEEDING. IN THE EVENT THE PROHIBITION ON CLASS ARBITRATION IS DEEMED INVALID OR UNENFORCEABLE, THEN THE ENTIRETY OF THIS ARBITRATION PROVISION SHALL BE NULL AND VOID. JUDGMENT ON THE ARBITRATOR'S AWARD CAN BE ENTERED IN ANY COURT HAVING

JURISDICTION. THIS AGREEMENT EVIDENCES A TRANSACTION IN INTERSTATE COMMERCE, AND THUS THE FEDERAL ARBITRATION ACT GOVERNS THE INTERPRETATION AND ENFORCEMENT OF THIS PROVISION. THIS ARBITRATION PROVISION SHALL SURVIVE TERMINATION OF THIS AGREEMENT.

Other Provisions: This contract can change based on any future legislation, orders, rules, regulations or your local utility tariff or policy changes. This contract is made and shall be construed in accordance with the laws of New Hampshire. There are no third party beneficiaries to this contract. This contract is binding upon us and you, as well as any successors or legal assigns. Failure to exercise any right we have under this contract should not be considered as a waiver of the right to exercise any such right at a later date. The headings and Summary of Important Information chart in this contract are for reference only and do not affect the interpretation of this contract.

NRG-NH-PEF01-201XXXXXX



ATTACHMENT C

**TERMS OF SERVICE FOR RESIDENTIAL
AND SMALL COMMERCIAL ELECTRICITY SUPPLY**

We appreciate your business. This document is a contract between us, NRG Home, and you that allows us to switch your electricity account(s) to our service. It describes the nature of our service with you and provides important information for you to be aware of. We will begin supplying your electricity under this contract, but your utility will continue to be responsible for delivering your electricity and sending you a bill for both of our services.

Summary of Important Information	
Length of Your Commitment	Month-to-Month
Price for Your Electricity	You'll receive a promotional electricity supply price of \$X.XXXXX per kWh for your first [three] bill[s] and your price will be variable after that.
Applicable Fees	None.
Your Right to Rescind	If you first received this contract by personal or electronic delivery, you have 3 business days to rescind this contract. If you first received this contract by U.S. mail, you have 5 business days from the postmarked date to rescind this contract. This is called your "Right to Rescind" period, which means you will not start service with us until after this period.
Your Right to Cancel	Once service has started, you may cancel by contacting us. It may take one or two billing cycles before the cancellation is finalized, depending on your utility's timeframes.

A. Important Information

Length of Your Commitment: *Month-to-Month.* We will begin providing service to you after your utility processes our request to switch your service. The switch will not occur before the expiration of your "Right to Rescind" period. Our service will continue until either of us cancels the contract. You have the right to switch to your utility's default energy service or another Competitive Electric Power Supplier (CEPS) subject to the terms of this agreement.

Price for Your Electricity: The promotional electricity supply price you

will receive during your first [three] billing cycle[s] with us will be \$X.XXXXX per kWh. After that, your prices with us will be variable. We will determine the variable supply price in our discretion based on many different factors, which may include competitive prices, industry charges we are responsible for, applicable state and local taxes, profit margins, or other business conditions. For your reference, our electricity supply prices include generation charges, but they do not include the price of transmission and distribution, the system benefits charge, stranded cost recovery charge, taxes, or other utility fee or



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charge. If you enrolled in a plan with a percentage of green power, your price includes the cost for us to purchase Renewable Energy Certificates.

The price per kWh does not vary depending on your electricity usage. Our current and historical prices are not an indicator of our future prices and we do not guarantee any savings. Our prices may be higher than your utility's supply rate. No matter what, we will not increase your variable price in any given month by more than 30% from the prior month's supply price.

Applicable Fees: *None.* If you are currently in a contract with another electric supplier, the request to switch you to our service will automatically cancel your service with the other electric supplier. You are responsible for any penalties the other electric supplier may charge.

Right to Rescind: **If you first received this contract by personal or electronic delivery, you have until midnight of the third business day to rescind this contract. If you first received this contract by U.S. mail, you have 5 business days from the postmarked date to rescind this contract. This is called your "Right to Rescind" period, which means you can cancel your request to switch electricity service and never start service with us. You may rescind by contacting us at the telephone number or email address listed below. This contract is not binding until your "Right to Rescind" period**

has ended with no action on your part to rescind the contract.

Your Right to Cancel: You may cancel this contract by calling us at our contact information listed below. We will request that the utility cancel your service with us, but the utility controls the effective date of your cancellation. The effective date is usually the next date that your meter is read after the utility has processed our request to cancel your service with us. If you do cancel this contract, you may forfeit some of the rewards that we describe in your Welcome Confirmation, and you will be responsible for unpaid balances as of the cancellation date.

Our Right to Cancel: We have the right to cancel this contract for any reason as long as we give you thirty days' written notice, but if we are canceling the contract due to your conduct or your breach of this contract, you will have an opportunity to fix this condition within the thirty days. Your utility will control the effective date of our cancellation request, but this is usually the next date that your meter is read. If your utility terminates your service, this contract will be automatically cancelled.

Your Authorization to Release Your Information: This contract provides authorization for your utility to release all information regarding your electricity account to us, including electricity usage. When you sign up, we also collect certain personal and confidential information from you, including but not limited to your name, address, email, telephone number, and individual customer



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payment information (if applicable). Before releasing your personal or utility information for marketing purposes, we will obtain your written authorization. Please note that you cannot restrict the release or use of your personal and utility information by us or our affiliates for our everyday business purposes, which includes processing your enrollment, maintaining your account, administering any rewards program, communicating with you about your account, and responding to court orders and legal investigations.

Low Income Assistance: Certain residential customers may qualify for bill payment assistance based on income. Contact your utility for a list of eligibility requirements and program application, or visit the website of the New Hampshire Public Utilities Commission at <http://www.puc.nh.gov/consumer/electrificationassistanceprogram.htm>

You may also contact your local Community Action Agency to learn more about your energy assistance options. For more information, visit: <https://www.nh.gov/oep/energy/programs/fuel-assistance/agencies.htm>

Electronic Communication: If you provide us with your Email address, you are consenting to this contract and other forms of communication being provided to you in electronic form and you must provide us with any update to your valid Email address should it change. You are required to notify us of any change in Email address and/or any withdrawal of consent for the electronic transmission of contracts or other customer information.

If you enroll electronically, please note that our website and application is best viewed in Internet Explorer 9.0 or higher.

Billing: Your local utility is responsible for sending you a bill that includes the charges for our service and charges for the utility's service. You are responsible for paying your bill by the due date set by your utility and are responsible for any late payment fee, interest, or finance charges your utility assesses for late payments. **Please note: if you have a Net Meter and elect to enroll with us you will no longer receive energy credits from your utility.**

You also agree to review your bills in a timely manner, and if there are any inaccuracies with the portion of the bill for our services, you agree to notify us within ninety days after the date of the bill. If we do not hear from you, you are agreeing that the billed amounts are correct and you are waiving any right to dispute the billed amounts to the extent permitted by law.

Taxes: Any applicable tax charges are included on the one bill you will receive from your utility. If you are exempt from any taxes, you are responsible for requesting an exemption by filing all required documentation with us and/or your utility.

Contract Details: Our full, legal name is Reliant Energy Northeast LLC d/b/a NRG Home and NRG Retail Solutions, but we have used "we", "us", or "our" to refer to ourselves for the purposes of this contract. We use "you" or "your" to refer



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to you, the customer. This contract is for the sale and purchase of all of your electricity for the residential account(s) listed in your Welcome Confirmation (letter or email). By entering into this contract, you are authorizing us to take the steps necessary to switch your electricity supply service to us, and you agree to appoint us as your agent to acquire the necessary information to meet your electricity needs as required by your "utility", which we use to refer to your local distribution company. Your utility is responsible for the delivery of electricity to you, and we are not. This contract and the Welcome Confirmation (letter or email) you received create your entire contract with us and replace any prior oral or written statements or representations.

Contract Changes: If we propose a material change to the terms of this contract, we will notify you in advance and explain your options going forward. We will not change or alter the waiver of jury trial provision under any circumstances, and any changes to this contract must be made in writing.

Customer Complaints: If you have questions about our prices or our service, you should call us at the contact information listed below. If you are not satisfied with the response from our Customer Care representative, you may ask that your questions be referred to one of our supervisors, who will respond promptly. If you remain unsatisfied with our attempts to resolve the issue, you may seek assistance from the Consumer Affairs Division of the PUC regarding your

rights and responsibilities. The PUC's contact information is listed below.

Do Not Call Registry: The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls at home. Call 1-888-382-1222 or visit www.donotcall.gov for information on adding your information to the list.

CONTACT INFORMATION:

NRG HOME:

We are registered as a Competitive Electric Power Supplier (CEPS) with the New Hampshire Public Utilities Commission xxxxx (Docket No. XX-XXX)

Internet address:

www.nrghomepower.com

Mailing address: P.O. Box 38781,
Philadelphia, PA 19104

Email address:

support@nrghomepower.com

Telephone number: 1-855-500-8703

Fax: 1-866-472-1415

YOUR UTILITY:

If you experience a power outage or other emergency, a problem with your electric meter or any other service need, please contact your local utility at the emergency number below.

<u>Eversource</u>	Customer Service -	800-662-7764
<u>Energy (PSNH)</u>	Emergencies-	800-662-7764
<u>Liberty</u>	Customer	



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<u>Utilities</u>	Service -	1-800-375-7413
	Emergencies -	1-855-349-9455
	NH Capital Electric -	800-852-3339
<u>Unitil</u>	NH Seacoast Electric -	800-582-7276

Mailing address:

Public Utilities Commission
21 South Fruit Street, Suite 10
Concord NH 03301-2429

Phone: (603) 271-2431

Fax: (603) 271-3878

Email: puc@puc.nh.gov

Consumer Affairs Division: 1-800-852-3793

TDD Access-Relay NH: 1-800-735-2964

Monday through Friday from 8:00 a.m. to 4:30 p.m.

NEW HAMPSHIRE PUC:

Internet address:

<http://www.puc.state.nh.us/>

B. Other Important Information

Assignment: We may sell, transfer, pledge or assign the accounts, revenues or proceeds associated with this contract in connection with any financial contract, and we may assign the rights and obligations under this contract to another energy supplier consistent with applicable law. You may not assign this contract.

No Reliance: You acknowledge that (1) you are not relying on any advice, statements, recommendations or representations of ours other than the written representations in this contract; (2) that you consulted with your own advisors to the extent you deemed necessary; and (3) that you understand the risks of entering into this contract, including the risk that our prices may be higher than your utility's rates. You acknowledge that you are capable and willing to assume those risks (whether financial, economic or otherwise) and

that you have made your own decision to enter into this contract.

Force Majeure: We will use commercially reasonable efforts to provide electricity supply to you pursuant to this contract, but we do not guarantee a continuous supply of electricity. Certain Force Majeure events outside of our control may cause interruptions in service. If a Force Majeure event prevents us from performing any of our obligations in any way, our performance shall be excused for the duration of such event, and we will not be liable for damages associated with any delay or failure to perform as a result. "Force Majeure" includes, without limitation, acts outside of our control, sabotage, riots or civil disturbances, acts of God, acts of the public enemy, acts of vandalism, terrorist acts, natural disasters, explosions, fires, or similarly cataclysmic occurrence, failure, shortage or unavailability of generating units or



TERMS OF SERVICE FOR RESIDENTIAL AND SMALL COMMERCIAL ELECTRICITY SUPPLY

transmission facilities, nonperformance by your local utility, or any change in law or any other action by a governmental authority that materially impairs our ability to perform our obligations under this contract. We will give you reasonably prompt notice of any Force Majeure occurrence.

Severability: Each provision of this contract is made subject to the maximum extent permitted by law. If any are held to be unenforceable or invalid by any arbitrator or court of competent jurisdiction, we will negotiate an equitable adjustment to or an amendment of the affected provisions with you with a view toward affecting the purpose of this contract. In this case, the validity and enforceability of the remaining provisions shall not be affected.

LIMITATIONS ON WARRANTY AND DAMAGES: THE ELECTRICITY PROVIDED UNDER THIS CONTRACT WILL MEET THE QUALITY STANDARDS OF YOUR UTILITY. YOU UNDERSTAND AND AGREE THAT THERE ARE NO OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, ASSOCIATED WITH THE SERVICE PROVIDED BY US. WE HAVE NO LIABILITY FOR SERVICE INTERRUPTIONS NOR ANY ASSOCIATED LOSS OR DAMAGE RESULTING FROM SUCH INTERRUPTIONS. TO THE MAXIMUM EXTENT PERMITTED BY NEW HAMPSHIRE LAW, LIABILITIES NOT EXCUSED BY REASON OF FORCE MAJEURE OR OTHERWISE SHALL BE LIMITED TO DIRECT ACTUAL DAMAGES. WE WILL BEAR NO LIABILITY TO YOU OR ANY THIRD PARTY FOR CONSEQUENTIAL,

PUNITIVE, INCIDENTAL, SPECIAL, EXEMPLARY OR OTHER INDIRECT DAMAGES OR LOST PROFITS. THE LIMITATIONS IMPOSED ON REMEDIES AND THE MEASURE OF DAMAGES ARE WITHOUT REGARD TO THE CAUSE OR CAUSES OF THE HARM OR LOSS, INCLUDING THE NEGLIGENCE OF ANY PARTY, WHETHER SUCH NEGLIGENCE BE SOLE, JOINT OR CONCURRENT, OR ACTIVE OR PASSIVE.

ARBITRATION AND WAIVER OF JURY TRIAL: TO THE FULLEST EXTENT PERMITTED BY NEW HAMPSHIRE LAW, ANY DISPUTE, CONTROVERSY OR CLAIM ARISING OUT OF, RELATING TO OR IN CONNECTION WITH THIS CONTRACT, SHALL BE FINALLY RESOLVED BY ARBITRATION BEFORE THE AMERICAN ARBITRATION ASSOCIATION ("AAA") CONDUCTED UNDER THE AAA COMMERCIAL RULES AND THE CONSUMER-RELATED DISPUTES SUPPLEMENTARY PROCEDURES, OR, AT THE ELECTION OF EITHER PARTY, BROUGHT AS A SMALL CLAIMS ACTION IN THE DISTRICT OR MUNICIPAL COURTS OF NEW HAMPSHIRE PURSUANT TO N.H. REV. STAT. ANN. CH. 503, IF THE DISPUTE OR CLAIM IS WITHIN THE SCOPE OF THE COURT'S JURISDICTION. BY ENTERING INTO THIS CONTRACT, YOU ARE GIVING UP YOUR RIGHTS TO SEEK REMEDIES IN COURT, OTHER THAN THROUGH A SMALL CLAIMS ACTION, AND THE RIGHT TO A JURY TRIAL. THE ABILITY TO CONDUCT DISCOVERY IN ARBITRATION IS LIMITED AND THE ARBITRATOR'S DECISION IS SUBJECT TO VERY LIMITED REVIEW BY COURTS. ARBITRATORS CAN AWARD THE SAME DAMAGES AND RELIEF THAT



TERMS OF SERVICE FOR RESIDENTIAL AND SMALL COMMERCIAL ELECTRICITY SUPPLY

A COURT CAN AWARD. THE AAA SHALL HAVE THE POWER TO RULE ON ANY CHALLENGE TO ITS OWN JURISDICTION OR TO THE VALIDITY OR ENFORCEABILITY OF ANY PORTION OF THIS ARBITRATION PROVISION. THE PARTIES AGREE THAT ALL CLAIMS INCLUDING STATUTORY, STATE OR FEDERAL CLAIMS, MAY BE MADE SOLELY ON AN INDIVIDUAL BASIS, AND THAT THIS CONTRACT DOES NOT PERMIT CLASS ACTIONS, EITHER IN ARBITRATION OR THROUGH A COURT PROCEEDING. AAA MAY NOT CONSOLIDATE MORE THAN ONE PERSON'S CLAIMS, AND MAY NOT OTHERWISE PRESIDE OVER ANY FORM OF A REPRESENTATIVE OR CLASS PROCEEDING. IN THE EVENT THE PROHIBITION ON CLASS ARBITRATION IS DEEMED INVALID OR UNENFORCEABLE, THEN THE ENTIRETY OF THIS ARBITRATION PROVISION SHALL BE NULL AND VOID. JUDGMENT ON THE ARBITRATOR'S AWARD CAN BE ENTERED IN ANY COURT HAVING JURISDICTION. THIS AGREEMENT EVIDENCES A TRANSACTION IN INTERSTATE COMMERCE, AND THUS THE FEDERAL ARBITRATION ACT GOVERNS THE INTERPRETATION AND ENFORCEMENT OF THIS PROVISION. THIS ARBITRATION PROVISION SHALL SURVIVE TERMINATION OF THIS AGREEMENT.

Other Provisions: This contract can change based on any future legislation, orders, rules, regulations or your local utility tariff or policy changes. This contract is made and shall be construed in accordance with the laws of New Hampshire. There are no third party

beneficiaries to this contract. This contract is binding upon us and you, as well as any successors or legal assigns. Failure to exercise any right we have under this contract should not be considered as a waiver of the right to exercise any such right at a later date. The headings and Summary of Important Information chart in this contract are for reference only and do not affect the interpretation of this contract.

NRG-NH-PEV01-201XXXXXX

DECREASE RIDER

To be attached to and form part of Bond Number SU42885 effective

05/29/2015 issued by the Aspen American Insurance Company

in the amount of Two Hundred Fifty Thousand Dollars And
Zero Cents DOLLARS (\$ 250,000.00),

on behalf of Reliant Energy Northeast LLC ,

as Principal and in favor of New Hampshire Public Utilities Commission ,

as Obligee.

Now therefore, it is agreed that:

We, Aspen American Insurance Company ,
Surety on the above bond, hereby stipulate and agree that from and after the effective
date of this Stipulation, the Penalty of said Bond shall be decreased

FROM: Two Hundred Fifty Thousand and 00/100----- (\$ 250,000.00)

TO: One Hundred Thousand and 00/100----- (\$ 100,000.00)

It is further understood and agreed that all other terms and conditions of this bond shall remain unchanged.

This rider is to be effective the 3rd Day of September , 2020 .

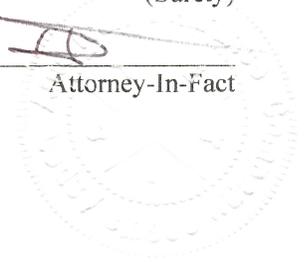
Signed, Sealed and Dated this 3rd Day of September , 2020 .

Reliant Energy Northeast LLC
(Principal)

By: Elizabeth Killinger
Elizabeth Killinger, President

Aspen American Insurance Company
(Surety)

By: Mark W. Edwards, II
Mark W. Edwards, II Attorney-In-Fact





Aspen American Insurance Company
175 Capital Boulevard, Rocky Hill, CT 06067

POWER OF ATTORNEY

KNOW ALL PERSONS BY THESE PRESENTS, THAT Aspen American Insurance Company, a corporation duly organized under the laws of the State of Texas, and having its principal offices in Rocky Hill, Connecticut, (hereinafter the "Company") does hereby make, constitute and appoint: Mark W. Edwards, II, Jeffrey M. Wilson, Anna Childress, William M. Smith, Alisa B. Ferris, Robert R. Freel, Richard H. Mitchell of McGriff Seibels & Williams, Inc. its true and lawful Attorney(s)-in-Fact, with full power and authority hereby conferred to sign, execute and acknowledge on behalf of the Company, at any place within the United States, the following instrument(s) by his/her sole signature and act: any and all bonds, recognizances, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking and any and all consents incident thereto, and to bind the Company thereby as fully and to the same extent as if the same were signed by the duly authorized officers of the Company. All acts of said Attorney(s)-in-Fact done pursuant to the authority herein given are hereby ratified and confirmed.

This appointment is made under and by authority of the following Resolutions of the Board of Directors of said Company effective on April 7, 2011, which Resolutions are now in full force and effect;

VOTED: All Executive Officers of the Company (including the President, any Executive, Senior or Assistant Vice President, any Vice President, any Treasurer, Assistant Treasurer, or Secretary or Assistant Secretary) may appoint Attorneys-in-Fact to act for and on behalf of the Company to sign with the Company's name and seal with the Company's seal, bonds, recognizances, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said Executive Officers at any time may remove any such appointee and revoke the power given him or her.

VOTED: The foregoing authority for certain classes of officers of the Company to appoint Attorneys-in-Fact by virtue of a Power of Attorney to sign and seal bonds, recognizances, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, as well as to revoke any such Power of Attorney, is hereby granted specifically to the following individual officers of Aspen Specialty Insurance Management, Inc.:

Michael Toppi, Executive Vice President, Scott Sadowsky, Senior Vice President, Kevin W. Gillen, Senior Vice President, Mathew Raino, Vice President, and Ryan Field, Vice President.

This Power of Attorney may be signed and sealed by facsimile (mechanical or printed) under and by authority of the following Resolution voted by the Boards of Directors of Aspen American Insurance Company, which Resolution is now in full force and effect:

VOTED: That the signature of any of the Officers identified by title or specifically named above may be affixed by facsimile to any Power of Attorney for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any and all consents incident thereto, and any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company. Any such power so executed and certified by such facsimile signature and/or facsimile seal shall be valid and binding upon the Company with respect to any bond or undertaking so executed.

IN WITNESS WHEREOF, Aspen American Insurance Company has caused this instrument to be signed and its corporate seal to be hereto affixed this 18th day of June, 2019.

STATE OF CONNECTICUT

SS. ROCKY HILL

COUNTY OF HARTFORD

Aspen American Insurance Company

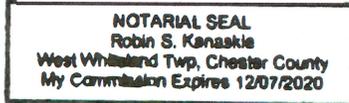
Keith Flannery
Keith Flannery, Vice President

On this 18th day of June, 2019 before me personally came Keith Flannery to me known, who being by me duly sworn, did depose and say; that he/she is Vice President, of Aspen American Insurance Company, the Company described in and which executed the above instrument; that he/she knows the seal of said corporation; that the seal affixed to the said instrument is such corporate seal; and that he/she executed the said instrument on behalf of the Company by authority of his/her office under the above Resolutions thereof.

Robin S. Kanaskie
Notary Public

My commission expires: December 7, 2020

COMMONWEALTH OF PENNSYLVANIA



CERTIFICATE

I, the undersigned, Keith Flannery of Aspen American Insurance Company, a stock corporation of the State of Texas, do hereby certify that the foregoing Power of Attorney remains in full force and has not been revoked; and furthermore, that the Resolutions of the Boards of Directors, as set forth above, are now and remain in full force and effect.

Given under my hand and seal of said Company, in Rocky Hill, Connecticut, this 3rd day of September 2020

By: *Keith Flannery*

Name: Keith Flannery, Vice President



* For verification of the authenticity of the Power of Attorney you may call (860)760-7728 or email: patricia.taber@aspen-insurance.com

SURETY RIDER

To be attached to and form a part of

Bond No. **SU42885**

Type of
Bond: License Bond

dated
effective 05/29/2015
(MONTH-DAY-YEAR)

executed by Reliant Energy Northeast LLC, as Principal,
(PRINCIPAL)

and by Aspen American Insurance Company, as Surety,

in favor of New Hampshire Public Utilities Commission
(OBLIGEE)

in consideration of the mutual agreements herein contained the Principal and the Surety hereby consent to changing
the expiration date of the bond to reflect December 22, 2020.

Nothing herein contained shall vary, alter or extend any provision or condition of this bond except as herein expressly stated.

This rider
is effective 05/29/2015
(MONTH-DAY-YEAR)

Signed and Sealed 10/08/2015
(MONTH-DAY-YEAR)

Reliant Energy Northeast LLC
(PRINCIPAL)

By: _____
(PRINCIPAL)

Aspen American Insurance Company
(SURETY)

By: Mark W. Edwards
(ATTORNEY-IN-FACT) Mark W. Edwards, ~~ESQ.~~



Aspen American Insurance Company
175 Capital Boulevard, Rocky Hill, CT 06067

POWER OF ATTORNEY

KNOW ALL PERSONS BY THESE PRESENTS, THAT Aspen American Insurance Company, a corporation duly organized under the laws of the State of Texas, and having its principal offices in Rocky Hill, Connecticut, (hereinafter the "Company") does hereby make, constitute and appoint: **Ronald B. Gladrosich; Mark W. Edwards II, Jeffrey M. Wilson, Evondia H. Woessner, William Milton Smith, Alisa B. Ferris, Robert R. Freel of McGriff Seibels & Williams, Inc.** its true and lawful Attorney(s)-in-Fact, with full power and authority hereby conferred to sign, execute and acknowledge on behalf of the Company, at any place within the United States, the following instrument(s) by his/her sole signature and act; any and all bonds, recognizances, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking and any and all consents incident thereto, and to bind the Company thereby as fully and to the same extent as if the same were signed by the duly authorized officers of the Company. All acts of said Attorney(s)-in-Fact done pursuant to the authority herein given are hereby ratified and confirmed.

This appointment is made under and by authority of the following Resolutions of the Board of Directors of said Company effective on April 7, 2011, which Resolutions are now in full force and effect.

VOTED: All Executive Officers of the Company (including the President, any Executive, Senior or Assistant Vice President, any Vice President, any Treasurer, Assistant Treasurer or Secretary or Assistant Secretary) may appoint Attorneys-in-Fact to act for and on behalf of the Company to sign with the Company's name and seal with the Company's seal, bonds, recognizances, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said Executive Officers at any time may remove any such appointee and revoke the power given him or her.

VOTED: The foregoing authority for certain classes of officers of the Company to appoint Attorneys-in-Fact by virtue of a Power of Attorney to sign and seal bonds, recognizances, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, as well as to revoke any such Power of Attorney, is hereby granted specifically to the following individual officers of Aspen Specialty Insurance Management, Inc.:

Michael Toppi, Executive Vice President, Scott Sadowsky, Senior Vice President, Kevin W. Gillen, Senior Vice President, Mathew Raino, Vice President, and Ryan Field, Assistant Vice President.

This Power of Attorney may be signed and sealed by facsimile (mechanical or printed) under and by authority of the following Resolution voted by the Boards of Directors of Aspen American Insurance Company, which Resolution is now in full force and effect:

VOTED: That the signature of any of the Officers identified by title or specifically named above may be affixed by facsimile to any Power of Attorney for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any and all consents incident thereto, and any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company. Any such power so executed and certified by such facsimile signature and/or facsimile seal shall be valid and binding upon the Company with respect to any bond or undertaking so executed.

IN WITNESS WHEREOF, Aspen American Insurance Company has caused this instrument to be signed and its corporate seal to be hereto affixed this 2nd day of January 2014

STATE OF CONNECTICUT
SS. ROCKY HILL
COUNTY OF HARTFORD

Aspen American Insurance Company

Ryan Field, Assistant Vice President

On this 2nd day of January, 2014 before me personally came Ryan Field to me known, who being by me duly sworn, did depose and say; that he/she is Assistant Vice President, of Aspen American Insurance Company, the Company described in and which executed the above instrument; that he/she knows the seal of said corporation; that the seal affixed to the said instrument is such corporate seal; and that he/she executed the said instrument on behalf of the Company by authority of his/her office under the above Resolutions thereof.

Notary Public

My commission expires: May 31, 2016

CERTIFICATE

I, the undersigned, Ryan Field of Aspen American Insurance Company, a stock corporation of the State of Texas, do hereby certify that the foregoing Power of Attorney remains in full force and has not been revoked; and furthermore, that the Resolutions of the Boards of Directors, as set forth above, are now and remain in full force and effect.

Given under my hand and seal of said Company, in Rocky Hill, Connecticut, this 8th day of October 2015

By:

Name: Ryan Field, Assistant Vice President



* For verification of the authenticity of the Power of Attorney you may call (860) 760-7728 or email: Patricia.Taber@aspen-insurance.com

SURETY RIDER

To be attached to and form a part of

Bond No. **SU42885**

Type of

Bond: License bond

dated

effective 05/29/2015
(MONTH-DAY-YEAR)

executed by Reliant Energy Northeast LLC
(PRINCIPAL)

, as Principal,

and by Aspen American Insurance Company

, as Surety,

in favor of New Hampshire Public Utilities Commission
(OBLIGEE)

in consideration of the mutual agreements herein contained the Principal and the Surety hereby consent to changing
the expiration of the bond from December 22,2020 to December 22, 2025.

Nothing herein contained shall vary, alter or extend any provision or condition of this bond except as herein expressly stated.

This rider

is effective 09/03/2020
(MONTH-DAY-YEAR)

Signed and Sealed 09/03/2020
(MONTH-DAY-YEAR)

Reliant Energy Northeast LLC
(PRINCIPAL)

By: Elizabeth K. Killinger
(PRINCIPAL) Elizabeth Killinger, President

Aspen American Insurance Company
(SURETY)

By: Mark W. Edwards, II
(ATTORNEY-IN-FACT) Mark W. Edwards, II



Aspen American Insurance Company
175 Capital Boulevard, Rocky Hill, CT 06067

POWER OF ATTORNEY

KNOW ALL PERSONS BY THESE PRESENTS, THAT **Aspen American Insurance Company**, a corporation duly organized under the laws of the State of Texas, and having its principal offices in Rocky Hill, Connecticut, (hereinafter the "Company") does hereby make, constitute and appoint: **Mark W. Edwards, II, Jeffrey M. Wilson, Anna Childress, William M. Smith, Alisa B. Ferris, Robert R. Freel, Richard H. Mitchell of McGriff Seibels & Williams, Inc.** its true and lawful Attorney(s)-in-Fact, with full power and authority hereby conferred to sign, execute and acknowledge on behalf of the Company, at any place within the United States, the following instrument(s) by his/her sole signature and act: any and all bonds, recognizances, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking and any and all consents incident thereto, and to bind the Company thereby as fully and to the same extent as if the same were signed by the duly authorized officers of the Company. All acts of said Attorney(s)-in-Fact done pursuant to the authority herein given are hereby ratified and confirmed.

This appointment is made under and by authority of the following Resolutions of the Board of Directors of said Company effective on April 7, 2011, which Resolutions are now in full force and effect;

VOTED: All Executive Officers of the Company (including the President, any Executive, Senior or Assistant Vice President, any Vice President, any Treasurer, Assistant Treasurer, or Secretary or Assistant Secretary) may appoint Attorneys-in-Fact to act for and on behalf of the Company to sign with the Company's name and seal with the Company's seal, bonds, recognizances, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said Executive Officers at any time may remove any such appointee and revoke the power given him or her.

VOTED: The foregoing authority for certain classes of officers of the Company to appoint Attorneys-in-Fact by virtue of a Power of Attorney to sign and seal bonds, recognizances, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, as well as to revoke any such Power of Attorney, is hereby granted specifically to the following individual officers of Aspen Specialty Insurance Management, Inc.:

Michael Toppi, Executive Vice President, Scott Sadowsky, Senior Vice President, Kevin W. Gillen, Senior Vice President, Mathew Raino, Vice President, and Ryan Field, Vice President.

This Power of Attorney may be signed and sealed by facsimile (mechanical or printed) under and by authority of the following Resolution voted by the Boards of Directors of Aspen American Insurance Company, which Resolution is now in full force and effect:

VOTED: That the signature of any of the Officers identified by title or specifically named above may be affixed by facsimile to any Power of Attorney for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any and all consents incident thereto, and any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company. Any such power so executed and certified by such facsimile signature and/or facsimile seal shall be valid and binding upon the Company with respect to any bond or undertaking so executed.

IN WITNESS WHEREOF, Aspen American Insurance Company has caused this instrument to be signed and its corporate seal to be hereto affixed this 18th day of June, 2019.

STATE OF CONNECTICUT

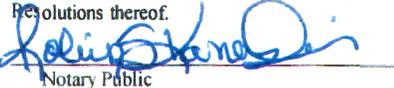
SS. ROCKY HILL

COUNTY OF HARTFORD

Aspen American Insurance Company


Keith Flannery, Vice President

On this 18th day of June, 2019 before me personally came Keith Flannery to me known, who being by me duly sworn, did depose and say; that he/she is Vice President, of Aspen American Insurance Company, the Company described in and which executed the above instrument; that he/she knows the seal of said corporation; that the seal affixed to the said instrument is such corporate seal; and that he/she executed the said instrument on behalf of the Company by authority of his/her office under the above Resolutions thereof.


Notary Public

My commission expires: December 7, 2020

COMMONWEALTH OF PENNSYLVANIA

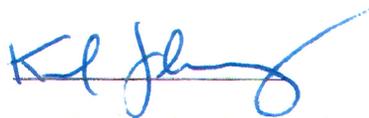
NOTARIAL SEAL
Robin S. Kanaskie
West Whiteland Twp, Chester County
My Commission Expires 12/07/2020

CERTIFICATE

I, the undersigned, Keith Flannery of Aspen American Insurance Company, a stock corporation of the State of Texas, do hereby certify that the foregoing Power of Attorney remains in full force and has not been revoked; and furthermore, that the Resolutions of the Boards of Directors, as set forth above, are now and remain in full force and effect.

Given under my hand and seal of said Company, in Rocky Hill, Connecticut, this 3rd day of September 2020

By:



Name: Keith Flannery, Vice President



* For verification of the authenticity of the Power of Attorney you may call (860)760-7728 or email: patricia.taber@aspen-insurance.com

SURETY RIDER

To be attached to and form a part of

Bond No. **SU42885**

Type of

Bond: License Bond

dated

effective 05/29/2015
(MONTH-DAY-YEAR)

executed by Reliant Energy Northeast LLC, as Principal,
(PRINCIPAL)

and by Aspen American Insurance Company, as Surety,

in favor of New Hampshire Public Utilities Commission
(OBLIGEE)

in consideration of the mutual agreements herein contained the Principal and the Surety hereby consent to changing

the bond to add the following:

The New Hampshire Public Utilities Commission may draw upon this financial security instrument if and when the Principal has failed to make required payment(s) and/or payment arrangements in accordance with the terms and conditions of an order by the New Hampshire Public Utilities Commission.

Nothing herein contained shall vary, alter or extend any provision or condition of this bond except as herein expressly stated.

This rider

is effective 09/14/2020
(MONTH-DAY-YEAR)

Signed and Sealed 09/14/2020
(MONTH-DAY-YEAR)

Reliant Energy Northeast LLC
(PRINCIPAL)

By: Elizabeth Killinger
(PRINCIPAL) Elizabeth Killinger, President
Aspen American Insurance Company
(SURETY)

By: Mark W. Edwards, II
(ATTORNEY-IN-FACT) Mark W. Edwards, II



Aspen American Insurance Company
175 Capital Boulevard, Rocky Hill, CT 06067

POWER OF ATTORNEY

KNOW ALL PERSONS BY THESE PRESENTS, THAT Aspen American Insurance Company, a corporation duly organized under the laws of the State of Texas, and having its principal offices in Rocky Hill, Connecticut, (hereinafter the "Company") does hereby make, constitute and appoint: Mark W. Edwards, II, Jeffrey M. Wilson, Anna Childress, William M. Smith, Alisa B. Ferris, Robert R. Freel, Richard H. Mitchell of McGriff Seibels & Williams, Inc. its true and lawful Attorney(s)-in-Fact, with full power and authority hereby conferred to sign, execute and acknowledge on behalf of the Company, at any place within the United States, the following instrument(s) by his/her sole signature and act: any and all bonds, recognizances, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking and any and all consents incident thereto, and to bind the Company thereby as fully and to the same extent as if the same were signed by the duly authorized officers of the Company. All acts of said Attorney(s)-in-Fact done pursuant to the authority herein given are hereby ratified and confirmed.

This appointment is made under and by authority of the following Resolutions of the Board of Directors of said Company effective on April 7, 2011, which Resolutions are now in full force and effect;

VOTED: All Executive Officers of the Company (including the President, any Executive, Senior or Assistant Vice President, any Vice President, any Treasurer, Assistant Treasurer, or Secretary or Assistant Secretary) may appoint Attorneys-in-Fact to act for and on behalf of the Company to sign with the Company's name and seal with the Company's seal, bonds, recognizances, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said Executive Officers at any time may remove any such appointee and revoke the power given him or her.

VOTED: The foregoing authority for certain classes of officers of the Company to appoint Attorneys-in-Fact by virtue of a Power of Attorney to sign and seal bonds, recognizances, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, as well as to revoke any such Power of Attorney, is hereby granted specifically to the following individual officers of Aspen Specialty Insurance Management, Inc.:

Michael Toppi, Executive Vice President, Scott Sadowsky, Senior Vice President, Kevin W. Gillen, Senior Vice President, Mathew Raino, Vice President, and Ryan Field, Vice President.

This Power of Attorney may be signed and sealed by facsimile (mechanical or printed) under and by authority of the following Resolution voted by the Boards of Directors of Aspen American Insurance Company, which Resolution is now in full force and effect:

VOTED: That the signature of any of the Officers identified by title or specifically named above may be affixed by facsimile to any Power of Attorney for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any and all consents incident thereto, and any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company. Any such power so executed and certified by such facsimile signature and/or facsimile seal shall be valid and binding upon the Company with respect to any bond or undertaking so executed.

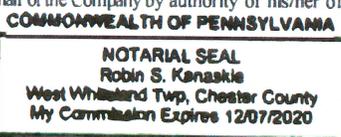
IN WITNESS WHEREOF, Aspen American Insurance Company has caused this instrument to be signed and its corporate seal to be hereto affixed this 18th day of June, 2019.

STATE OF CONNECTICUT
SS. ROCKY HILL
COUNTY OF HARTFORD

Aspen American Insurance Company
Keith Flannery, Vice President

On this 18th day of June, 2019 before me personally came Keith Flannery to me known, who being by me duly sworn, did depose and say; that he/she is Vice President, of Aspen American Insurance Company, the Company described in and which executed the above instrument; that he/she knows the seal of said corporation; that the seal affixed to the said instrument is such corporate seal; and that he/she executed the said instrument on behalf of the Company by authority of his/her office under the above Resolutions thereof.

[Signature of Notary Public]
Notary Public
My commission expires: December 7, 2020



CERTIFICATE

I, the undersigned, Keith Flannery of Aspen American Insurance Company, a stock corporation of the State of Texas, do hereby certify that the foregoing Power of Attorney remains in full force and has not been revoked; and furthermore, that the Resolutions of the Boards of Directors, as set forth above, are now and remain in full force and effect.

Given under my hand and seal of said Company, in Rocky Hill, Connecticut, this 14th day of September 2020

By: [Signature of Keith Flannery]

Name: Keith Flannery, Vice President



* For verification of the authenticity of the Power of Attorney you may call (860)760-7728 or email: patricia.taber@aspen-insurance.com