



Attachment C

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## **TECHNICAL FITNESS**

People's Power & Gas, LLC has the requisite managerial and technical expertise to serve retail customers throughout the United States.

People's Power & Gas LLC's staff all has prior industry experience and will utilize their knowledge for all power purchasing, scheduling, settlement, renewable energy credits, pricing, risk management, billing, tax filings, regulatory filings, and customer service. The operations, finance, and customer service personnel have prior experience operating successfully in the ISO-New England, NY ISO and PJM deregulated markets with residential, small commercial, and large commercial customers. Our personnel have attended supplier training for New York, Connecticut, Maine, Massachusetts, and New Hampshire.

We use a well known third-party EDI/billing provider, EC Infosystems of Garden City, New York to manage both market and utility transactions.

People's Power & Gas is developing an all-inclusive software (patent pending) for automated customer enrollments and will be connected to our EDI link, via EC Infosystems. We believe this system will help to increase People's Power & Gas' customer enrollments in one or both commodities, as well as any compliance requirements exponentially.

The all-inclusive software will incorporate all aspects of customer enrollments, phone and TPV (Third Party Verification) files. The system is designed so that every enrollment will be compliant in its respective state, including automated Welcome and Thank You letters to customers. The system will also notify our customer service representatives of any rejected customers from any utility so that we can immediately find the discrepancy and resubmit the enrollment. PP&G Customer Service Representatives are able to query any customer information for the best and most efficient customer service possible. The software also helps to ensure the confidentiality of our customers, as well as mitigate any potential slamming issues. We also believe that it will alleviate human error and allow us to be user-friendly, seamless and scalable as we expand into new markets, allowing us to keep our personnel costs down, thereby reducing our direct overhead expenses.

People's Power & Gas, LLC expects to make moderate investments in personnel over the next five years as our business grows. We plan to hire highly qualified and experienced professionals to streamline and automate our middle and back-office functions, and to provide more exceptional online capabilities for our customers via our company website.