

Exhibit A  
Complaint Summary  
(Redacted in its entirety)

Confidential version filed separately with the Commission

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DATE	STATE	COMPLAINT NAME	COMPLAINT #	COMPLAINT TYPE	STATUS	2010	2011	2012	COMMENTS
12/14/2010	BBB	[REDACTED]	[REDACTED]	Customer billing issue	4/21/2011 - Provided response to Patricia D. Sturm of BBB via fax. 5/11/2011 - E-mail from Patricia D. Sturm of BBB stating, "BBB appreciates your recent response to the above referenced customer's complaint. To help resolve complaints in a timely manner, BBB requests a company to respond within two weeks. Since this complaint remained unanswered past the above stated time frame, we will make note of the delay in our files."				
1/10/2011	BBB	[REDACTED]	[REDACTED]	Associate refund issue	4/21/2011 - Provided response to Patricia D. Sturm of BBB via fax. 5/11/2011 - E-mail from Patricia D. Sturm of BBB stating, "BBB appreciates your recent response to the above referenced customer's complaint. To help resolve complaints in a timely manner, BBB requests a company to respond within two weeks. Since this complaint remained unanswered past the above stated time frame, we will make note of the delay in our files."				
1/20/2011	BBB	[REDACTED]	[REDACTED]	Associate refund issue	4/21/2011 - Provided response to Patricia D. Sturm of BBB via fax. 12/31/2011 - No response received from the BBB as of this date.				
2/4/2011	BBB	[REDACTED]	[REDACTED]	Customer billing issue	4/21/2011 - Provided response to Patricia D. Sturm of BBB via fax. 5/4/2011 - E-mail from Patricia D. Sturm of BBB stating, "BBB has been informed by the consumer that the case is resolved; therefore, we closed the complaint accordingly."				
2/25/2011	BBB	[REDACTED]	[REDACTED]	Customer billing issue	4/21/2011 - Provided response to Patricia D. Sturm of BBB via fax. 5/11/2011 - E-mail from Patricia D. Sturm of BBB stating, "BBB appreciates your recent response to the above referenced customer's complaint. To help resolve complaints in a timely manner, BBB requests a company to respond within two weeks. Since this complaint remained unanswered past the above stated time frame, we will make note of the delay in our files."				

DATE	STATE	COMPLAINT NAME	COMPLAINT #	COMPLAINT TYPE	STATUS	2010	2011	2012	COMMENTS
2/25/2011	BBB	[REDACTED]	[REDACTED]	Customer billing issue	4/21/2011 - Provided response to Patricia D. Sturm of BBB via fax. 5/5/2011 - E-mail from Patricia D. Sturm of BBB stating, "BBB has been informed by the consumer that the case is resolved; therefore, we closed the complaint accordingly."				
3/10/2011	BBB	[REDACTED]	[REDACTED]	Customer billing issue	4/28/2011 - Provided response to Patricia D. Sturm of BBB via fax. 7/19/2011 - E-mail from Patricia D. Sturm of BBB stating, "BBB appreciates your cooperation with responding to the above consumer's complaint. Following our usual procedure, BBB notified the consumer of your response and requested notification of whether or not the dispute is satisfactorily resolved. BBB has been informed by the consumer that the case is resolved; therefore, we closed the complaint accordingly."				
6/17/2011	BBB	[REDACTED]	[REDACTED]	Customer billing issue	6/22/2011 - Provided response via the BBB website (online). 7/29/2011 - E-mail from Patricia D. Sturm of BBB stating, "We informed your customer of the response and requested notification of whether or not the complaint was satisfactorily resolved. We were informed by your customer that he/she is not satisfied. However since your company has made a good faith effort with attempting to resolve this issue, we are closing the case at this time and incorporating the outcome into our Reliability Report on your firm."				
7/7/2011	BBB	[REDACTED]	[REDACTED]	Alleged slamming	7/21/2011 - Provided response via the BBB website (online). 8/22/2011 - E-mail from Patricia Sturm of BBB stating, "Following our usual procedure, we notified the consumer of your response and requested a reply as to whether or not a satisfactory resolution has been reached. To date, we have no received a response from the consumer; therefore, we closed this case."				

DATE	STATE	COMPLAINT NAME	COMPLAINT #	COMPLAINT TYPE	STATUS	2010	2011	2012	COMMENTS
8/24/2011	BBB	[REDACTED]	[REDACTED]	Alleged slamming	<p>9/5/2011 - Provided response via the BBB website (online).</p> <p>9/12/2011 - E-mail from Patricia D. Sturm of BBB stating, "We informed your customer of the response and requested notification of whether or not the complaint was satisfactorily resolved. We were informed by your customer that he/she is not satisfied. However since your company has made a good faith effort with attempting to resolve this issue, we are closing the case at this time and incorporating the outcome into our Reliability Report on your firm."</p>				
9/14/2011	BBB	[REDACTED]	[REDACTED]	Customer billing issue	<p>9/28/2011 - Provided response via the BBB website (online).</p> <p>10/5/2011 - Rebuttal from Jeffrey Cox.</p> <p>10/26/2011 - Rebuttal to BBB.</p> <p>11/26/2011 - Response from BBB. "Following our usual procedure, we notified the consumer of your response and requested a reply as to whether or not a satisfactory resolution has been reached. to date, we have not received a response from the consumer; therefore, we closed this case. Please note that in the event the consumer should contact BBB once again regarding this issue, we may contact your office to review any new or additional information we received from the consumer."</p>				

DATE	STATE	COMPLAINT NAME	COMPLAINT #	COMPLAINT TYPE	STATUS	2010	2011	2012	COMMENTS
2/15/2012	BBB	[REDACTED]	[REDACTED]	Customer billing issue	<p>3/8/2012 - Provided written response via fax to Ashlee Provera.</p> <p>3/28/2012 - Response from BBB. "Following our usual procedure, we notified the consumer of your response and requested a reply as to whether or not a satisfactory resolution has been reached. to date, we have not received a response from the consumer; therefore, we closed this case. Please note that in the event the consumer should contact BBB once again regarding this issue, we may contact your office to review any new or additional information we received from the consumer.</p> <p>4/11/2012 - Received notification from BBB that customer provided additional correspondence. BBB requested we respond by 4/25/2012.</p> <p>4/25/2012 - Response to BBB based on customer's further correspondence.</p> <p>5/16/2012 - From BBB - "Following our usual procedure, we notified the consumer of your response and requested a reply as to whether or not a satisfactory resolution has been reached. To date, we have not received a response from the consumer; therefore, we closed this case."</p>	1	10	1	
3/14/2012	CT - AG	[REDACTED]	[REDACTED]	Associate Fast Start Bonus issue	<p>3/28/2012 - Written response to CT AG sent via FedEx.</p> <p>7/25/2012 - No response from the CT AG as of this date.</p>				
2/23/2010	CT	[REDACTED]	[REDACTED]	Inaccurate and misleading claims by Viridian Energy	<p>2/23/2011 - Written response to CT DPUC.</p> <p>12/31/2011 - No response from CT DPUC as of this date.</p>				
2/10/2011	CT	[REDACTED]	[REDACTED]	Slamming	<p>2/14/2011 - Written response to CT DPUC.</p> <p>12/31/2011 - No response from CT DPUC as of this date.</p>				
5/11/2011	CT	[REDACTED]	[REDACTED]	Billing	<p>5/24/2011 - Written response dated 5/17/2011 to CT DPUC.</p> <p>5/24/2011 - Inquiry from CT DPUC.</p> <p>5/24/2011 - Response to CT DPUC inquiry.</p>	1	2	1	

DATE	STATE	COMPLAINT NAME	COMPLAINT #	COMPLAINT TYPE	STATUS	2010	2011	2012	COMMENTS
8/12/2011	IL	[REDACTED]	[REDACTED]	Alleged slamming	8/22/2011 - Written response to ICC. 8/23/2011 - Multiple communications with the ICC via e-mail. 8/31/2011 - Response back from ICC. 9/1/2011 - Response back to ICC. 9/6/2011 - Response from ICC. 9/7/2011 - Response back to ICC.				
8/22/2011	IL	[REDACTED]	[REDACTED]	Alleged slamming	9/6/2011 - Written response dated 9/5/2011 faxed to ICC. 9/14/2011 - Response from ICC. 9/15/2011 - Response back to ICC. 9/15/2011 - Response from ICC. 9/18/2011 - Response back to ICC. 9/19/2011 - Response from ICC. 9/20/2011 - Response to ICC. 9/28/2011 - Call w/ ICC to answer a few questions. 9/28/2011 - Written response to ICC. 12/31/2011 - No response from the ICC as of this date.				
8/29/2011	IL	[REDACTED]	[REDACTED]	Alleged slamming	10/10/2011 - Written response to ICC. 12/31/2011 - No response from the ICC as of this date.				
9/27/2011	IL	[REDACTED]	[REDACTED]	Alleged slamming	10/8/2011 - Written response to ICC. 10/11/2011 - Response from ICC. 10/11/2011 - Response back to ICC. 10/11/2011 - Response back from ICC. 10/11/2011 & 10/13/2011 - Responses back to ICC.				
9/27/2011	IL	[REDACTED]	[REDACTED]	Alleged slamming	10/8/2011 - Written response to ICC. 10/11/2011 - Response from ICC. 10/11/2011 - Response back to ICC. 10/11/2011 - Response back from ICC. 10/11/2011 & 10/13/2011 - Responses back to ICC.				
12/19/2011	IL	[REDACTED]	[REDACTED]	Cancelled service and service continues	1/3/2012 - Written response to ICC. 1/4/2012 - Response from ICC that they have closed this one.				
1/30/2012	IL	[REDACTED]	[REDACTED]	Cold calling	2/12/2012 - Written response to ICC. 2/14/2012 - Response from ICC. 2/18/2012 - Response back to ICC.				

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4/5/2012	IL	[REDACTED]	[REDACTED]	Alleged slamming	4/16/2012 - E-mail from ICC that Customer asked to withdraw the complaint she filed and to disregard as it is now closed on their end.				
4/26/2012	IL	[REDACTED]	[REDACTED]	Cold calling	5/1/2012 - Written response to ICC. 7/25/2012 - No response from the ICC as of this date.	0	6	3	1 - Customer withdrew (2012)
10/29/2010	MD	[REDACTED]	[REDACTED]	Slamming	11/9/2010 - Written response to MD PSC. 11/10/2010 - Closing letter from MD PSC.				
12/6/2010	MD	[REDACTED]	[REDACTED]	Start/Stop Service/Slamming	12/16/2010 - Written response to Pepco. 12/16/2010 - Customer confirmed misunderstanding and not a slamming complaint. 4/11/2011 - Closing letter from MD PSC.				Customer rescinded the complaint, but MD PSC only provided closing letter as opposed to rescission.
1/5/2011	MD	[REDACTED]	[REDACTED]	Start/Stop Service/Slamming	1/11/2011 - Written response to MD PSC. 3/21/2011 - Closing letter from MD PSC. 4/5/2011 - MD PSC sent fax on complainant's response to company -provided information. 4/21/2011 - Response to MD PSC regarding customer's rebuttal dated 4/4/2011. 5/25/2011 - Closing letter from MD PSC. 6/9/2011 - Response to MD PSC stating we are aware that the customer is appealing the determination dated 5/25/2011. At this time Viridian has nothing further to add. 9/19/2011 - Closing letter from MD PSC. 10/15/2011 - 10/18/2011 - Multiple e-mail communications with the MD PSC.				
1/14/2011	MD	[REDACTED]	[REDACTED]	Misleading and deceptive practices in presenting its relationship with the utility to the public.	1/4/2011 - Staff Complaint filed by MD PSC. 2/9/2011 - MD PSC Hearing (1 of 2). 3/29/2011 - Joint Recommendation of the Staff of the MD PSC and Viridian Energy. 4/1/2011 - MD PSC Hearing (2 of 2). 6/7/2012 - MD PSC imposed a civil penalty totaling \$60K to Viridian Energy.				
1/18/2011	MD	[REDACTED]	[REDACTED]	Slamming	1/26/2011 - Written response to MD PSC. 2/16/2011 - Written confirmation from MD PSC that customer withdrew complaint.				

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1/24/2011	MD	[REDACTED]	[REDACTED]	Slamming	2/1/2011 - Written response to MD PSC. 2/7/2011 - Closing letter from MD PSC.				
1/28/2011	MD	[REDACTED]	[REDACTED]	Billing Dispute	2/7/2011 - Written response to MD PSC. 3/28/2011 - Closing letter from MD PSC.				
2/8/2011	MD	[REDACTED]	[REDACTED]	Start/Stop Service	2/14/2011 - Written response to MD PSC. 2/22/2011 - Closing letter from MD PSC.				
2/22/2011	MD	[REDACTED]	[REDACTED]	Start/Stop Service/Slamming	3/2/2011 - Written response to MD PSC. 3/10/2011 - Closing letter from MD PSC.				
3/1/2011	MD	[REDACTED]	[REDACTED]	Billing Dispute	3/7/2011 - Written response to MD PSC. 3/25/2011 - Closing letter from MD PSC. 3/17/2011 - Fax of same complaint from MD PSC. 4/1/2011 - MD PSC sent complainant's response to company-provided information. 4/4/2011 - Response from MD PSC confirming duplicate dispute. 4/16/2011 - Response to MD PSC. 6/2/2011 - Closing letter from MD PSC.				
3/8/2011	MD	[REDACTED]	[REDACTED]	Billing Dispute/Slamming	3/16/2011 - Written response to MD PSC. 4/6/2011 - Closing letter from MD PSC.				
3/8/2011	MD	[REDACTED]	[REDACTED]	Billing Dispute/Slamming	3/16/2011 - Written response to MD PSC. 5/3/2011 - Closing letter from MD PSC. 6/17/2011 - Rebuttal from customer. 6/27/2011 - Response from Viridian to customer's rebuttal. 8/2/2011 - Closing letter from MD PSC.				

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3/11/2011	MD	[REDACTED]	[REDACTED]	Billing Dispute/Slamming	3/22/2011 - Written response to MD PSC. 3/24/2011 - Closing letter from MD PSC. 4/5/2011 - Customer's response to company-provided information. 4/8/2011 - Response to MD PSC regarding customer's response dated 3/31/2011 (sent by MD PSC 4/5/2011). 4/22/2011 - Rebuttal letter from MD PSC. 5/17/2011 - Notice of request for further review from MD PSC. 6/1/2011 - Response back to MD PSC. 6/8/2011 - 6/10/2011 - E-mail communications with MD PSC. 6/9/2011 - Closing letter from MD PSC.				
3/14/2011	MD	[REDACTED]	[REDACTED]	Billing Dispute	3/22/2011 - Written response to MD PSC. 12/31/2011. No response from the MD PSC as of this date.				Complaint is not directed at Viridian, but rather BGE. Cannot get MD PSC to acknowledge.
3/18/2011	MD	[REDACTED]	[REDACTED]	Billing Dispute Start/Stop Services	3/30/2011 - Written response to MD PSC. 4/29/2011 - Closing letter from MD PSC.				Customer (who is an Associate) allegedly rescinded this complaint, but no response when trying to confirm with MD PSC.
3/28/2011	MD	[REDACTED]	[REDACTED]	Misrepresentative by co. (including bait/switch, contract breach, etc.)/Slamming	4/7/2011 - Written response to MD PSC. 4/21/2011 - Closing letter from MD PSC.				
4/21/2011	MD	[REDACTED]	[REDACTED]	Slamming	4/28/2011 - Written response to MD PSC. 5/12/2011 - Closing letter from MD PSC.				

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4/29/2011	MD	[REDACTED]	[REDACTED]	Estimated/Adjusted Bill(s) Disputed/Payment Dispute (posting; lost; autopay; check by phone; overpayment; POR; etc.)	5/6/2011 - Written response to MD PSC. 6/14/2011 - Closing letter from MD PSC. 6/20/2011 - E-mail to MD PSC requesting the complaint be removed since it was directed at the utility and not Viridian. 6/20/2011 - Response from MD PSC stating that while it was a fairly complex bill problem involving Pepco, they were leaving Viridian's name on it in case the customer disputes Viridian charges or in the event some bill adjustment needs to be made. They indicate they will get back to us on our request to be removed. 12/31/2011 - As of this date, not further response from MD PSC.				
5/23/2011	MD	[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	Slamming	5/26/2011 - Written response to MD PSC. 5/31/2011 - E-mail from Ms. Eckert of the MD PSC stating that they received Ms. Johnson's fax and sent out the attached letter (closing letter) today. 5/31/2011 - Letter from Ms. Eckert of MD PSC stating that per Ms. Johnson's fax received 5/25/2011, their office has rescinded the complaint against Viridian.				
6/2/2011	MD	[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	Meters & Start/Stop Service	6/9/2011 - Telephone call to Ernestine Carter of the Maryland Public Service Commission. Informed her we were in receipt of the complaint, but it appears the complaint is directed at Pepco and not Viridian. Please call to discuss. 6/9/2011 - E-mail from Ernestine Carter of Maryland Public Service Commission informing us to disregard the complaint and that she has removed Viridian's name from the complaint.				
7/20/2011	MD	[REDACTED]	[REDACTED]	Start/Stop Service Slamming	8/2/2011 - Written response to MD PSC. 8/5/2011 - Closing letter from MD PSC.				
8/9/2011	MD	[REDACTED]	[REDACTED]	Customer Service Slamming	8/22/2011 - Written response to MD PSC. 9/23/2011 - Closing letter from the MD PSC.				

DATE	STATE	COMPLAINT NAME	COMPLAINT #	COMPLAINT TYPE	STATUS	2010	2011	2012	COMMENTS
9/15/2011	MD	[REDACTED]	[REDACTED]	Start/Stop Service/Slamming	9/30/2011 - Written response to MD PSC. 10/31/2011 - Closing letter from MD PSC.				
9/22/2011	MD	[REDACTED]	[REDACTED]	Start/Stop Service/Slamming	10/5/2011 - Written response to MD PSC. 10/19/2011 - Closing letter from the MD PSC.				
10/18/2011	MD	[REDACTED]	[REDACTED]	Start Stop Service/Misrepresentative by co. (including bait/switch, contract breach, etc.)	10/26/2011 - Written response to MD PSC. 11/17/2011 - Closing letter from the MD PSC.				
12/13/2011	MD	[REDACTED]	[REDACTED]	Slamming	1/30/2012 - Written response to MD PSC. 7/25/2012 - No response from the MD PSC as of this date.				
12/15/2011	MD	[REDACTED]	[REDACTED]	Billing Dispute/Slamming	1/3/2012 - Written response to MD PSC. Questions on date filed (3/30/211), but we just received 12/15/2011 and the complaint does not reference Viridian in any way. Was this possibly sent to Viridian in error? 1/11/2012 - 1/23/2012 - Multiple communications via e-mail with the MD PSC.				
1/20/2012	MD	[REDACTED]	[REDACTED]	Billing Dispute	2/3/2012 - Written response to MD PSC. 3/7/2012 - Fax from MD PSC stating customer is requesting further review.				
1/27/2012	MD	[REDACTED]	[REDACTED]	Slamming	2/12/2012 - Written response to MD PSC. 2/22/2012 - Closing letter from MD PSC.	2	24	2	1 - Customer rescinded (2010) 3 - MD PSC rescinded (2011) 2011 number does NOT include Staff Complaint
12/22/2010	NJ-AG	[REDACTED]	[REDACTED]	Marketing Materials	2/4/2011 - Written response to NJ AG. 4/4/2011 - Response from NJ AG.				
6/29/2010	NJ	[REDACTED]	[REDACTED]	Slamming	7/8/2010 - Written response to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				
8/11/2010	NJ	[REDACTED]	[REDACTED]	Slamming	Note: It is unclear from Lisa Foster's notes if a response was sent to the NJ BPU. If it was, Lisa Foster did not keep a copy with the other documents.				

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8/23/2010	NJ	[REDACTED]	[REDACTED]	Misleading practices	9/7/2010 - Written response to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				
8/26/2010	NJ	[REDACTED]	[REDACTED]	Slamming	9/10/2010 - Written response to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				
8/26/2010	NJ	[REDACTED]	[REDACTED]	Slamming	9/10/2010 - Written response to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				
2/14/2011	NJ	[REDACTED]	[REDACTED]	Misleading practices and misrepresentation of services	2/18/2011 - Written response to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				
2/22/2011	NJ	[REDACTED]	[REDACTED]	Billing Dispute	3/1/2011 - Written response to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				This was a slamming complaint against Verde and should not have come to Viridian.
4/18/2011	NJ	[REDACTED]	[REDACTED]	Slamming	4/22/2011 - Written response to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				
5/24/2011	NJ	[REDACTED]	[REDACTED]	Billing Dispute	6/9/2011 - Written response dated 6/2/2011 to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				
6/14/2011	NJ	[REDACTED]	[REDACTED]	Billing Dispute	6/21/2011 - E-mail to NJ BPU stating we didn't think this was directed at Viridian, but rather PSE&G. 6/21/2011 - Response from NJ BPU stating they read the customer letter and it should have gone to PSE&G. Directed us to disregard this complaint since it pertains to billing and payments.				
6/22/2011	NJ	[REDACTED]	[REDACTED]	Billing Dispute	7/1/2011 - Written response dated 7/1/2011 to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				

DATE	STATE	COMPLAINT NAME	COMPLAINT #	COMPLAINT TYPE	STATUS	2010	2011	2012	COMMENTS
6/28/2011	NJ	[REDACTED]	[REDACTED]	Billing Issue	7/5/2011 - Written response to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				
7/20/2011	NJ	[REDACTED]	[REDACTED]	Slamming	8/2/2011 - Written response to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				
7/27/2011	NJ	[REDACTED]	[REDACTED]	Billing Issue	8/2/2011 - Written response to NJ BPU. 8/5/2011 - Response from NJ BPU stating they received our request. 12/31/2011 - No response from the NJ BPU as of this date.				
9/7/2011	NJ	[REDACTED]	[REDACTED]	Slamming	9/19/2011 - Written response to NJ BPU. 9/19/2011 - E-mail response from NJ BPU. 9/21/2011 - E-mail response back to NJ BPU and then NJ BPU responded back. 9/23/2011 - E-mail response from NJ BPU stating customer stated he agreed to switch to Viridian so it is unclear to them as to why this complaint was filed.				
9/15/2011	NJ	[REDACTED]	[REDACTED]	Billing Issue	9/23/2011 - Written response to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				
9/26/2011	NJ	[REDACTED]	[REDACTED]	Billing Issue	10/5/2011 - Written response to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				
9/30/2011	NJ	[REDACTED]	[REDACTED]	Billing Issue	10/6/2011 - Written response to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				
10/17/2011	NJ	[REDACTED]	[REDACTED]	Slamming	11/5/2011 - E-mail response to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				
10/24/2011	NJ	[REDACTED]	[REDACTED]	Net Metering Issue	11/3/2011 - E-mail response to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				

DATE	STATE	COMPLAINT NAME	COMPLAINT #	COMPLAINT TYPE	STATUS	2010	2011	2012	COMMENTS
10/24/2011	NJ	[REDACTED]	[REDACTED]	Billing Issue	11/3/2011 - Written response to NJ BPU. 3/16/2012 - E-mail from NJ BPU stating they closed the case a couple of days ago and sent the attached letter dated 3/13/2012 to the customer.				
10/28/2011	NJ	[REDACTED]	[REDACTED]	Billing Issue	11/1/2011 - Written response to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				
10/28/2011	NJ	[REDACTED]	[REDACTED]	Slamming	11/14/2011 - Written response to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				
11/1/2011	NJ	[REDACTED]	[REDACTED]	Slamming	11/23/2011 - Written response to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				
11/21/2011	NJ	[REDACTED]	[REDACTED]	Billing Issue	12/7/2011 - Written response to NJ BPU. 12/31/2011 - No response from the NJ BPU as of this date.				
12/14/2011	NJ	[REDACTED]	[REDACTED]	Billing Dispute	1/6/2012 - Written response to NJ BPU. 7/25/2012 - No response from NJ BPU as of this date.				
2/29/2012	NJ	[REDACTED]	[REDACTED]	Billing Issue	3/26/2012 - Written response to NJ BPU. 7/25/2012 - No response from the NJ BPU as of this date.				
3/19/2012	NJ	[REDACTED]	[REDACTED]	Billing Issue	4/13/2012 - Written response to NJ BPU. 7/25/2012 - No response from the NJ BPU as of this date.	6	21	2	1 - NJ BPU rescinded (2011)
7/22/2011	OH	[REDACTED]	[REDACTED]	Slamming	8/2/2011 - Written response to PUCO indicating we would respond no later than 8/5/2011. 8/5/2011 - Written response to PUCO. 12/31/2011 - No response from PUCO as of this date.				
6/25/2012	OH	[REDACTED]	[REDACTED]	Slamming	7/5/2012 - Written response to PUCO. 7/9/2012 - Written response from PUCO. 7/9/2012 - Written response back to PUCO.	0	1	1	

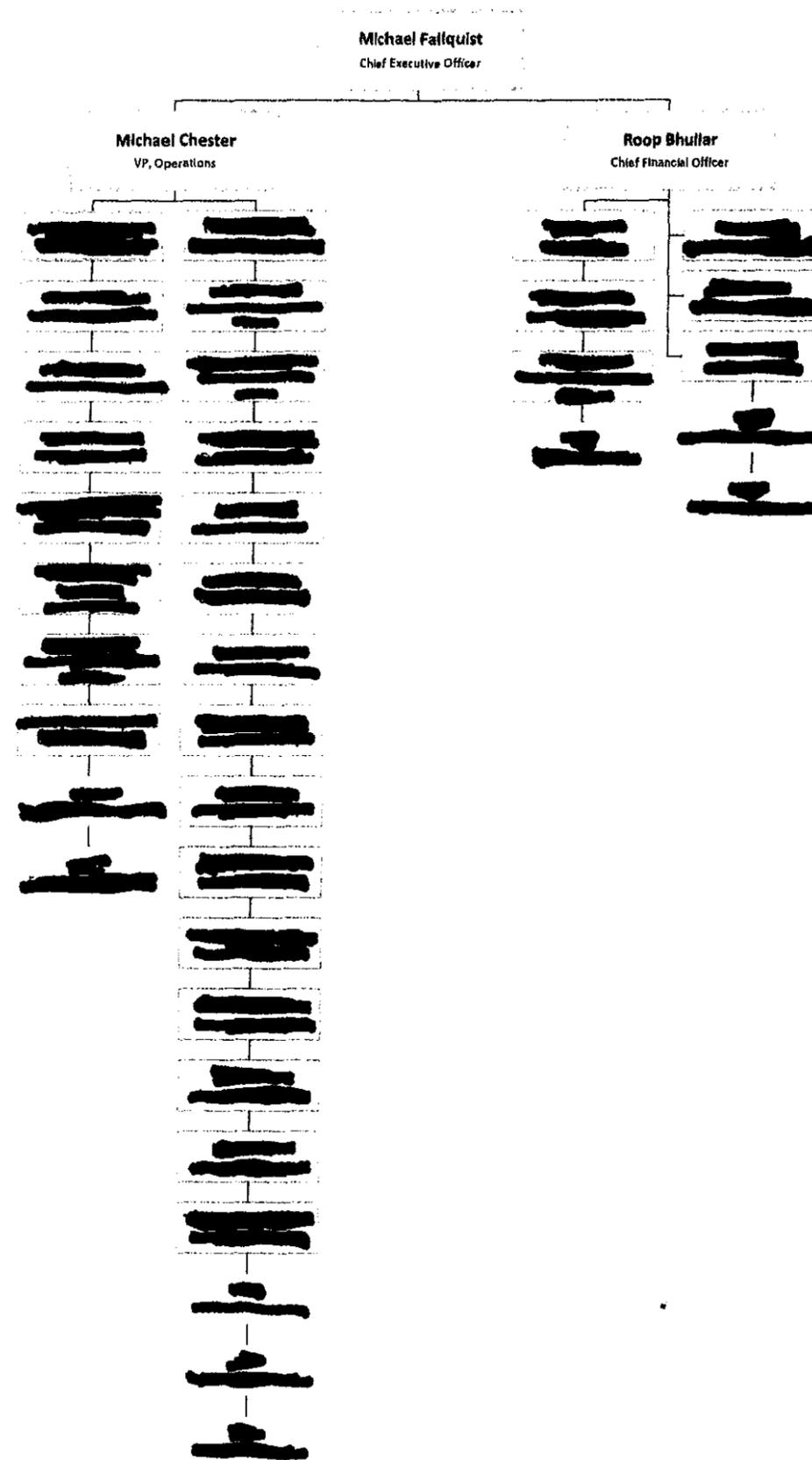
DATE	STATE	COMPLAINT NAME	COMPLAINT #	COMPLAINT TYPE	STATUS	2010	2011	2012	COMMENTS
1/31/2011	PA	[REDACTED]	[REDACTED]	Slamming	3/10/2011 - Written response to PA PUC. 12/31/2011 - No response from the PA PUC as of this date.				
2/10/2011	PA	[REDACTED]	[REDACTED]	Billing Dispute	3/7/2011 - Actual date claim received by Viridian. 3/8/2011 - Written response to PA PUC. 6/1/2011 - Formal complaint filed (C-2011-2244309). 6/15/2011 - Written response to the Secretary. 6/24/2011 - Interim Order Setting Resolution Conf. 7/29/2011 - Written response on Interim Order Setting Resolution Conf to Mediator Herbert R. Nurick. 9/29/2011 - Telephonic Hearing Notice. 11/8/2011 - Hearing. 2/12/2012 - Initial Decision. 3/29/2012 - Final order stating it is ordered that the complaint of Paul and Loretta London against Viridian Energy is hereby denied and closed.				
3/1/2011	PA	[REDACTED]	[REDACTED]	Slamming	3/7/2011 - Written response to PA PUC. 3/23/2011 - Provided signed customer application. 3/23/2011 - E-mail from PA PUC informing us that customer does not wish to pursue the issue any further therefore this informal complaint is being closed out.				
3/7/2011	PA	[REDACTED]	[REDACTED]	Slamming	3/10/2011 - Written response to PA PUC. 3/23/2011 - Provided TPV to PA PUC. 5/24/2011 - Closing e-mail from PA PUC.				
3/21/2011	PA	[REDACTED]	[REDACTED]	Billing Dispute	4/10/2011 - Written response to PA PUC. 4/14/2011 - Fax from Terry Trout at the PA PUC stating that the customer is satisfied with the resolution and the claim was verbally closed out with the customer.				Officially dismissed by the PA PUC 3/7/2012.
1/25/2012	PA	[REDACTED]	[REDACTED]	Slamming/Billing Dispute	3/6/2012 - Written response to PA PUC. 3/7/2012 - Dismissed by the PA PUC.				

DATE	STATE	COMPLAINT NAME	COMPLAINT #	COMPLAINT TYPE	STATUS	2010	2011	2012	COMMENTS
2/27/2012	PA	[REDACTED]	[REDACTED]	Foreign Load	3/6/2012 - Written response to PA PUC. 5/1/2012 - Closing Data Report from PA PUC. 5/23/2012 - Formal complaint filed (C-2012-2304808). 6/8/2012 - Written response to Secretary. 9/27/2012 - Hearing scheduled with PA PUC.				
3/6/2012	PA	[REDACTED]	[REDACTED]	Billing Issue	4/12/2012 - Written response to PA PUC. 5/1/2012 - Closing Data Report from PA PUC.	0	5	3	
						10	69	13	

**Exhibit B**  
**Revised Organizational Chart**  
**Public Version**

**Confidential version filed separately with the Commission**

# REGIONAL ENERGY HOLDINGS, INC. - 551.100 (a) Organization Structure



**Name**  
**Title** = Manager and above  
with direct reports

**TBF**  
**Title** = To be filled

**Exhibit C**  
**Bond Rider**

R I D E R

To be attached to and form part of:

Bond Number 0584831  
dated 5/21/2012

issued by the INTERNATIONAL FIDELITY INSURANCE COMPANY  
in the amount of \$ 150,000.00

on behalf of REGIONAL ENERGY HOLDINGS, INC  
(Principal)

and in favor of PEOPLE OF THE STATE OF ILLINOIS  
(Obligee)

Now therefore, it is agreed that in consideration of the premium charged, the attached bond shall be amended as follows:

**The Principal Name shall be amended:**

**FROM: REGIONAL ENERGY HOLDINGS, INC.**

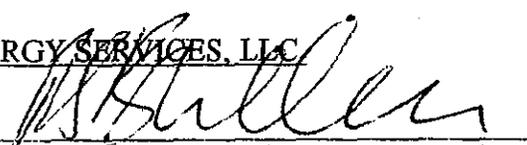
**TO: FTR ENERGY SERVICES, LLC.**

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

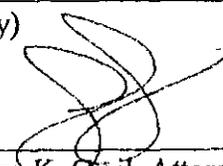
This Rider is to be Effective this 24th day of July, 2012.

Signed, Sealed & Dated this 24<sup>th</sup> day of July, 2012.

FTR ENERGY SERVICES, LLC

By:   
(Principal)

INTERNATIONAL FIDELITY INSURANCE COMPANY  
(Surety)

By:   
Lisa K. Crail, Attorney-in-Fact

**CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT**

State of California

County of Los Angeles

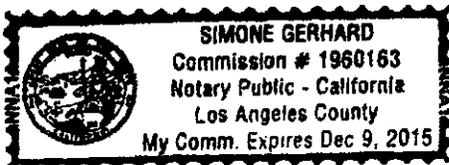
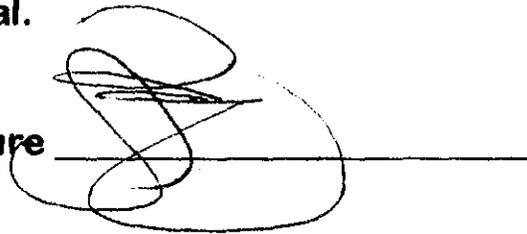
On JUL 24 2012 before me, Simone Gerhard, Notary Public, personally appeared Lisa K. Crail who proved to me on the basis of satisfactory evidence to be the person whose name is subscribed to the within instrument and acknowledged to me that she executed the same in her authorized capacity, and that by her signature on the instrument the person or the entity upon behalf of which the person acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

(seal)

Signature



# POWER OF ATTORNEY

## INTERNATIONAL FIDELITY INSURANCE COMPANY ALLEGHENY CASUALTY COMPANY

ONE NEWARK CENTER, 20TH FLOOR NEWARK, NEW JERSEY 07102-5207

**KNOW ALL MEN BY THESE PRESENTS:** That **INTERNATIONAL FIDELITY INSURANCE COMPANY**, a corporation organized and existing under the laws of the State of New Jersey, and **ALLEGHENY CASUALTY COMPANY** a corporation organized and existing under the laws of the State of Pennsylvania, having their principal office in the City of Newark, New Jersey, do hereby constitute and appoint

**TRACY ASTON, EDWARD C. SPECTOR, SIMONE GERHARD, DARAVY MADY, LISA K. CRAIL,  
TOM BRANIGAN, PAUL RODRIGUEZ, MARINA TAPIA, ASHRAF ELMASRY**

Los Angeles, CA.

their true and lawful attorney(s)-in-fact to execute, seal and deliver for and on its behalf as surety, any and all bonds and undertakings, contracts of indemnity and other writings obligatory in the nature thereof, which are or may be allowed, required or permitted by law, statute, rule, regulation, contract or otherwise, and the execution of such instrument(s) in pursuance of these presents, shall be as binding upon the said **INTERNATIONAL FIDELITY INSURANCE COMPANY** and **ALLEGHENY CASUALTY COMPANY**, as fully and amply, to all intents and purposes, as if the same had been duly executed and acknowledged by their regularly elected officers at their principal offices.

This Power of Attorney is executed, and may be revoked, pursuant to and by authority of the By-Laws of **INTERNATIONAL FIDELITY INSURANCE COMPANY** and **ALLEGHENY CASUALTY COMPANY** and is granted under and by authority of the following resolution adopted by the Board of Directors of **INTERNATIONAL FIDELITY INSURANCE COMPANY** at a meeting duly held on the 20th day of July, 2010 and by the Board of Directors of **ALLEGHENY CASUALTY COMPANY** at a meeting duly held on the 15th day of August, 2000:

"RESOLVED, that (1) the President, Vice President, or Secretary of the Corporation shall have the power to appoint, and to revoke the appointments of, Attorneys-in-Fact or agents with power and authority as defined or limited in their respective powers of attorney, and to execute on behalf of the Corporation and affix the Corporation's seal thereto, bonds, undertakings, recognizances, contracts of indemnity and other written obligations in the nature thereof or related thereto; and (2) any such Officers of the Corporation may appoint and revoke the appointments of joint-control custodians, agents for acceptance of process, and Attorneys-in-fact with authority to execute waivers and consents on behalf of the Corporation; and (3) the signature of any such Officer of the Corporation and the Corporation's seal may be affixed by facsimile to any power of attorney or certification given for the execution of any bond, undertaking, recognizance, contract of indemnity or other written obligation in the nature thereof or related thereto, such signature and seals when so used whether heretofore or hereafter, being hereby adopted by the Corporation as the original signature of such officer and the original seal of the Corporation, to be valid and binding upon the Corporation with the same force and effect as though manually affixed."

IN WITNESS WHEREOF, **INTERNATIONAL FIDELITY INSURANCE COMPANY** and **ALLEGHENY CASUALTY COMPANY** have each executed and attested these presents on this 12th day of March, 2012.



STATE OF NEW JERSEY  
County of Essex

**ROBERT W. MINSTER**  
Executive Vice President/Chief Operating Officer  
(International Fidelity Insurance Company)  
and President (Allegheny Casualty Company)

On this 12th day of March 2012, before me came the individual who executed the preceding instrument, to me personally known, and, being by me duly sworn, said he is the therein described and authorized officer of **INTERNATIONAL FIDELITY INSURANCE COMPANY** and **ALLEGHENY CASUALTY COMPANY**; that the seals affixed to said instrument are the Corporate Seals of said Companies; that the said Corporate Seals and his signature were duly affixed by order of the Boards of Directors of said Companies.

IN TESTIMONY WHEREOF, I have hereunto set my hand affixed my Official Seal, at the City of Newark, New Jersey the day and year first above written.



A NOTARY PUBLIC OF NEW JERSEY  
My Commission Expires Mar. 27, 2014

### CERTIFICATION

I, the undersigned officer of **INTERNATIONAL FIDELITY INSURANCE COMPANY** and **ALLEGHENY CASUALTY COMPANY** do hereby certify that I have compared the foregoing copy of the Power of Attorney and affidavit, and the copy of the Sections of the By-Laws of said Companies as set forth in said Power of Attorney, with the originals on file in the home office of said companies, and that the same are correct transcripts thereof, and of the whole of the said originals, and that the said Power of Attorney has not been revoked and is now in full force and effect.

IN TESTIMONY WHEREOF, I have hereunto set my hand this

day of **JUL 24 2012**

**MARIA BRANCO, Assistant Secretary**