



# Exhibit – D

# Public Version



## Company Background

TriEagle Energy ("TriEagle") is a Texas based, privately owned entity with its' corporate offices located in The Woodlands, Texas. TriEagle has been active in the Texas deregulated market for over ten years, the Pennsylvania market for over 2 years, and the New Jersey market since August 2013. We developed an Enterprise Business Model with its primary focus on delivering the most cost effective energy in the most efficient manner to our customers while providing excellent customer service. Extensive research in the market place was conducted to identify our current back office vendor services to ensure maximization of intellectual capital while balancing the cost of the service. Each decision was based on the need to provide a cost effective service to our customers while insuring the service excellence of the system.

As a result, TriEagle has gained an excellent reputation for our development of an integrated system involving customer enrollment, transaction management, billing, forecasting, and wholesale power risk management. Due to the extensive process automation we have put in place, TriEagle is able to effectively manage our staffing levels and focus primarily on customer service after the sale. These same systems and experienced staff will be utilized to bring value and low cost electric service to the citizens and businesses of the State of Illinois.

Our executive staff has extensive experience and networks within the wholesale and retail segments of the energy industry, not only in Texas and Pennsylvania but nationwide, which enables us to secure and provide reliable, competitive energy for our customers.

- Mr. Cantrell, President and Chief Operating Officer, brings over 17 years of extensive strategic marketing experience from the energy, real estate, and telecommunications industries. Prior to TriEagle, he helped to start up three other Texas retail electric providers, served as Vice President for Strategic Development at wireless reseller Simple Communications, and as Director of Marketing at TXU Communications.
- Mr. Cook, Co-founder on the Board of Directors and Chief Executive Officer, has over 23 years of management experience working in the energy industry including The Southern Company in sales, marketing, and domestic and international development. He also serves as the President and General Counsel of MJ Research & Development, L.P., which specializes in the engineering and production of energy conserving products.
- Mr. Brown, Senior Vice President and Chief Accounting Officer, has over 15 years of diverse accounting and financial management experience in the energy and energy-related industry. Mr. Brown has expertise in the areas of cash management and cash forecasting and before joining TriEagle was responsible for overseeing a \$6.5 billion cash position for a large energy company.
- Mr. Bryan, Chief Risk Officer, has 9 years of extensive experience in risk management, energy trading, derivative accounting, and wholesale and retail energy pricing. His focus includes designing and implementing hedging strategies, financial modeling, pricing verification and portfolio risk management. He previously has worked for major utilities including The Lower Colorado River Authority and Reliant Energy, in addition to new wholesale and retail market entrants such as Keystone Energy Partners and MP2 Energy respectively.
- Mr. Leipold, Vice President and Chief Technology Officer, has over 20 years of experience in Information Technology and software development. His focus is execution of technology infrastructure and quality deployment of energy application software development. He previously worked for FuelQuest Inc. as Director of Product Architecture and Development building on-demand fuel management solutions for suppliers, distributors, buyers, and traders of petroleum products and other energy commodities.



- Mr. Case, Co-Founder on the Board of Directors, brings over 25 years of experience in the energy industry including The Southern Company in operations, forecasting, costing, sales and commercial markets, in addition to business acquisition and development.
- Mr. Downey, Co-Founder on the Board of Directors, brings over 37 years of experience in the energy business ranging from wholesale power marketing to power plant acquisitions. He also has over five years of wholesale power experience with PG&E National Energy Group, which included full requirements power supply to both municipal and retail electric providers

### **Wholesale Power Supply**

TriEagle partnered with [REDACTED] in 2012, signing a long-term credit and supply agreement for current and future energy markets. [REDACTED] and its largest subsidiary, [REDACTED], formed [REDACTED] (www.[REDACTED]) to expand their presence in the North American energy industry. [REDACTED] combines the considerable financial resources of its parents, the equity production of its affiliate, a culture of strong business experience and ethical practice, a wealth of professional knowledge about natural gas, LNG and electric power in conjunction with a global view of commodity finance, trading and transportation. [REDACTED] (www.[REDACTED]) is one of the world's leading fully integrated trading and investing enterprises and a major distributor of commodities, industrial products and consumer goods. Besides its role as an international trader, [REDACTED] is an active investor in a diverse range of businesses that integrate with existing operations or position the Company in markets with long-term potential.

### **Customer Registration**

TriEagle understands the importance of the accurate transfer, monitoring and validation of each market data transaction in accordance with applicable protocols. All transaction processing is monitored on a daily basis by our Account Managers. TriEagle has in place Exception Reports which are checked daily to determine if there have been any failed transactions and then take the appropriate steps to resolve the issue.

To ensure the highest level of accuracy, TriEagle employs [REDACTED] to provide EDI services. Formed in 1995, as [REDACTED] has a long history in this fast moving e-commerce space, facilitating business-to-business transaction movements in a rapid and cost-effective manner. [REDACTED] is an application service provider (ASP), providing data transformation, intelligent transaction routing, and web-based reporting services. They began their transaction routing services with one of the energy industry's largest and most innovative companies, in the wholesale natural gas and electric power arenas. [REDACTED] began entering the deregulating retail electric power markets in 1998, and has aggressively pursued utility certification for trading partner setup in each additional state as it deregulates. Additionally, TriEagle has in place a proven, integrated software system capable of meeting the protocols and implementation guides and plans as required.

### **Customer Call Center**

TriEagle operates its own customer call center that receives customer telephone calls, including reports of outages and emergencies, or relating to bills, payment arrangements, discretionary service orders, and other routine matters. TriEagle's customers are able to access the center on a toll-free basis. All staff receives training related to their call center responsibilities that address, either directly or through business processes and systems, requirements in the following areas:

- Customer Protection and Anti-Discrimination Rules.
- Billing and payment provisions.
- Disconnect and reconnect orders, and when these are applicable.
- Payment arrangements for customer security deposits.



- All other customer protection rules related to call center operations.

#### **Customer Invoicing**

TriEagle utilizes [REDACTED] for its customer invoicing services for all territories in which we provide electric service that requires direct or dual billing. [REDACTED] has been providing billing services, hosted Customer Information Systems and back office outsourcing/optimization for deregulated Energy Suppliers, Local Distribution Companies, Investor Owned Utilities, Co-ops and Municipals since 1997. Tremendous value is delivered to our customers through our relationship with [REDACTED] by combining service with an integrated, hosted software CIS platform. The results are a high quality/low cost operational environment and a business-honed, agile software system. The operational savings and increased quality of this environment are passed on to our customers for a fraction of the cost that it would take to create a similar environment.

#### **Customer Invoice and Notification Fulfillment**

TriEagle utilizes [REDACTED] for all customer invoice and notification fulfillment, including renewal and opt out notices via USPS. [REDACTED] has been in business for more than 40 years and began as a straight mailing company helping other businesses process bulk mail for the lowest possible cost. By adding technology to their traditional mail services, they have found ways to expedite the processes, saving businesses both time and money, while increasing the business's communication with their customers. Their business processes and environment are **PCI, SOC Reports** and **SAS 70 Type II** certified, ensuring that communications are delivered with the latest technologies while state-of-the-art security protects business data.

#### **Primary Point of Customer Contact**

TriEagle has the necessary technical and managerial resources to serve as the primary point of contact for retail electric customers for delivery system service in accordance with applicable Commission rules.

TriEagle will provide the following capabilities:

- 1) As previously described, TriEagle has its own call center capability to handle customers' requests, reports, and inquiries. Such activities could include outages and emergencies and normal customer inquiries regarding billing, payments, payment arrangements, discretionary service orders, and other concerns. The call center provides a toll-free number for customers to use.
- 2) TriEagle's website provides a myriad of information easily accessed by current and potential Illinois customers. Customers can contact TriEagle, read product materials, review terms of service and other regulatory documents, and download forms for requests for move in and move out, requests to update or change customer information such as address, name, telephone number, and other information.

#### **Customer Service Plan**

Customer satisfaction is the cornerstone of TriEagle's business strategy. TriEagle is committed to substantially exceeding the Commission's minimum requirements for customer protection. TriEagle is developing internal policies and procedures, marketing materials, and other documentation to comply with all relevant customer protection and anti-discrimination rules promulgated by the Commission. In this regard, TriEagle established guidelines and a code of conduct for all employees to ensure internal compliance with customer protection and anti-discrimination rules. TriEagle will also monitor Commission's activities and proceedings, including electric rulemakings and pertinent contested cases, to ensure ongoing compliance with all applicable rules, requirements, and rulings.