

Addendum A
to
Amended Application of National Gas & Electric, LLC to be an AGS in Illinois

Complaints filed within the last ten (10) years against Applicant:

National Gas & Electric, LLC has not yet conducted its business of providing retail electricity and gas to its targeted customer base, and has not had any formal complaints filed against it.

Formal Complaints filed within the last ten (10) years against any other affiliated or affiliated interest of Applicant reflected on the ICC e-Docket search:

— 15-0388 Philip L. Bernstein

-vs-

Spark Energy, L.P.

Complaint as to Spark failed to send me notice of annual contract expiration in Chicago, Illinois.

Date Filed: June 11, 2015 Status: Initial - Proposed Order

15-0409 Kathleen Clyde

-vs-

Spark Energy Gas, LP

Complaint as to no notification of contract expiring and raising rates without my knowledge.

Date Filed: July 1, 2015 Status: Initial -Closed

15-0525 Marcy Sartori

-vs-

Spark Energy Gas, LP

Complaint as to request for partial refund when gas fixed rate expired, Spark Energy's "variable competitive" rate inflated two to three times Nicor Gas rate per therm resulting in excessively high bills in Joliet, Illinois.

Date Filed: September 14, 2015 Status: Initial -Hearing Pending

**Spark Energy, LLC
2015 Informal Complaints**

Agency	2015 Total
Attorney (Law Firm)	7
Attorney General	27
BBB	41
CUB	72
ICC	170
INTEGRYS GROUP	43
Grand Total	360

Customer Name	Date Received	Complaint #	Complaint Reason	Status	Response Comments	Date Responded	Agency
Patricia Novakowski	1/2/2015	2015-00014	AUTHORIZATION	Closed - No further Action Required	Customer submitted cancellation, but it failed. Will re-rate to utility rate. Account is still under review by ISTA and B&T.	1/16/2015	ICC
Janet Gervasio	1/2/2015	10364934	BILLING	Closed - No further Action Required	No re-rate granted. Welcome Letter was sent	1/12/2015	BBB
SANDRA HANLEY	1/5/2015	2015-00152	BILLING	Closed - No further Action Required	The renewal letter did not suggest Ms. Hanley would "save money by enjoying" a variable rate plan. Additionally, Ms. Hanley declined Spark's offer to re-rate her invoice alongside a new fixed rate plan. Per Ms. Hanley's request, Spark submitted a cancellation request for Ms. Hanley's account.	1/15/2015	ICC
SANDRA HANLEY	1/5/2015	2015-00154	BILLING	Closed - No further Action Required	The renewal letter did not imply a savings claim. Additionally, Ms. Hanley declined Spark's offer to re-rate her invoice alongside a new fixed rate plan. Per Ms. Hanley's request, Spark submitted a cancellation request for Ms. Hanley's account.	1/13/2015	ICC
HENRIETTA ADAMS	1/2/2015	N/A	CANCELLATION	Closed - No further Action Required	Confirmed that account has been cancelled	1/6/2015	INTEGRYS GROUP
FERDINAND PEDROZA	1/2/2015	N/A	BILLING	Closed - No further Action Required	This account was corrected on 01/02/2015 and a total of -15,340.58 was reversed. At that time Peoples and Spark should had been in Sync however on 01/07/2015 we received an OBW from utility for invoice 19596223 for 1,721.62 that has not yet been reversed in our system. This causes balances not to match again.**Invoice 12/5/2014 - 12/29/2014 \$1,721.62 was rejected because we missed the bill window. This charge will be added along with the final usage that should be received end of January.	1/14/2015	INTEGRYS GROUP
Elizabeth Mcmillan	1/7/2015	10370780	BILLING	Closed - No further Action Required	Cost Analysis will be processed	1/16/2015	BBB

Mary Lopez	1/7/2015 10370281	AUTHORIZATION	Closed - No further Action Required	Customer did not authorize enrollment. Re-rate will be submitted.	1/15/2015 BBB
JOHN SCHUNACHER	1/7/2015 N/A	CANCELLATION	Closed - No further Action Required	Dropped account since transaction has not been rcvd	1/7/2015 INTEGRYS GROUP
Regina Ejmont	1/8/2015 2015-00393	AUTHORIZATION	Closed - No further Action Required	NEED TO ADD AGENT TO LOG	1/16/2015 ICC
ARTHUR CARPENTER	1/8/2015 2015-00374	NOTIFICATION	Closed - No further Action Required	Will re-rate account.631.27	1/16/2015 ICC
NORMAN GURGEL	1/8/2015 2015-00337	CANCELLATION	Closed - No further Action Required	THIS COMPLAINT IS FOR BOTH ELECTRIC AND GAS- Cancellation Letter was sent	1/16/2015 ICC
PROVIDENCIA VILLEGAS	1/9/2015 2015-00434	CANCELLATION	Closed - No further Action Required	Confirmed that electric was cancelled and will not beecome effective. Natural gas account was not cancelled. Will re-rate usage.	1/19/2015 ICC
Melinda Melvin	1/12/2015 2014-00507	AUTHORIZATION	Closed - No further Action Required	Drop Rejected- Rerate granted	1/22/2015 ICC
Jarosl�aw Rozmus	1/6/2015 2014-CONSC-00385618	BILLING	Closed - No further Action Required	Confirmed tha account was not renewed. Renewal notice was mailed out.	1/16/2015 Attorney General
Joanne Parks	1/15/2015 2015-00633	BILLING	Closed - No further Action Required	Confirmed usage was rcvd after cancellation date was rcvd. Will re-rate as a courtesy.	1/26/2015 ICC
Bobby Clark	1/15/2015 2015-00666	NOTIFICATION	Closed - No further Action Required	Credited Account \$207	1/29/2015 ICC
Vanessa Rogers	1/16/2015 2015-00701	AUTHORIZATION	Closed - No further Action Required	Confirmed valid enrollment.	1/26/2015 ICC
GILBERTO ACEVEDO	1/20/2015 N/A	AUTHORIZATION	Closed - No further Action Required	Charges valid	1/26/2015 ICC
				Confirmed valid enrollment.	
				Account was dropped prior to effective date.	1/20/2015 INTEGRYS GROUP
Gladys Sanchez	1/20/2015 N/A	AUTHORIZATION	Closed - No further Action Required	Located TPV and confirmed that Ms. Sanchez authorized the switch.	1/22/2015 INTEGRYS GROUP
LILLIAN JOINER	1/21/2015 N/A	CANCELLATION	Closed - No further Action Required	However will re-rate account since customer requested to cancel prior to effective date	1/22/2015 INTEGRYS GROUP
GERMAN VASQUEZ	1/22/2015 2015-00865	AUTHORIZATION	Closed - No further Action Required	No action required. Drop will be rcvd	1/21/2015 INTEGRYS GROUP
					1/30/2015 ICC
Daniel Renfro	1/22/2015 2015-00855	NOTIFICATION	Closed - No further Action Required	Confirmed that customer did not contact SE to cancel. SE received a TOS from utility. Charges are valid.	2/5/2015 ICC
Marie Ananacio	1/26/2015 2015-01001	NOTIFICATION	Closed - No further Action Required		2/5/2015 ICC
William Thill	1/26/2015 2015-01039	AUTHORIZATION	Closed - No further Action Required		2/5/2015 ICC
William Thill	1/26/2015 2015-01036	BILLING	Closed - No further Action Required		2/5/2015 ICC
Cheryl Wilson	1/26/2015 2015-01019	CANCELLATION	Closed - No further Action Required	Confirmed that customer usage increased.	ICC
Deana Enright	1/26/2015 2015-01013	CANCELLATION	Closed - No further Action Required	Confirmed that customer called in multiple times however only spoke once to an agent. Dropped account.	2/5/2015 ICC
Deana Enright	1/26/2015 201501011	CANCELLATION	Closed - No further Action Required	Confirmed that account has been dropped.	2/5/2015 ICC

Doris Kaps Fitzgerald Bramwell	1/26/2015 00222249 1/20/2015 N/A	BILLING SALES	Closed - No further Action Required Closed - No further Action Required	Confirmed valid enrollment. No adjustments due. Edwin drafted letter Proactive attempts were made. Renewal notice was mailed. No adjustments due	2/5/2015 CUB 1/30/2015 Attorney (Law Firm)
William Hayes	1/28/2015 2015-01142	NOTIFICATION	Closed - No further Action Required		2/6/2015 ICC
Carmen Verzak Christi Essig Theodore Taks Karl Maerz Tom and Ellen Marschall Janice Willbrandt Graciela Aleman GRACIELA ALEMAN Lisa Jenner Lawrence McCarthy	1/28/2015 00222320 1/28/2015 10419719 1/28/2015 00222341 1/28/2015 00222340 1/30/2015 36107535 1/29/2015 2015-01224 1/29/2015 2015-01219 1/29/2015 2015-01217 1/29/2015 2015-01207 1/29/2015 00222356	AUTHORIZATION BILLING AUTHORIZATION BILLING BILLING AUTHORIZATION AUTHORIZATION AUTHORIZATION CANCELLATION AUTHORIZATION	Closed - No further Action Required Closed - No further Action Required	Located an account for a different customer. Confirmed customer was slammed. Will re-rate account. Credit applied to the account Re-Rate Granted- \$55.36	2/6/2015 CUB 2/6/2015 BBB 2/6/2015 CUB 2/6/2015 CUB 2/13/2015 BBB 2/11/2015 ICC 2/11/2015 ICC 2/11/2015 ICC 2/12/2015 ICC 2/9/2015 CUB
Sparky Rose	1/30/2015 2015-01241	SALES	Closed - No further Action Required	Unable to locate an enrollment. Agent was identified and received retraining. Confirmed that agents provided incorrect information to the customer which in returned caused a complaint. We have rerated the customer from 09/30/2014-01/22/2015 and will re-rate final invoice once the account final bills	2/9/2015 ICC ICC 2/11/2015 ICC
LAUREN WILLIAMS THEODORE TAKS	2/2/2015 2015-01296 2/2/2015 2015-01306	CANCELLATION SALES	Closed - No further Action Required Closed - No further Action Required		ICC 2/11/2015 ICC
Josephine Silva	2/3/2015 2015-01392	CANCELLATION	Closed - No further Action Required	Confirmed valid enrollment. Hoever will re-rate electric account since it was not dropped. Confirmed valid enrollment. As a courtesy customer was offered an adjustment and will only pay \$206.00	2/13/2015 ICC 2/12/2015 ICC
DORIS GOODRICH	2/2/2015 2015-01345	AUTHORIZATION	Closed - No further Action Required	Confirmed valid enrollment. Account has already been cancelled.	2/13/2015 ICC 2/18/2015 ICC
Gabriel Martinez Muhammed Habib	2/4/2015 201501425 2/4/2015 2015-01417	SALES CANCELLATION	Closed - No further Action Required Closed - No further Action Required	TPV was located. Enrollmen and charges are valid.	2/13/2015 CUB 2/18/2015 ICC 4/6/2015 ICC
Khishigaikhan Batsaikhan ALBERT ANDERSON KIM SOMMER	2/4/2015 00222457 2/4/2015 2015-01451 2/4/2015 2015-01457	AUTHORIZATION AUTHORIZATION CANCELLATION	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required		2/13/2015 CUB 2/18/2015 ICC 4/6/2015 ICC

					Confirmed that gas enrollment was cancelled, as for the electric the drop was rejected. Resubmitted the drop on the account.	
					Monitor account to see if electric will become active. If it does we will have to re-rate.	
Willie Dukes	2/4/2015 2015-01458	AUTHORIZATION	Closed - No further Action Required	Re-rate is \$3.74	ICC	
MARCY SARTORI	2/5/2015 2015-01473	NOTIFICATION	Closed - No further Action Required	Proactive attempt was made. No adjustments due.	2/19/2015 ICC	
GABRIEL FLORES	2/5/2015 00222510	BILLING	Closed - No further Action Required	Proactive attempt was done on the account. No adjustments due.	2/13/2015 CUB	
Jesse F Callicott	2/5/2015 2015-01516	CANCELLATION	Closed - No further Action Required		2/19/2015 ICC	
Phillip Luu	2/6/2015 10433964	SALES	Closed - No further Action Required		2/13/2015 BBB	
ROLAND SERSHON	2/6/2015 00222222	NOTIFICATION	Closed - No further Action Required	Confirmed valid enrollment. Welcome Letter and Renewal notice were sent to the customer.	2/20/2015 CUB	
Alejandro Mujica	2/6/2015 2015-01555	AUTHORIZATION	Closed - No further Action Required		2/20/2015 ICC	
Jaime Chavez	2/9/2015 201501564	CANCELLATION	Closed - No further Action Required		2/24/2015 ICC	
jaime Chavez	2/9/2015 00222601	CANCELLATION	Closed - No further Action Required		2/24/2015 CUB	
BRIAN ELLIOTT	2/9/2015 2015-01597	AUTHORIZATION	Closed - No further Action Required	Confirmed valid enrollment. No adjustments due	2/23/2015 ICC	
German Vasquez	2/10/2015	BILLING	Closed - No further Action Required	Agreed to settle for \$270.00. Account will be adjusted.	Attorney (Law Firm)	
Hernaldo Bustos	2/10/2015 2014-CONSC-00389660	AUTHORIZATION	Closed - No further Action Required	Confirmed valid TPV. No adjustments due.	2/20/2015 Attorney General	
RICHARD SMREKAR	2/10/2015 2015-01651	NOTIFICATION	Closed - No further Action Required		2/25/2015 ICC	
Fowsia Nur	2/10/2015 2015-01666	CANCELLATION	Closed - No further Action Required	Account was not dropped as requested		
				Re-Rate amount \$17.32	2/24/2015 ICC	
				Confirmed that the rate is correct. Rate was changed from dollars to cents	2/25/2015 ICC	
Sergio Flores	2/11/2015 2015-01682	AUTHORIZATION	Closed - No further Action Required	Confirmed valid enrollments. No adjustments due	2/23/2015 CUB	
Abraham Delgado	2/13/2015 00222671	AUTHORIZATION	Closed - No further Action Required	Confirmed that Renewal notice was not sent out; however has been billed correctly based on the TOS.	2/23/2015 CUB	
Mary Scruggs	2/13/2015 00222578	NOTIFICATION	Closed - No further Action Required	Confirmed that customer was billed correctly. No adjustments needed.	2/23/2015 CUB	
Ronal Krall	2/13/2015 00222782	NOTIFICATION	Closed - No further Action Required		2/27/2015 BBB	
Daniel Cunningham	2/13/2015 10447397	NOTIFICATION	Closed - No further Action Required			
MICHAEL BOSTON	2/16/2015 10451360	AUTHORIZATION	Closed - No further Action Required	No action required. Was sent in as FYI only	2/16/2015 BBB	

ERICA COHN	2/13/2015 2015-01768	CANCELLATION	Closed - No further Action Required	Confirmed that customer called in to cancel. Need to re-rate final usage only as we have already re-rated her from 09/03-02/04/2015	2/27/2015 ICC
KARINA HERRERA	2/18/2015 N/A	AUTHORIZATION	Closed - No further Action Required	Confirmed valid enrollment.	2/18/2015 INTEGRYS GROUP
Susan Nordstrand	2/19/2015 00222934	AUTHORIZATION	Closed - No further Action Required	Provided TPV	2/27/2015 CUB
JACK ISRAEL	2/19/2015 2015-01936	NOTIFICATION	Closed - No further Action Required		3/5/2015 ICC
Kuma Naprapatahic Health Care	2/19/2015 2015-01943	NOTIFICATION	Closed - No further Action Required	Customer enrolled in the immediate Savings plan. No adjustments due.	3/5/2015 ICC
James Keck	2/19/2015 2015-01944	NOTIFICATION	Closed - No further Action Required	Confirmed that renewal notice was not sent out to the customer. Re-Rate was offered.	3/5/2015 ICC
JAMES KECK	2/19/2015 2015-01945	NOTIFICATION	Closed - No further Action Required	Confirmed that renewal notice was mailed out to customer. No adjustments are due.	3/5/2015 ICC
Martin Burmistrz	2/20/2015 2015-01996	CANCELLATION	Closed - No further Action Required	\$173.13 Refund check	3/26/2015 ICC
Joann Koss	2/24/2015 201502072	SALES	Closed - No further Action Required	Confirmed she has been placed on the DNS and DNC list.	3/10/2015 ICC
Brandi Reynolds	2/23/2015 00222991	AUTHORIZATION	Closed - No further Action Required	Confirmed valid enrollment. No adjustments due.	3/5/2015 CUB
Nick Dongas	2/23/2015 201502040	BILLING	Closed - No further Action Required	Confirmed that account has terminated. Spark will notify Peoples gas of the payment and will re-rate final bill.	3/12/2015 ICC
Agustin Torres	2/23/2015 201502036	AUTHORIZATION	Closed - No further Action Required		3/9/2015 ICC
Louise Patete	2/23/2015 201502024	SALES	Closed - No further Action Required		3/9/2015 ICC
Berenda Fondren	2/21/2015 10458200	BILLING	Closed - No further Action Required	Confirmed that customers account has been adjusted and has a \$0 balance. Customer will also get a \$25.00 gift card for the segmentation adder that was added.	3/3/2015 BBB
Jake Katz	3/2/2015 10468632	SALES	Closed - No further Action Required	There is NO NEED TO RESPOND to the BBB.	3/2/2015 BBB
JONGBEOM PARK	2/25/2015 2015-CONSC-00392835	NOTIFICATION	Closed - No further Action Required	Confirmed charges are valid. No adjustments due.	3/6/2015 Attorney General
Kurt Malinski	2/25/2015 2015-CONSC-00391489	SALES	Closed - No further Action Required	Placed on the DNC list.	3/6/2015 Attorney General
NORA DZIERWA	2/24/2015 00223024	AUTHORIZATION	Closed - No further Action Required		3/6/2015 CUB
Alberto Sandoval	2/26/2015 00223111	AUTHORIZATION	Closed - No further Action Required	Valid TPV	3/9/2015 CUB
Miguel Ortiz	3/2/2015 201502338	AUTHORIZATION	Closed - No further Action Required	Refund of \$333.84	ICC
Gary Clyde	3/5/2015 2010502462	NOTIFICATION	Closed - No further Action Required	\$150.00 gift card issued	3/19/2015 ICC
LAURA FORTIN	3/6/2015 2015-02518	SALES	Closed - No further Action Required	No adjustments warranted. Customer was billed correctly based on their enrollment terms.	3/13/2015 ICC
MIGUEL GARCIA	3/6/2015 2015-02539	BILLING	Closed - No further Action Required	\$200.00 gift card	3/20/2015 ICC
PAMELA J STEPHENS	3/10/2015 00223391	CANCELLATION	Closed - No further Action Required	Waive ETF	3/20/2015 CUB
Michael Lipitz	3/12/2015 10529171	BILLING	Closed - No further Action Required	Issued \$100.00 gift card	4/23/2015 BBB

Samantha Miller	3/16/2015 00223576	NOTIFICATION	Closed - No further Action Required	No adjustments warranted due to Welcome Letter verbiage	3/26/2015 CUB
Naomi Lewis	3/17/2015 201502909	SALES	Closed - No further Action Required	Re-Rate Amount \$313.22	3/31/2015 ICC
				Pending Re-Rate. Agent entered the wrong account number in the rescind queue	4/1/2015 ICC
Arline Hart	3/18/2015 2015-02918	AUTHORIZATION	Closed - No further Action Required	\$100.00 gift card issued	4/1/2015 ICC
Kimberley Mussman	3/18/2015 2015-02940	BILLING	Closed - No further Action Required		4/1/2015 ICC
Dan Lavorini	3/18/2015 2015-02942	BILLING	Closed - No further Action Required	Credit to be applied to next invoice	4/1/2015 ICC
Amy Cunningham	3/18/2015 2015-02950	SALES	Closed - No further Action Required	Responsible for all charges	4/1/2015 ICC
Martin Yoesle	3/19/2015 00223640	BILLING	Closed - No further Action Required	RE-Rate final billing period	3/27/2015 CUB
Emily Simmons	3/19/2015 2015-02987	SALES	Closed - No further Action Required	Referred to Marketing	4/2/2015 ICC
Adam Moll	3/20/2015 2015-03008	NOTIFICATION	Closed - No further Action Required		4/3/2015 ICC
Demetrius Armstrong	3/20/2015 201503022	BILLING	Closed - No further Action Required	\$100.00 gift card issued as a courtesy	4/3/2015 ICC
Ana Diaz	3/20/2015 2015-03025	AUTHORIZATION	Closed - No further Action Required	Confirmed valid enrollment. No adjustments warranted.	4/3/2015 ICC
Veronica Leyva	3/20/2015 2015-03041	AUTHORIZATION	Closed - No further Action Required	waived ETF	4/3/2015 ICC
MARTHA DUARTE	3/14/2015 N/A	CANCELLATION	Closed - No further Action Required	Confirmed account was cancelled. Waiting on follow up from Integrys.	3/23/2015 INTEGRYS GROUP
Carol Lind	3/17/2015 N/A	BILLING	Closed - No further Action Required	Confirmed that renewal notice was not sent out; however the TOS that were sent indicate indicate that if not renewed will flip to variable rate.	3/31/2015 INTEGRYS GROUP
Terence Kolesar	3/30/2015 2015-CONSC-00393774	BILLING	Closed - No further Action Required	Confirmed valid TPV. No adjustments are due	4/9/2015 Attorney General
CANDACE RICHMOND	3/30/2015 2015-CONSC-00389472	AUTHORIZATION	Closed - No further Action Required	Martha a credit of -56.64 has been applied to the account as part of the manual credit mentioned below.	4/9/2015 Attorney General
				After the credit was applied to the ledger the customer ended up with a credit of -35.07. I have requested a refund check to be mailed out.	
James Sarley	3/21/2015 N/A	BILLING	Closed - No further Action Required		3/31/2015 INTEGRYS GROUP
Nora Flint	3/23/2015 2015-03078	SALES	Closed - No further Action Required	Referred to Marketing	4/6/2015 ICC
Abraham Delgado	3/24/2015 2015-03130	AUTHORIZATION	Closed - No further Action Required	Charges are valid- \$25.00 gift card issued	4/7/2015 ICC
Sandra Laase	3/24/2015 2015-03143	CANCELLATION	Closed - No further Action Required	RE-Rate 11/26/2014-04/28/2015	4/7/2015 ICC
Arif Mohammad	3/24/2015 2015-03175	NOTIFICATION	Closed - No further Action Required	Re-Rate granted . Customer will decide if they want to renew	4/7/2015 ICC
Judy Paciga	3/24/2015 00223768	AUTHORIZATION	Closed - No further Action Required	Charges are valid- No TPV found because account is older than 2 years	4/3/2015 CUB
Rosa Contreras	3/25/2015 2015-03259	BILLING	Closed - No further Action Required	Re-Rate	4/8/2015 ICC

Arline Hart Orlando Moore	3/26/2015 00223854 3/26/2015 2015-03292	CANCELLATION SALES	Closed - No further Action Required Closed - No further Action Required	Pending Final Meter Reading \$150.00 gift card No action required as a cancellation will be received.	4/1/2015 CUB 4/9/2015 ICC
DENNIS SOBOLEWSKI	3/27/2015 N/A	CANCELLATION	Closed - No further Action Required	Confirmed that issue has been resolved	3/27/2015 INTEGRYS GROUP
JAMES SAUNSTAIR FREDDY ORTIZ	3/27/2015 N/A 3/26/2015 N/A	BILLING CANCELLATION	Closed - No further Action Required Closed - No further Action Required	No action required.	3/27/2015 INTEGRYS GROUP 3/26/2015 INTEGRYS GROUP
John Mueller John Culpit Miriam Paz	3/27/2015 00223897 3/27/2015 00223902 3/30/2015 2015-03459	NOTIFICATION SALES AUTHORIZATION	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	No further credits warranted- Dining Dollars accepted already Waive ETF of \$50.00 Charges are valid	4/6/2015 CUB 4/6/2015 CUB 4/13/2015 ICC
Davilla Gonzalez	3/27/2015	BILLING	Closed - No further Action Required	Confirmed missed billing windows Juan Quento authorized the switch to Spark Energy.	4/6/2015 INTEGRYS GROUP
ROBERTO PALAFOX	3/30/2015	AUTHORIZATION	Closed - No further Action Required		4/6/2015 INTEGRYS GROUP
DAVID KOPKOWSKI	4/1/2015 10557923	CANCELLATION	Closed - No further Action Required	Confirmed that customer called in to cancel. However the cancellation was rejected. Account has been dropped and customer will be re-rated.	4/10/2015 BBB
ALVIN GOLDSTEIN	4/1/2015 2015-03575	BILLING	Closed - No further Action Required	Confirmed that the enrollment call was purged. Unable to confirm who enrolled the account. Confirmed that agent failed to drop the account on 02/17. Will process a re-rate from 03/23/2015 to term date.	4/15/2015 ICC
German Sevilla JORGE MONTELONGO Javier Ochoa	4/1/2015 2015-03583 4/2/2015 N/A 4/2/2015 2015-03619	CANCELLATION CANCELLATION AUTHORIZATION	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	No action required. Confirmed valid TPV.	4/15/2015 ICC 4/2/2015 INTEGRYS GROUP 4/20/2015 ICC
THELMA ORTON Ted Barwacz	4/2/2015 00224032 4/3/2015 10561316	AUTHORIZATION AUTHORIZATION	Closed - No further Action Required Closed - No further Action Required	Confirmed valid enrollment. As an act of good faith, offered to re-rate account. Confirmed valid enrollment.	4/13/2015 CUB 5/4/2015 BBB
Romeo Dizon	4/3/2015	BILLING	Closed - No further Action Required	Confirmed Spark missed the billing windows. Charges will be sent to Peoples. Confirmed valid enrollment. However will re-rate 01/19/2015 to term date.	4/10/2015 INTEGRYS GROUP
Angelus Duros ANGELICA JACKSON	4/3/2015 00224109 4/6/2015 2015-03748	AUTHORIZATION CANCELLATION	Closed - No further Action Required Closed - No further Action Required	Valid TPV and Charges Confirmed valid enrollment for this customer.	4/13/2015 CUB 4/20/2015 ICC
Lydia Miller	4/7/2015 00223029	AUTHORIZATION	Closed - No further Action Required	Resolved through Jennifer. Credits offered no adjustment warranted	4/17/2015 CUB
Kim Mckay Jose Gonzalez Roberto Alvarez MARSHALL WALDO	4/7/2015 10566853 4/7/2015 2015-03854 4/8/2015 2015-CONSC-00396494 4/8/2015 00224210	BILLING NOTIFICATION AUTHORIZATION AUTHORIZATION	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required		4/17/2015 BBB 4/21/2015 ICC 4/21/2015 Attorney General 4/17/2015 CUB

Emily Bruhl HILDA ROMERO Joe Ross Nick Simpson	4/9/2015 2015-03940 4/10/2015 N/A 4/13/2015 00224287 4/14/2015 2015-04221	BILLING CANCELLATION NOTIFICATION CANCELLATION	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	Confirmed that this customer was impacted by the missed billing window. Customer is entitled to payment arrangements. No action required \$270.23 refund check Confirmed that the TPV validates the enrollment. No adjustments are warranted. Confirmed valid enrollment Customer called in already and requested to cancel. OBW- Charges are accurate. Gift card offered for \$75.00 Valid enrollment. Noely Orozco authorized the switch.	4/27/2015 ICC 4/10/2015 INTEGRYS GROUP 4/23/2015 CUB 4/27/2015 ICC
Travistine Tiggs IREIEA TOBAR	4/14/2015 224319 4/15/2015 N/A	AUTHORIZATION AUTHORIZATION	Closed - No further Action Required Closed - No further Action Required		4/24/2015 CUB 4/16/2015 INTEGRYS GROUP
AUDRA R KELLEY	4/21/2015 N/A	CANCELLATION	Closed - No further Action Required		4/21/2015 INTEGRYS GROUP
Christine Komperda MARIA AYALA	4/22/2015 10588470 4/22/2015 N/A	BILLING AUTHORIZATION	Closed - No further Action Required Closed - No further Action Required		4/30/2015 BBB 4/24/2015 INTEGRYS GROUP
SAYLA M BLACKWOOD LINDA VAUGHN	4/23/2015 2015-04724 4/23/2015 00224644	BILLING AUTHORIZATION	Closed - No further Action Required Closed - No further Action Required	Confirmed missed billing windows. Customer will contact Spark to make partial payments. Valid TPV Mr. Thill will wait to receive the letter	5/7/2015 ICC 5/4/2015 CUB
William Thill	4/24/2015 2015-04796	BILLING	Closed - No further Action Required	Confirmed valid enrollment. Charges are valid. Customer was affected by the missed billing window.	5/8/2015 ICC
Kurt Sanders	4/27/2015 00224715	AUTHORIZATION	Closed - No further Action Required	Confirmed valid enrollment. No adjustments required. Located TPV. Valid enrollment Dining dollars-waive ETF OBW Charges--Payment arrangements available	5/7/2015 CUB
Toccara Stringfellow MANOLO MORGAN Yesica Perdomo	4/27/2015 2015-04862 4/28/2015 N/A 4/28/2015 201504987	BILLING AUTHORIZATION BILLING	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required		5/11/2015 ICC 4/28/2015 INTEGRYS GROUP 5/12/2015 ICC
Sheeneice Price Philip Bernstein Eugenia Beltran	4/30/2015 10601946 4/30/2015 2015-05104 4/30/2015 2015-04622	CANCELLATION AUTHORIZATION AUTHORIZATION	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	\$100.00 gift card Valid TPV	5/8/2015 BBB 5/14/2015 ICC 5/14/2015 ICC
Beth Puscheck	5/1/2015 10603604	Cancellations	Closed - No further Action Required	Customer called in to cancel. Agent failed to ask about the commodity since both are offered for this market. Re-Rate was processed.	5/11/2015 BBB
Mary E Kolasinski	5/1/2015 00224878	Sales Tactics	Closed - No further Action Required	Confirmed valid enrollment. No statements were made stating she would save money. Renewal notice was mailed. No adjustments warranted at this time. OBW ISSUE- Offered Re-rate should customer renew	5/11/2015 CUB
HANNAH KENNEDY Francisco Penaloza	5/4/2015 2015-05259 5/5/2015 2015-05336	Billing Sales Tactics	Closed - No further Action Required Closed - No further Action Required	No adjustment	5/18/2015 ICC 5/19/2015 ICC

Jacqueline Cortese Gladys Sanchez	5/5/2015 201505335 5/5/2015 201505300	Sales Tactics Sales Tactics	Closed - No further Action Required Closed - No further Action Required	Spark will re-rate the account back to the utility rate. this is not a valid enrollment since it was not the account holder that authorized it.	5/26/2015 ICC 5/19/2015 ICC
JOHN CZABAFI WESLEY PARKS	5/6/2015 2015-05355 5/6/2015 2015-05394	Billing Sales Tactics	Closed - No further Action Required Closed - No further Action Required	Confirmed that account was part of the missed billing window issue. Customer has been billed and was offered gift card. Waived ETF Dropped BOTH accounts-Waived ETF	5/20/2015 ICC 5/20/2015 ICC
LILIANNA ZUNO	5/7/2015 00225036	Sales Tactics	Closed - No further Action Required	Confirmed that the balance has been adjusted and there is a \$ balance on the account. Customer was satisfied.	5/15/2015 CUB
LESLIE GARON	5/8/2015 36110629	Billing	Closed - No further Action Required		5/15/2015 BBB
Kenneth Bosnyak	5/8/2015 225053	Notifications	Closed - No further Action Required	Further consideration of adjustment if customer provides cancellation number for march	5/18/2015 CUB
MARIA MAZUR ROBERTO LUNA	5/8/2015 00224983 5/8/2015 00225059	Sales Tactics Billing	Closed - No further Action Required Closed - No further Action Required	Confirmed valid enrollment. No adjustments warranted. Dropped account. Waive ETF	5/18/2015 CUB 5/18/2015 CUB
EMILY BRUHL	5/11/2015 00225063	Billing	Closed - No further Action Required	Confirmed that customer was affected by OBW.	5/21/2015 CUB
TEWANDA PALMER	5/11/2015 00225066	Billing	Closed - No further Action Required	Customer was affected by OBW. Will have someone contact her back to set up payment arrangements on the balance. Confirmed he was affected by OBW. Payment arrangements will be offered	5/21/2015 CUB
BRADLEY KIRCHER Angela Moss Victoria Fuller LISA M BARBE	5/11/2015 00225087 5/12/2015 10619241 5/12/2015 521591 5/14/2015 00225253	Billing Billing Billing Billing	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	Confirmed he was affected by OBW. Payment arrangements will be offered payment plan can be offered OBW	5/21/2015 CUB 5/22/2015 BBB 5/26/2015 ICC 5/22/2015 CUB
VICENTE MARTINEZ BALTASAR VASQUEZ	5/14/2015 2015-05810 5/14/2015 00225266	Billing Sales Tactics	Closed - No further Action Required Closed - No further Action Required	Confirmed valid enrollment. No adjustments warranted. OBW affected account. Customer declined any options made to him. TPV Valid	5/28/2015 ICC 5/22/2015 CUB
Remijio Sotelo	5/15/2015 00225242	Sales Tactics	Closed - No further Action Required	Confirmed this should have been deemed no sale due to language barrier. Re-rate has been processed for \$270.03. Customer was offered 3 months. We will update to 6 months, same amount of time we missed the billing windows	5/26/2015 CUB
KYLE BOUQUET	5/15/2015 2015-05868	Billing	Closed - No further Action Required		5/28/2015 ICC

Melissa Trujillo	5/15/2015 00225296	Sales Tactics	Closed - No further Action Required	Confirmed valid enrollment. Customer was billed accordingly to her agreed terms. Was affected by one month of OBW.	5/21/2015 CUB
James Wright	5/14/2015	Sales Tactics	Closed - No further Action Required	Unable to locate an enrollment	5/18/2015 INTEGRYS GROUP
Donna Clark	5/18/2015 00225343	Billing	Closed - No further Action Required	Confirmed customer was affected by the OBW. Payment arrangements have been set up.	5/28/2015 CUB
JULIANA PACHECO	5/18/2015 00225345	Billing	Closed - No further Action Required	Confirmed valid enrollment. Customer was affected by OBW. Payment arrangements have been set up already.	5/28/2015 CUB
Melody Rivera	5/19/2015 2015-06028	Sales Tactics	Closed - No further Action Required	Valid TPV	6/2/2015 ICC
Jaroslava Kuchman	5/19/2015 201506031	Billing	Closed - No further Action Required	Re-Rate the remaining months account was not under a contract in addition to 30%reduction	6/2/2015 ICC
Jo Hester	5/20/2015	Billing	Closed - No further Action Required	11/04/2014-03/05/2015. An adjustment has been posted to the account for (\$523.56) that will be sent out along with the next month's charges.	5/20/2015 INTEGRYS GROUP
Francisco Melendez	5/19/2015 00225402	Billing	Closed - No further Action Required	OBW	5/29/2015 CUB
Robin Manesky	5/20/2015 00225412	Cancellations	Closed - No further Action Required	No prior cancellation request	5/29/2015 CUB
Gabrielle Pikes	5/21/2015 00225120	Billing	Closed - No further Action Required	OBW	5/29/2015 CUB
Maria Moya	5/21/2015 2015-06141	Billing	Closed - No further Action Required	Re-Rate completed	6/4/2015 ICC
Stephan Pawowski	5/21/2015 2015-06188	Notifications	Closed - No further Action Required	OBW- RE-rate processed	6/10/2015 ICC
Barry Coats	5/27/2015 2015-06372	Cancellations	Closed - No further Action Required	Drop submitted	6/10/2015 ICC
Maria Gavara	5/27/2015 00225571	Billing	Closed - No further Action Required	no adjustment warranted OBW- Language Barrier for authorization	6/9/2015 CUB
GILBERTO HERNANDEZ	5/27/2015 00225535	Sales Tactics	Closed - No further Action Required	Refund \$170.10	6/9/2015 CUB
ALICIA ESQUIVEL	5/27/2015 2015-06385	Sales Tactics	Closed - No further Action Required	credits applied	6/10/2015 ICC
THURMAN MORGAN	5/27/2015	Billing	Closed - No further Action Required	Sent to CSG to have someone contact the customer and go over the OBW. Breakdown will also be mailed to the customer.	6/2/2015 INTEGRYS GROUP
George Haines	5/28/2015 00225629	Billing	Closed - No further Action Required		6/5/2015 CUB
KIMBERLY MUSSMAN	5/29/2015 2015-CONS-00397068	Billing	Closed - No further Action Required	Customer was re-rated and a refund check request was submitted.	6/8/2015 Attorney General
STEFAN PAWLOWSKI	5/29/2015 2015-CONSC-00000111	Notifications	Closed - No further Action Required	OBW. Gift card was sent to customer.	6/19/2015 Attorney General
Mian Mohammed Sharif	5/28/2015 2015-06445	Billing	Closed - No further Action Required		6/16/2015 ICC
Dominick Suzanne Mayer	5/29/2015 10644799	Sales Tactics	Closed - No further Action Required	TPV Valid- Full Re-Rate granted	6/8/2015 BBB

ORALIA CASTANEDA	6/1/2015	Sales Tactics	Closed - No further Action Required	Confirmed valid enrollment. Customer was affected by OBW. Customer was NOT affected by OBW. No record of customer calling in to cancel.	6/4/2015 Attorney (Law Firm)
BRIDGETT DAVIS	6/2/2015 2015-06655	Cancellations	Closed - No further Action Required	Customer was affected by OBW. Customer has agreed to payment arrangements.	6/16/2015 ICC
PRESTON THOMAS	6/2/2015 2015-06668	Billing	Closed - No further Action Required	Confirmed customer was renewed and new rate took effect as it should have. No adjustments warranted.	6/19/2015 ICC
ANDREW SZLACHTA	6/3/2015 2015-CONSC-00397020	Notifications	Closed - No further Action Required	No adjustments needed	6/19/2015 Attorney (Law Firm)
BARB BLOOMINGBURG	6/3/2015 00225830	Products	Closed - No further Action Required	Placed on the DNK list.	6/12/2015 CUB
Ari S Nowacek	6/4/2015 10653165	Sales Tactics	Closed - No further Action Required		6/12/2015 BBB
Jones And Otto Neighborhood D	6/4/2015 225850	Billing	Closed - No further Action Required	Confirmed customer was not affected by OBW. Balance is due.	6/15/2015 CUB
Nancy Gardner	6/5/2015 2015-06795	Billing	Closed - No further Action Required	Confirmed customer was affected by OBW. Payment plan has already been set for this customer.	6/19/2015 ICC
Megan Cline	6/5/2015 00225541	Billing	Closed - No further Action Required	valid charges	6/15/2015 CUB
Yeva Fisher	6/8/2015 2015-06891 / 2015-06894	Cancellations	Closed - No further Action Required	Confirmed valid enrollment. No adjustments warranted. Customer agreed to variable pricing.	6/22/2015 ICC
Rosaura Islas	6/9/2015 2015-06933	Sales Tactics	Closed - No further Action Required	Confirmed valid enrollment. No adjustments are due.	6/23/2015 ICC
Jorge Maya	6/9/2015 10660105	Billing	Closed - No further Action Required	Confirmed customer was affected by the OBW. Payment plan has been set up already.	6/19/2015 BBB
Gerald Luptak	6/9/2015 2015-06950	Cancellations	Closed - No further Action Required	Spark continued to receive readings after cancellation response from Nicor	6/23/2015 ICC
BRAD THOMSON	6/9/2015 225951	Billing	Closed - No further Action Required	Confirmed customer was affected by OBW. Payment arrangement was already offered and she declined. OBW team will reach out again to the customer.	6/19/2015 CUB
Eulalia Bustos	6/9/2015 2015-06980	Billing	Closed - No further Action Required	Confirmed customer was affected by the OBW. Customer was already given 30% discount on the balance. Payment arrangement and re-rate will be processed 04/29-06/29/2015	6/23/2015 ICC
Laurel Foglia	6/15/2015 00226063	Billing	Closed - No further Action Required	Confirmed customer was affected by OBW for one bill. Also confirmed that B&T has corrected the double bill. No adjustments required.	6/25/2015 CUB
Haley Aynessazian	6/11/2015 10663613	Billing	Closed - No further Action Required		6/22/2015 BBB

CONSTANCE STEWART Johann Castillo	6/12/2015 00226017 6/18/2015	Cancellations Sales Tactics	Closed - No further Action Required Closed - No further Action Required	Confirmed account has been cancelled and was affected by OBW. Confirmed valid enrollment.	6/22/2015 CUB 6/24/2015 INTEGRYS GROUP
Victor Fernandez	6/18/2015	Cancellations	Closed - No further Action Required	Confirmed drop has been submitted. Confirmed customer was affected by OBW. Will offer payment arrangements and discount on balance.	6/24/2015 INTEGRYS GROUP
REFUGIO ROA	6/19/2015 2015-07439	Billing	Closed - No further Action Required		7/1/2015 ICC
SOL PACHECO	6/19/2015 2015-07442	Sales Tactics	Closed - No further Action Required	Confirmed someone other than account holder authorized the enrollment. Offered re-rate Spark will process a cost analysis once the account has been terminated and the final usage has been received Refund amount is 311.29	7/1/2015 ICC
JUAN COLON	6/22/2015 2015-07537	Sales Tactics	Closed - No further Action Required		7/6/2015 ICC
MIAN MOHAMMAD SHARIF GALINA VORONINA DAVID SANTOS	6/22/2015 2015-07565 6/23/2015 2015-07627 6/23/2015 2015-07639	Cancellations Billing Billing	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	Confirmed account has been dropped.	7/6/2015 ICC 7/7/2015 ICC 7/7/2015 ICC
BRYAN KVETON JOSE ANTONIO HERRERA	6/23/2015 10683191 6/26/2015	Billing Cancellations	Closed - No further Action Required Closed - No further Action Required	OBW- Will continue to offer reduction in balance and payment arrangements No action required	7/2/2015 BBB 6/26/2015 INTEGRYS GROUP
KAYLA ANDERSON ALEC EBERHARDT	6/25/2015 00226312 6/26/2015 10687348	Sales Tactics Billing	Closed - No further Action Required Closed - No further Action Required	Confirmed valid enrollment. Waive ETF as a courtesy. ETF will be waived No enrollment located. Agents have been identified.	7/6/2015 CUB 7/6/2015 BBB
Thomas Murrin ROSE FURMANEK RAFAEL NUNEZ	6/29/2015 2015-07837 6/23/2015 6/23/2015	Sales Tactics Sales Tactics Sales Tactics	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	Confirmed valid enrollment Confirmed valid enrollment.	7/10/2015 ICC 6/30/2015 INTEGRYS GROUP 6/30/2015 INTEGRYS GROUP
Reyna Rojas	6/30/2015 10692417	Sales Tactics	Closed - No further Action Required	Confirmed that account holder did not authorize the enrollment. Offered re-rate for entire period. Forwarded to Marketing.	7/9/2015 BBB
Hugo Mejia	6/30/2015 10693188	Sales Tactics	Closed - No further Action Required	Enrollment cancelled Confirmed valid enrollment. Customer did not request to cancel electric account. No adjustments are due	7/9/2015 BBB
Simon Griffeth	6/30/2015 10693122	Sales Tactics	Closed - No further Action Required	Confirmed enrollment was cancelled Waived ETF. Confirmed valid enrollment	7/10/2015 BBB
JOSE ACOSTA	7/2/2015	Cancellations	Closed - No further Action Required		7/6/2015 INTEGRYS GROUP
DIANE MORRIS ALEXANDER Dave Hoover	7/7/2015 2015-08202 7/7/2015	Sales Tactics Sales Tactics	Closed - No further Action Required Closed - No further Action Required	Marketing aware. Account was dropped 6/9- re-rate will be processed.	7/16/2015 ICC 7/24/2015 Attorney (Law Firm)
Danielle Jackson	7/8/2015 2015-08289	Cancellations	Closed - No further Action Required	\$53.88 credit will be applied	7/22/2015 ICC

Account will be dropped 7/22

Julie Harding	7/8/2015	2015-08317	Cancellations	Closed - No further Action Required	re-rate	7/22/2015	ICC
Barbara Seawall	7/14/2015	10713560	Billing	Closed - No further Action Required	OBW	7/24/2015	BBB
Bhagwant Randhawa	7/13/2015	201508565	Sales Tactics	Closed - No further Action Required	Confirmed valid enrollment.	7/27/2015	ICC
Kofi Kwarteng	7/10/2015	2015-08495	Sales Tactics	Closed - No further Action Required	Drop Submitted. Confirmed valid enrollment.	7/23/2015	ICC
David Mccurdy	7/14/2015	2015-08625	Sales Tactics	Closed - No further Action Required	Sent to Marketing for review. Confirmed new letter was sent out.	7/28/2015	ICC
Israel Villafane	7/17/2015	201508824	Sales Tactics	Closed - No further Action Required	Confirmed valid enrollment. No mention of free electricity	7/30/2015	ICC
Ulisia Darby	7/17/2015	201508843	Cancellations	Closed - No further Action Required	Drop Submitted. No record of customer calling in to cancel prior to complaint being received.	7/30/2015	ICC
Rufus Mc Gee	7/20/2015	2015-08911	Billing	Closed - No further Action Required	OBW issue.	8/3/2015	ICC
Kurt Carlisle	7/21/2015	2015-09024	Sales Tactics	Closed - No further Action Required	Confirmed that multiple potential customers were sent solicitation when they were not supposed to have received it.	8/4/2015	ICC
IGNACIA GOMEZ	7/21/2015	00226860	Billing	Closed - No further Action Required		7/31/2015	CUB
Jody Arms	7/28/2015	10737270	Sales Tactics	Closed - No further Action Required	Drop Submitted	8/7/2015	BBB
Yanira Rivas	7/24/2015	201509270	Sales Tactics	Closed - No further Action Required	Unable to Locate Account	8/6/2015	ICC
Jody Arms	7/27/2015	201509371	Cancellations	Closed - No further Action Required	Drop Submitted. Customer was offered a discount on his balance.	8/6/2015	ICC
DENNIS BELOGORSKI	7/27/2015		Billing	Closed - No further Action Required	B&T has corrected the account balance.	8/4/2015	INTEGRYS GROUP
Tomas Reyes	7/21/2015	2015-CONSC-00005351	Billing	Closed - No further Action Required	OBW issue. Account has already terminated.	8/3/2015	Attorney General
DIANE MORRIS ALEXANDER	7/21/2015	2015-CONSC-00001374	Sales Tactics	Closed - No further Action Required	Confirmed valid enrollment. No adjustments are warranted.	7/29/2015	Attorney General
LUCINO AYALA	7/22/2015	2015-CONSC-00005347	Billing	Closed - No further Action Required	OBW issue	8/3/2015	Attorney General
ROBERTO RENDON	7/21/2015		Billing	Closed - No further Action Required	OBW issue	7/29/2015	Attorney General
David Wisz	7/28/2015	2015-09407	Billing	Closed - No further Action Required	Drop was submitted as requested.	8/11/2015	ICC
Mark Cooper	7/29/2015	201509465	Sales Tactics	Closed - No further Action Required	Drop Submitted.	8/12/2015	ICC
Eva Escutia	7/29/2015		Sales Tactics	Closed - No further Action Required	Confirmed valid enrollment.	7/30/2015	INTEGRYS GROUP
Jesus Lemus	7/28/2015	2015-CONSC-00000960	Sales Tactics	Closed - No further Action Required	Account has been dropped.	8/6/2015	Attorney General
FRANK KAWUCHA	8/3/2015	2015-09753	Sales Tactics	Closed - No further Action Required	The gas enrollment was cancelled and the electric account will be cancelled on 8/24/2015. Spark will process a re-rate.	8/14/2015	ICC
FRANK KAWUCHA	8/3/2015	00227180	Sales Tactics	Closed - No further Action Required	Re-Rate	8/13/2015	CUB
Attorney General	7/28/2015		Sales Tactics	Closed - No further Action Required	Edwin will set up meeting.	7/31/2015	Attorney General
HUGO MEJIA	8/3/2015	2015-CONSC-00006359	Sales Tactics	Closed - No further Action Required	Customer did not authorize the enrollment	8/4/2015	Attorney General
Nancy Gardner	8/3/2015	2015-CONSC-00005114	Billing	Closed - No further Action Required	OBW issue. Payment arrangements have been set up.	8/4/2015	Attorney General

SANDRA TREVINO	8/4/2015 10748406	Billing	Closed - No further Action Required	OBW issue.	8/14/2015 BBB
				Confirmed no adjustments are warranted. Electric account was renewed and customer agreed to MSF and ETF. As a courtesy it was waived. Gas account was dropped due to non payment.	
VANESSA TYLER	7/31/2015 2015-09701	Cancellations	Closed - No further Action Required		8/12/2015 ICC
ARTHUR NAJERA	8/4/2015 00227245	Sales Tactics	Closed - No further Action Required	Valid TPV	8/14/2015 CUB
				Customer was not charged supply charges from Spark. Account has been dropped.	
ROSEMARY REIS	8/3/2015 2015-CONSC-00005881	Billing	Closed - No further Action Required		8/13/2015 Attorney General
Christine Komperda	8/3/2015 2015-CONSC-00001497	Billing	Closed - No further Action Required	OBW	8/13/2015 Attorney General
Bernice Powe	8/3/2015 2015-CONSC-00005111	Billing	Closed - No further Action Required	OBW	8/13/2015 Attorney (Law Firm)
				Confirmed that payments have been reversed. Generated billing history and sent it to the customer. he will be responsible for all usage charges on the account.	
Lakeview Agency	8/6/2015 2015-09949	Billing	Closed - No further Action Required		8/27/2015 ICC
REYNALDO SANCHEZ	8/6/2015 2015-09963	Sales Tactics	Closed - No further Action Required		8/20/2015 ICC
Evelyn Ferrer	8/4/2015 2015-CONSC-00006522	Sales Tactics	Closed - No further Action Required		9/22/2015 Attorney General
FRANCIS STRULOVICH	8/5/2015 2015-CONSC-00004398	Billing	Closed - No further Action Required	OBW issue.	8/17/2015 Attorney General
				Confirmed that refund check has been mailed out to the customer. They were disconnected due to credit not being sent to ComEd. Per B&T both payments were reversed and the balance on the account is correct.	
Basima Ghouleh	8/7/2015 2015-10020	Billing	Closed - No further Action Required		8/21/2015 ICC
Lakeview Agency	8/10/2015	Billing	Closed - No further Action Required		8/24/2015 INTEGRYS GROUP
ALEXIS ORTIZ	8/10/2015 2015-10124	Billing	Closed - No further Action Required		8/24/2015 ICC
				Forwarded to Marketing. Need additional information to identify the agent.	
Mike Scott	8/12/2015 10763035	Sales Tactics	Closed - No further Action Required		8/21/2015 BBB
Belinda Neff	8/13/2015 10765362	Sales Tactics	Closed - No further Action Required	OBW	8/21/2015 BBB
				OBW. ETF was waived and adjustment was applied to the account. Customer will only be responsible for \$150.00.	
Ricardo Villegas	8/13/2015 10765756	Billing	Closed - No further Action Required		8/21/2015 BBB
				Confirmed valid enrollment. No adjustments warranted	
CALVIN UTLEY	8/14/2015 2015-10384	Sales Tactics	Closed - No further Action Required		8/27/2015 ICC
				Confirmed valid enrollment. No adjustments warranted	
CALVIN UTLEY	8/15/2015 10766685	Sales Tactics	Closed - No further Action Required		8/25/2015 BBB
Maranda Lofton	8/19/2015 2015-10554	Cancellations	Closed - No further Action Required	Drop Submitted	8/31/2015 ICC
				Unable to locate the account	
Melinda Miller	8/19/2015 2015-10559	Billing	Closed - No further Action Required	Will have to contact customer to obtain additional information	8/31/2015 ICC
				Customer filed previous complainit with similar issue. OBW issue	
Donna Miller	8/25/2015 2015-10834	Billing	Closed - No further Action Required		9/14/2015 ICC

Lakeview Agency SCOTT FOSTER	8/27/2015 2015-10963 8/27/2015 10785827	Cancellations Billing	Closed - No further Action Required Closed - No further Action Required	Confirmed account was not dropped as requested. Customer was already re-rated. No additional adjustments are due. waived ETF Confirmed customer was sent a renewal notice prior to contract expiring. Customer wants account cancelled- full balance is owed	9/2/2015 ICC 9/3/2015 BBB
Marrie Herrick	8/28/2015 00228031	Notifications	Closed - No further Action Required		9/2/2015 CUB
SANDRA CHRISTIAN Patricia Allen AGUSTIN GONZALEZ	8/31/2015 2015-11093 9/3/2015 2015-11342 9/3/2015 00228202	Billing Billing Billing	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	OBW	9/22/2015 ICC 9/17/2015 ICC 9/9/2015 CUB
ANTHONY CERRITO	9/3/2015 2015-11355	Cancellations	Closed - No further Action Required	adjustment is not warranted at this time. Mrs. Cerrito only requested to have her gas services cancelled and not her electric service Placed on DNK list as well as sent to marketing	9/10/2015 ICC
Paul Sorensen David Austin Dennis Vogel Rick Allegretti	9/8/2015 2015-11477 9/9/2015 2015-11505 9/10/2015 2015-CONSC-00008571 9/11/2015 201511664	Sales Tactics Collections Billing Billing	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	Refund Check will be sent out Confirmed account holder did not authorize the enrollment. Account will be re-rated. Dropped account	9/16/2015 ICC 9/30/2015 ICC 9/17/2015 Attorney General 9/23/2015 ICC
Maria Lopez LUCIANA ACOSTA	9/14/2015 9/9/2015	Sales Tactics Cancellations	Closed - No further Action Required Closed - No further Action Required		9/15/2015 INTEGRYS GROUP 9/17/2015 Attorney (Law Firm)
DAVID TORRES ELOY RENTERIA LUIS BAILON	9/18/2015 2015-11952 9/19/2015 9/18/2015 2015-CONSC-00005604	Billing Cancellations Sales Tactics	Closed - No further Action Required Closed - No further Action Required Closed - No further Action Required	Spark believes that an adjustment is not warranted at this time. NO ACTION REQUIRED	9/28/2015 ICC 9/21/2015 INTEGRYS GROUP 9/23/2015 Attorney General
ADELA TOVALIN STEVEN REARDON	9/21/2015 2015-12023 9/21/2015	Sales Tactics Cancellations	Closed - No further Action Required Closed - No further Action Required	NEED TO ADD Salinas Jasmin TO FINAL INTERACTION NO ACTION REQUIRED	9/28/2015 ICC 9/21/2015 INTEGRYS GROUP
Elizabeth Arthur	9/25/2015 00228606	Sales Tactics	Closed - No further Action Required	We'd like to confirm that Spark has placed Mr. Paul Sorensen's address of 1206 Simpson St. Evanston, IL 60201 onto to our "Do Not Solicit" list. Spark would like to also confirm that Ms. Arthur has not been switched from her current supplier Homefield Energy to Spark.	10/2/2015 CUB
Carolyn Murphy Richard Carlson	9/25/2015 00228608 9/29/2015 00228670	Products Billing	Closed - No further Action Required Closed - No further Action Required	Confirmed that the ETF has been waived.	9/29/2015 CUB 9/30/2015 CUB
Julia Diego	9/30/2015 2015-CONSC-00010263	Billing	Closed - No further Action Required	Confirmed this was an OBW customer. Needs to call in for payment arrangements and possible adjustments.	9/30/2015 Attorney General

				Spark provided the cust w incorrect info stating the acct was cancelled on 8/3/15 when it had been reinstated . spark will do a cost analysis and if the charges are more then spark will refund the customer via check.	
Elisa Jacquinde	10/2/2015 5476391013	Cancellations	Closed - No further Action Required	refund for \$7.61 being sent to customer in form of a check. Per B&T re-rate complete and \$41.94 refund will be sent via check.	10/5/2015 CUB
MICHAEL QUIRK	10/6/2015 2015-12711	Cancellations	Closed - Awaiting Closure from Commission	Confirmed valid enrollment. No adjustments due.	10/9/2015 ICC
Diana Guillen	10/7/2015	Sales Tactics	Closed - No further Action Required	Re-Rate	10/7/2015 INTEGRYS GROUP
Maria Marquina	10/7/2015 2015-12828	Billing	Closed - No further Action Required	Drop Submitted	10/21/2015 ICC
Virgil Elson	10/8/2015 201512872	Cancellations	Closed - No further Action Required	Drop Submitted, submitted cost analysis. Per B&T: If rerate to the utility rate is completed on the account customer would owe. Did not process rerate due to utility rate is higher.	10/15/2015 ICC
Kristina Cruz	10/9/2015 201512933	Cancellations	Closed - Awaiting Closure from Commission	Agent failed to contact customer back.	10/14/2015 ICC
Diana Guillen	10/9/2015 2015-12954	Cancellations	Closed - No further Action Required	Rebuttal, a credit of \$181.80 was given once cost analysis was processed taking bill balance from \$1463.10 to \$1281.30. cust is responsible.	10/19/2015 ICC
Rhonda Thomas	10/12/2015 10854647	Billing	Closed - Awaiting Closure from Commission	re-rated account from 09/02 - 11/03	10/20/2015 BBB
Marie Albue	10/12/2015 00228904	Sales Tactics	Closed - No further Action Required	OBW customer.	10/15/2015 CUB
Evan Hunt	10/13/2015	Billing	Closed - No further Action Required		10/14/2015 INTEGRYS GROUP
Mary Scarboro	10/15/2015 201513239	Cancellations	Closed - Awaiting Closure from Commission	As it stands, Ms. Scarboro does not have an early termination fee on either account; however, she will be responsible for the supplier charges due to Spark until the cancellation is complete on the electric account.	10/16/2015 ICC
Nanette Borzewski	10/16/2015 00229069	Pricing	Closed - No further Action Required	Contacted Customer- No further questions	10/19/2015 CUB
Kristine Heyman	10/16/2015 2015-CONSC-00012500	Billing	Closed - No further Action Required	No adjustments warranted	10/29/2015 Attorney General

Carlos Aruma	10/22/2015 2015-12796	Billing	Closed - No further Action Required	OBW. Account is dropped as of May Valid charges	10/22/2015 ICC
Johnny Kuttab	10/21/2015 10870102	Billing	Closed - Awaiting Closure from Commission	Refunded \$50 eTF as customer moved and should not be charged, also advised cust balance is \$0 as there was a billing error.	10/22/2015 BBB
Jesus Urbina	10/23/2015 2015-13618	Billing	Closed - No further Action Required	no adjustments needed	10/28/2015 ICC
Marie Albue	10/23/2015 2015-13653	Sales Tactics	Closed - No further Action Required	Re-Rate will be processed	10/28/2015 ICC
Johnny Walker	10/23/2015 00229336	Pricing	Closed - No further Action Required	submitted drop and advised 1-2 billing cycles , advised due to move and phone systems no calls reflected due to limitations. no ETF associated w the acct but cust is responsible for the bill.	10/27/2015 CUB
Corinne Blum	10/27/2015 36116558	Billing	Closed - No further Action Required	gave 30% discount on 637.11 taking \$191.33 decreasing the bill to \$445.78 as cust consumed gas and is responsible. also advised spark does not determine cancellation date.	10/29/2015 BBB
Susan Lopez	10/27/2015 2015-13782	Pricing	Closed - No further Action Required	Customer confirms in the complaint that she opted for the month to month variable rate. No adjustments are warranted.	10/29/2015 ICC
Saul Solis	10/29/2015	Billing	Closed - No further Action Required	Confirmed he is OBW affected. accts are cancelled and ETF has been waived.	10/29/2015 INTEGRYS GROUP
Maria Leonardi	10/28/2015 2015-CONSC-00011780	Billing	Closed - Awaiting Closure from Commission	Drop Submitted	10/29/2015 Attorney General
Rose Henry	11/3/2015 2015-14054	Billing	Closed - No further Action Required	ETF will be removed Sent to B&T and they confirmed payments were not posted. Account now shows a zero balance.	11/3/2015 ICC
Megan Cline	10/29/2015	Billing	Closed - No further Action Required	cancellation pending 11-24-15, acct was enrolled under a dif name and address but w same meter numb. Spark will do a cost analysis to determine if a refund is due. submitted cost analysis request checking account for rerate 12/4/15	11/3/2015 INTEGRYS GROUP
Roy Bernard	11/5/2015	Cancellations	Closed - Awaiting Closure from Commission	Re-rate and refund \$134.98.	11/13/2015 CUB
Rose Neri	11/5/2015 10938948	Billing	Closed - No further Action Required	etf waived	11/10/2015 BBB

Phyllis Heckman	11/6/2015 2015-14246	Cancellations	Closed - Pending Termination Date	submitted gas cancellation and apologized for phone system upgrade as we are making improvements, also gave contact#, email address and hours of operation to cancel the electric acct. Mr. Zatar's account was terminated on 2/13/2015 as determined by the utility company. Spark believes that further adjustments are not warranted at this time and that Mr. Zatar was charged correctly per the terms agreed upon.	11/10/2015 ICC
Nedal Zatar	11/4/2015 2015-14152	Billing	Closed - No further Action Required	No further adjustments warranted	11/10/2015 CUB
Nedal Zatar	11/4/2015 00229578	Billing	Closed - No further Action Required	No adjustments warranted	11/10/2015 ICC
Joyce Fijimoto	11/9/2015 2015-14382	Billing	Closed - No further Action Required	\$25.00 gift card	11/25/2015 ICC
Kimball Anderson	11/13/2015 2015-14571	Transactions	Closed - No further Action Required	Account holder did not authorize.	
Marie Lester	11/13/2015 2015-14584	Cancellations	Closed - Pending Re Rate	Re-Rated account	11/16/2015 ICC
Efrain Lopez	11/16/2015 2015-14614	Cancellations	Closed - No further Action Required	Drop Submitted	11/30/2015 ICC
				Once the final usage has been received, Spark will process a re-rate from 11/13/2015 to 1/21/2016. The reason we are only re-rating from 11/13 is because we have no record of the customer calling Spark to cancel prior to 11/2015. We did receive a drop from utility, however they cancelled that drop and reinstated the customer.	
Donald Kesman	11/16/2015 2015-14628	Cancellations	Closed - Pending Re Rate		11/30/2015 ICC
Phyllis Heckman	11/18/2015	Cancellations	Closed - No further Action Required	The cancellation of Spark was submitted on 11/6/2015 with an effective date from the utility of 11/30/2015. Ms. Heckman will solely be back with Comed on the date supplied above. Account Dropped	11/18/2015 ICC
Nat Zorach	11/30/2015 2015-15207	Sales Tactics	Closed - No further Action Required	Customer will be responsible for all usage charges Account is dropped	12/2/2015 ICC
Erika Wilson	12/1/2015 2015-CONSC-00014187	Billing	Closed - No further Action Required	Jonathan alexander-final interaction No action required. Sent in as an FVI only.	12/7/2015 Attorney General
Chandan Nayak	12/2/2015 36117609	Sales Tactics	Closed - No further Action Required		12/2/2015 BBB
Robert Steglinski	12/8/2015	Sales Tactics	Open - Researching Complaint		ICC

Jesus Urbina
JOHN FAULKENBERRY

12/4/2015 N/A
12/9/2015

Billing
Sales Tactics

Closed - No further Action Required
Closed - No further Action Required

Sent to B&T for assistance.
Confirmed valid enrollment.

12/4/2015 INTEGRYS GROUP
12/10/2015 INTEGRYS GROUP

**Oasis Energy, LLC
2015 Informal Complaints**

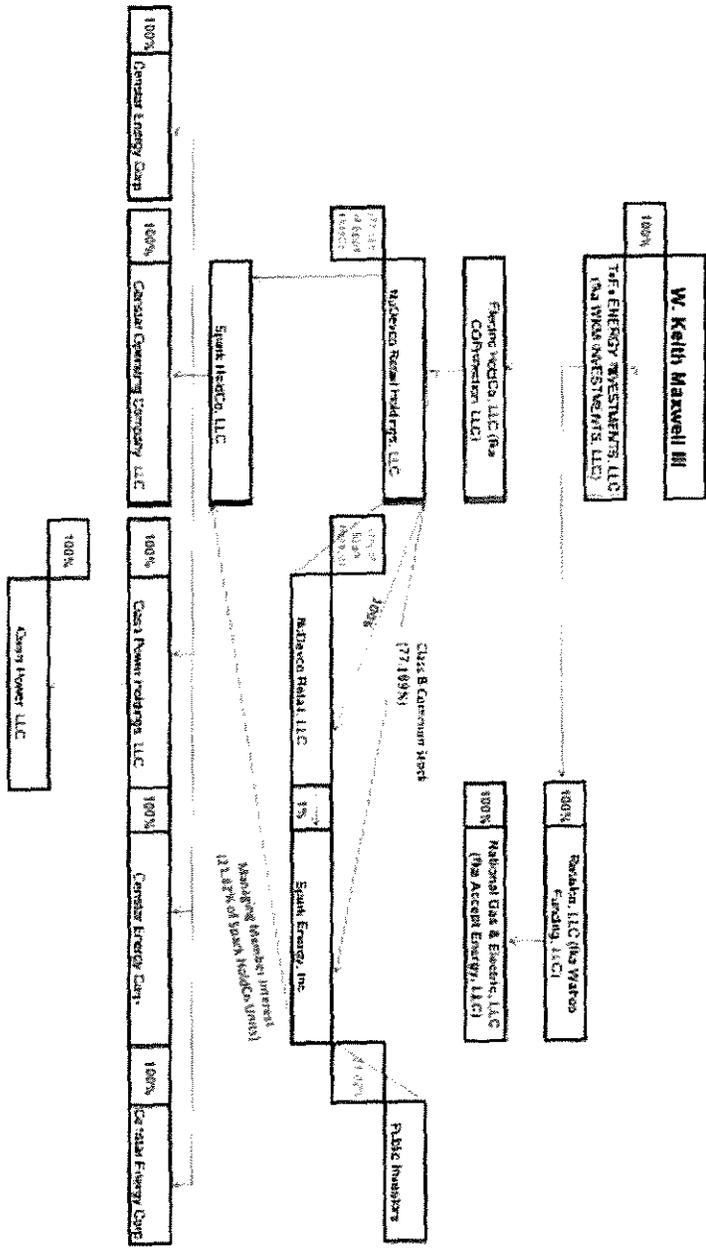
Agency	2015 Total
ICC	3
Grand Total	3

Oasis Energy, LLC 2015 Illinois Informal Complaints

Customer Name	Date Received	Complaint #	Complaint Reason	Status	Response Comments	Date Responded	Agency
Louann Lawson	12/15/2015	2015-15817	Cancellation Request	Pending Response	Customer Cancellation Submitted	Due: 12/22/2015	ICC
Anna Vatsyuk	1/26/2015	2015-00959	Slamming Allegation	Closed - No further Action Required	Valid Enrollment and Charges	1/30/2015	ICC
Janice Kuzel	1/26/2015	2015-00708	Slamming Allegation	Closed - No further Action Required	Valid Enrollment and Charges	2/2/2015	ICC

Addendum B
to
Amended Application of National Gas & Electric, LLC to be an AGS in Illinois

**National Gas & Electric, LLC's
Affiliated Interest Corporate Structure Org Chart**



Corporate Structure Org Diagram - WKM Retail Gas, Retail Electric Businesses National Gas & Electric, LLC



**Attachment A
Illinois Authority to do Business**

05361613

Form LLC-45.5 May 2012 Secretary of State Department of Business Services Limited Liability Division 501 S. Second St., Rm. 321 Springfield, IL 62756 217-524-8008 www.cyberdriveillinois.com	Illinois Limited Liability Company Act Application for Admission to Transact Business	FILE # The space for use by Secretary of State. JESSIE WHITE SECRETARY OF STATE
Payment must be made by certified check, cashier's check, Illinois attorney's check, C.P.A.'s check or money order payable to Secretary of State.	SUBMIT DUPLICATE Type or Print Clearly. This space for use by Secretary of State. Filing Fee: \$500 Penalty: \$ Approved: <i>[Signature]</i>	

- Limited Liability Company Name: National Gas & Electric, LLC
 - Assumed Name: _____
(This item is only applicable if the company name in Item 1 is not available for use in Illinois, in which case form LLC 1.20 must be completed and submitted with this application.)
 - Jurisdiction of Organization: Texas
 - Date of Organization: 10/29/2013
 - Period of Duration: Perpetual
(Enter Perpetual unless there is a Date of Dissolution provided in the agreement, in which case enter that date.)
 - Address of the Principal Place of Business: (P.O. Box alone or c/o is unacceptable.)

<u>2105 CityWest Blvd., Suite 100</u>	Number	Street	Suite #
<u>Houston, Texas 77042</u>	City	State	ZIP Code
 - Registered Agent: Illinois Corporation Service Company

	First Name	Middle Name	Last Name
--	------------	-------------	-----------

 Registered Office: 801 Adjal Stevenson Drive

<u>Springfield</u>	Number	Street	Suite #
	City	IL	62703-4261

(P.O. Box alone or c/o is unacceptable.)
- Note: The registered agent must reside in Illinois. If the agent is a business entity, it must be authorized to act as agent in this state.
8. If applicable, Date on which Company first conducted business in Illinois: _____

(continued on back)

Printed by authority of the State of Illinois, July 2014 - 1 - LLC 17.17

12140 Wickchester, Suite 100, Houston, Texas 77079



LLC-455

9 Purpose: For what the Company is Organized and Propose to Conduct Business Activities
Energy - Natural Gas and Electric

10 The Limited Liability Company (check one):

a managed by the **manager(s)** (List names and addresses):

b has management vested in the **member(s)** (List names and addresses):

Rarbaco, LLC 2105 DryWest Blvd. Suite 100, Houston, Texas 77042

11 The State Secretary of State is hereby appointed the agent of the Limited Liability Company for service of process under circumstances set forth in Subsection (g) of Section 9.42 of the Texas Limited Liability Company Act

12 This application is accompanied by a Certificate of Good Standing or Existence, duly authenticated within the last 60 days, by the officer of the state or country wherein the LLC is formed.

13 The undersigned affirms, under penalty of perjury, having authority to sign hereon, that this application for admission to conduct business is, to the best of his knowledge and belief, true, correct and complete.

Date: August 26, 2015
Month Day Year

Signature
Jerry D. Jones, EVG & GC
Name and Title (Type or print)

on behalf of National Gas & Electric, LLC

If applicant is signing for a Company or other Entity, state Name, Company and indicate whether it is a member or manager of the LLC

Corporation 1-1
P.O. Box 12947
Austin, Texas 78711-2947



Carlos H. Cascos
Secretary of State

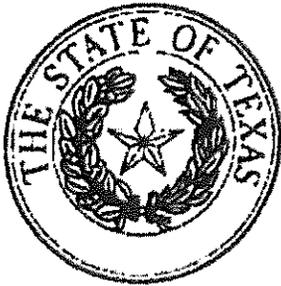
Office of the Secretary of State

Certificate of Fact

The undersigned, as Secretary of State of Texas, does hereby certify that the document, Certificate of Formation for National Gas & Electric, L.L.C. (file number 801875137) a Domestic Limited Liability Company (L.L.C.), was filed in this office on October 29, 2013.

It is further certified that the entity status in Texas is in existence.

In testimony whereof, I have hereunto signed my name officially and caused to be impressed hereon the Seal of State at my office in Austin, Texas on August 25, 2015.



Carlos H. Cascos
Secretary of State

Phone (512) 463-3555
TDD/Relay Texas (800) 475-2247

File your documents online at <http://www.sos.state.tx.us>
Fax (512) 463-4700
TDD (512) 463-4700

Did you file for a service?
Document #2013224042



Attachment B

Description of National Gas & Electric's Business

National Gas & Electric, LLC, ("NGE") a Texas Limited Liability company, is a newly formed Competitive Retail Electric and Natural Gas Service Provider with plans to selectively expand into deregulated states and utility territories. NGE's executive team is comprised of an elite group of energy professionals with an impressive variety of industry experience. NGE intends to strategically expand into deregulated markets throughout the United States offering both electricity and natural gas to residential, commercial and industrial customers in NICOR, Peoples Gas, and Northshore Gas utility territories. (See Attachment C)



Attachment C

**Utility Notices
551.30(c)(3)**



October 19, 2015

Nicor Gas – Customer Select
Attn: Lewis Binswanger
1844 Ferry Rd.
Naperville, IL 60563-9600

RE: Notification of Intent to Serve Pursuant to 83 Illinois Administrative Code 551.30(c)(3)

To Whom It May Concern,

As part of its application for certification by the Illinois Commerce Commission to be an Alternative Gas Supplier (AGS), National Gas & Electric, LLC submits this letter of intention to offer natural gas service to residential, commercial and industrial customers in the service territory of Nicor Gas.

A copy of this letter will be provided to the ICC as part of National Gas & Electric, LLC's Certification of Alternative Gas Supplier's Application.

If you have any questions regarding this notification, please do not hesitate to contact me at 1-888-442-0002.

Respectively submitted,

A handwritten signature in cursive script that reads "Todd Gibson".

Todd Gibson
EVP/CFO
National Gas & Electric, LLC



October 19, 2015

Peoples Gas and North Shore Gas
Attn: Iren Isais
200 E. Randolph Street, 20th Floor
Chicago, IL 60601

RE: Notification of Intent to Serve Pursuant to 83 Illinois Administrative Code 551.30(c)(3)

To Whom It May Concern,

As part of its application for certification by the Illinois Commerce Commission as an Alternative Gas Supplier (AGS), National Gas & Electric, LLC submits this letter of intention to offer natural gas service to residential, commercial, and industrial customers in the service territory of Peoples Gas.

A copy of this letter will be provided to the ICC as part of National Gas & Electric, LLC's Certification of Alternative Gas Supplier's Application.

If you have any questions regarding this notification, please do not hesitate to contact me at 1-888-442-0002.

Respectively submitted,

A handwritten signature in black ink that reads "Todd Gibson".

Todd Gibson
EVP/CFO
National Gas & Electric, LLC



**Attachment D
Procedures for Disputed Bills**

National Gas & Electric, LLC will comply with the requirements of 551.70(b)(6) and clearly communicate with all customers regarding billing resolutions and the status of disputes as well as provide payment arrangements if applicable under the customer agreement. All billing correspondence will include a toll-free number for the customer to contact with inquiries or complaints.



**Attachment E
Surety Bond**

License or Permit Bond

License or Permit Bond No 106229076
[name of insurance company]
[address of insurance company]

KNOW ALL MEN BY THESE PRESENTS, That we, **National Gas & Electric, LLC** as Principal, and **Travelers Casualty and Surety Company of America**, a Connecticut Corporation, and authorized to do business in Illinois, as Surety, are held and firmly bound unto THE PEOPLE OF THE STATE OF ILLINOIS as Obligee, in the sum of **one hundred fifty THOUSAND AND NO/100 Dollars (\$150,000.00)**, for which sum, we bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, by these presents.

THE CONDITIONS OF THIS OBLIGATION ARE SUCH, That WHEREAS, the Principal has been or is about to be granted a license or permit to do business to operate as an for Alternative Gas Supplier ("AGS") under 220 ILCS 5/19-110 and is required to execute this bond under 83 Illinois Administrative Code Part 551.50 by the Obligee.

NOW, Therefore, if the Principal fully and faithfully perform all duties and obligations of the Principal as an AGS, then this obligation to be void; otherwise to remain in full force and effect.

This bond may be terminated as to future acts of the Principal upon thirty (30) days written notice by the Surety; said notice to be sent to 527 East Capitol Avenue, Springfield, Illinois 62701, of the aforesaid State of Illinois, by certified mail.

Dated this 8th day of October, 2015

National Gas & Electric, LLC Principal

By:  [name] Jerry D. Jones [title] Executive Vice President & General Counsel

Travelers Casualty and Surety Company of America Surety

By:  [name] Kristin Darling, Attorney-in-Fact



POWER OF ATTORNEY

Farmington Casualty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.
St. Paul Fire and Marine Insurance Company
St. Paul Guardian Insurance Company

St. Paul Mercury Insurance Company
Travelers Casualty and Surety Company
Travelers Casualty and Surety Company of America
United States Fidelity and Guaranty Company

Attorney-In Fact No. 229509

Certificate No. 006355236

KNOW ALL MEN BY THESE PRESENTS: That Farmington Casualty Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company are corporations duly organized under the laws of the State of Connecticut, that Fidelity and Guaranty Insurance Company is a corporation duly organized under the laws of the State of Iowa, and that Fidelity and Guaranty Insurance Underwriters, Inc., is a corporation duly organized under the laws of the State of Wisconsin (herein collectively called the "Companies"), and that the Companies do hereby make, constitute and appoint

Timothy F. Kelly, John Martincz, Robert F. Boho, Florence McClellun, Lauren Strahm, and Kristin Darling

of the City of Houston, State of Texas, their true and lawful Attorney(s)-in-Fact, each in their separate capacity if more than one is named above, to sign, execute, seal and acknowledge any and all bonds, recognizances, conditional undertakings and other writings obligatory in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

IN WITNESS WHEREOF, the Companies have caused this instrument to be signed and their corporate seals to be hereto affixed, this 8th day of June 2015

Farmington Casualty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.
St. Paul Fire and Marine Insurance Company
St. Paul Guardian Insurance Company

St. Paul Mercury Insurance Company
Travelers Casualty and Surety Company
Travelers Casualty and Surety Company of America
United States Fidelity and Guaranty Company



State of Connecticut
City of Hartford ss.

By: [Signature]
Robert L. Raney, Senior Vice President

On this the 8th day of June 2015, before me personally appeared Robert L. Raney, who acknowledged himself to be the Senior Vice President of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company, and that he, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

In Witness Whereof, I hereunto set my hand and official seal.
My Commission expires the 30th day of June, 2016.



[Signature]
Marie C. Tetreault, Notary Public

WARNING: THIS POWER OF ATTORNEY IS INVALID WITHOUT THE RED BORDER

This Power of Attorney is granted under and by the authority of the following resolutions adopted by the Boards of Directors of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company, which resolutions are now in full force and effect, reading as follows:

RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President, any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary may appoint Attorneys-in-Fact and Agents to act for and on behalf of the Company and may give such appointee such authority as his or her certificate of authority may prescribe to sign with the Company's name and seal with the Company's seal bonds, recognizances, contracts of indemnity, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said officers or the Board of Directors at any time may remove any such appointee and revoke the power given him or her; and it is

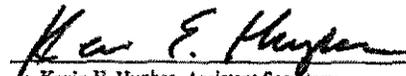
FURTHER RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President may delegate all or any part of the foregoing authority to one or more officers or employees of this Company, provided that each such delegation is in writing and a copy thereof is filed in the office of the Secretary; and it is

FURTHER RESOLVED, that any bond, recognizance, contract of indemnity, or writing obligatory in the nature of a bond, recognizance, or conditional undertaking shall be valid and binding upon the Company when (a) signed by the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary and duly attested and sealed with the Company's seal by a Secretary or Assistant Secretary; or (b) duly executed (under seal, if required) by one or more Attorneys-in-Fact and Agents pursuant to the power prescribed in his or her certificate or their certificates of authority or by one or more Company officers pursuant to a written delegation of authority; and it is

FURTHER RESOLVED, that the signature of each of the following officers: President, any Executive Vice President, any Senior Vice President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary, and the seal of the Company may be affixed by facsimile to any Power of Attorney or to any certificate relating thereto appointing Resident Vice Presidents, Resident Assistant Secretaries or Attorneys-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding on the Company in the future with respect to any bond or understanding to which it is attached.

I, Kevin E. Hughes, the undersigned, Assistant Secretary, of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company do hereby certify that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which is in full force and effect and has not been revoked.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the seals of said Companies this 8th day of October, 2015.


Kevin E. Hughes, Assistant Secretary



To verify the authenticity of this Power of Attorney, call 1-800-421-3880 or contact us at www.travelersbond.com. Please refer to the Attorney-In-Fact number, the above-named individuals and the details of the bond to which the power is attached.

WARNING: THIS POWER OF ATTORNEY IS INVALID WITHOUT THE RED BORDER



Attachment F

**FINANCIAL QUALIFICATIONS
551.80**

**1. Financial Statements
REDACTED**

(FILED UNDER SEPARATE SEAL)

2. Payment Bond - Attached

Payment Bond
Bond No. 106229086

WITNESSETH: This Surety Bond is given by **National Gas & Electric, LLC, 12140 Wickchester Lane, suite 100 Houston, TX 77079**, as Principal, and **Travelers Casualty and Surety Company of America, One Tower Square, Hartford, CT 06183**, as Surety, jointly and severally bound unto **BP Energy Company, BP Products North America, Inc., EDF Trading North America, Calpine Energy Services, L.P., Shell Energy North America (US), L.P., Macquarie Energy, LLC, Total Gas & Power North America, Inc.**, as Obligee, in the amount of **Five Hundred Thousand and 00/100 Dollars (USD \$500,000.00)**, for the payment of which the Principal and Surety bind themselves, their heirs, executors, administrators, successors, assigns or other legal initiatives.

WHEREAS, the Principal, has filed an application with the Illinois Commerce Commission for a certificate to operate as an alternative gas supplier ("AGS") as provided by the Illinois Public Utilities Act ("Act").

WHEREAS, the Principal, as a condition for obtaining a certificate to operate as an AGS in the State of Illinois, has agreed to reimburse obligations of the applicant to unaffiliated companies arising from the acquisition of electric energy that can be delivered to retail customers in the State of Illinois.

NOW, THEREFORE, the condition of this obligation is such that if the Principal shall fulfill its contractual obligations of the applicant to unaffiliated companies arising from the acquisition of electric energy that can be delivered to retail customers in the State of Illinois, within the time ordered by the Illinois Commerce Commission, all additional costs Principal's Wholesale suppliers incur to acquire natural gas as a result of Principal's failure to comply with Principal's contractual obligation to those wholesale supplier(s), then this obligation shall be null and void with respect to and to the extent of such amounts that are timely paid; otherwise, this obligation shall remain in full force and effect.

This bond is subject to the following terms, limitations and conditions:

1. Notwithstanding anything herein to the contrary, the term of this bond shall become effective commencing November 12, 2015 and expire November 12, 2016.
2. Obligee shall apply any amounts paid on this bond against the amounts Principal's Wholesale Supplier(s) owe Obligee, in accordance with an Order of the Illinois Commerce Commission or a court of competent jurisdiction that finds Principal owes such amounts to Principal's Wholesale Supplier(s).
3. The maximum amount of the liability of Surety by virtue of this obligation will be no more than \$500,000.00. In no event shall the bond amount (penalty) be cumulative from year to year, or exceed the amount so stated above.
4. This bond is binding on surety and its successors, assigns, and legal representatives.

Payment Bond
Bond No. 106229086

In witness therefore, said Principal and said Surety have caused these presents to be duly signed and sealed this 12th day of November, 2015.

National Gas & Electric, LLC

By: Jodd Gibson
Title: Chief Financial Officer

Travelers Casualty and Surety Company of America

By: Kristin Darling
Title: Kristin Darling, Attorney-in-Fact



POWER OF ATTORNEY

Farmington Casualty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.
St. Paul Fire and Marine Insurance Company
St. Paul Guardian Insurance Company

St. Paul Mercury Insurance Company
Travelers Casualty and Surety Company
Travelers Casualty and Surety Company of America
United States Fidelity and Guaranty Company

Attorney-In Fact No. 229509

Certificate No. 006539092

KNOW ALL MEN BY THESE PRESENTS: That Farmington Casualty Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company are corporations duly organized under the laws of the State of Connecticut, that Fidelity and Guaranty Insurance Company is a corporation duly organized under the laws of the State of Iowa, and that Fidelity and Guaranty Insurance Underwriters, Inc., is a corporation duly organized under the laws of the State of Wisconsin (herein collectively called the "Companies"), and that the Companies do hereby make, constitute and appoint

Timothy F. Kelly, John Martinez, Robert F. Bobo, Florence McClellan, Lauren Strahm, and Kristin Darling

of the City of Houston, State of Texas, their true and lawful Attorney(s)-in-Fact, each in their separate capacity if more than one is named above, to sign, execute, seal and acknowledge any and all bonds, recognizances, conditional undertakings and other writings obligatory in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

IN WITNESS WHEREOF, the Companies have caused this instrument to be signed and their corporate seals to be hereto affixed, this 16th day of October 2015.

Farmington Casualty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.
St. Paul Fire and Marine Insurance Company
St. Paul Guardian Insurance Company

St. Paul Mercury Insurance Company
Travelers Casualty and Surety Company
Travelers Casualty and Surety Company of America
United States Fidelity and Guaranty Company



State of Connecticut
City of Hartford ss.

By: [Signature]
Robert L. Raney, Senior Vice President

On this the 16th day of October 2015, before me personally appeared Robert L. Raney, who acknowledged himself to be the Senior Vice President of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company, and that he, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

In Witness Whereof, I hereunto set my hand and official seal.
My Commission expires the 30th day of June, 2016.



[Signature]
Marie C. Tetreault, Notary Public

This Power of Attorney is granted under and by the authority of the following resolutions adopted by the Boards of Directors of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company, which resolutions are now in full force and effect, reading as follows:

RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President, any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary may appoint Attorneys-in-Fact and Agents to act for and on behalf of the Company and may give such appointee such authority as his or her certificate of authority may prescribe to sign with the Company's name and seal with the Company's seal bonds, recognizances, contracts of indemnity, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said officers or the Board of Directors at any time may remove any such appointee and revoke the power given him or her; and it is

FURTHER RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President may delegate all or any part of the foregoing authority to one or more officers or employees of this Company, provided that each such delegation is in writing and a copy thereof is filed in the office of the Secretary; and it is

FURTHER RESOLVED, that any bond, recognizance, contract of indemnity, or writing obligatory in the nature of a bond, recognizance, or conditional undertaking shall be valid and binding upon the Company when (a) signed by the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary and duly attested and sealed with the Company's seal by a Secretary or Assistant Secretary; or (b) duly executed (under seal, if required) by one or more Attorneys-in-Fact and Agents pursuant to the power prescribed in his or her certificate or their certificates of authority or by one or more Company officers pursuant to a written delegation of authority; and it is

FURTHER RESOLVED, that the signature of each of the following officers: President, any Executive Vice President, any Senior Vice President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary, and the seal of the Company may be affixed by facsimile to any Power of Attorney or to any certificate relating thereto appointing Resident Vice Presidents, Resident Assistant Secretaries or Attorneys-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding on the Company in the future with respect to any bond or understanding to which it is attached.

I, Kevin E. Hughes, the undersigned, Assistant Secretary, of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company do hereby certify that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which is in full force and effect and has not been revoked.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the seals of said Companies this 12th day of November, 2015.


Kevin E. Hughes, Assistant Secretary



To verify the authenticity of this Power of Attorney, call 1-800-421-3880 or contact us at www.travelersbond.com. Please refer to the Attorney-In-Fact number, the above-named individuals and the details of the bond to which the power is attached.



Attachment G

Technical Qualifications Part 551.90(b)

The following individuals have demonstrated a minimum of four years' natural gas sales experience and a minimum of two years' experience working with rules and practices established by the North American Energy Standards Board or its predecessor:

W. Keith Maxwell, III
President and Chief Executive Officer

Mr. Maxwell has over 30 years' experience in the oil and gas industry. He is the Founder and Chairman of Spark Energy, a multi-state, certified retail electric and natural gas supplier. Mr. Maxwell is the former Chairman and CEO of Marlin Midstream and a founding partner at Wickford Energy, an oil and gas producer service company that was sold to Black Hills Corp. Previous to his tenure at Spark, he was the former Partner at Polaris Pipeline, a natural gas producer services and midstream company that was sold to TECO Pipeline. Mr. Maxwell is the President and Chief Executive Officer of National Gas & Electric, LLC.

Todd Gibson
Executive Vice President and Chief Financial Officer

Mr. Gibson has over 30 years of diverse experience in the energy sector with the last 16 years focused in the retail energy/utility markets (both natural gas and power) and midstream. He joined the Spark Energy family of companies at inception in 1999 and has served in numerous roles and capacities both in operations as well as in accounting and finance. He was a former Audit Manager with Arthur Andersen. He was also the former CFO of Spark Energy and Marlin Midstream and previously was CFO of both Black Hills Energy Resources and Wickford Energy. Mr. Gibson is currently Executive Vice President and CFO of National Gas & Electric, LLC.

Terry Jones
General Counsel

Mr. Jones has over 35 years of legal experience in the energy industry. He held positions within the Spark Energy family of companies, including serving as Executive Vice President of Spark Energy, pre-IPO, board member, and General Counsel of Marlin Midstream. Prior to Spark Energy, he was the Senior Vice President and General Counsel of all Dynegy Inc.'s operating divisions and was part of Dynegy and its predecessors from 1994-2005. He is a former Partner with the law firm of Simon, Peragine, Smith and Redfearn. He has his Juris Doctorate Degree from Herbert Law School (LSU). Mr. Jones is Executive Vice President and General Counsel of National Gas & Electric, LLC.

**Attachment H
Managerial Qualifications - 551.100(a)**

The following individuals demonstrate they have held management positions with four or more years demonstrated experience in a management position with enterprise financial and administration responsibilities including profit and loss responsibilities and four years natural gas sales experience.

**David Hennekes
Vice President, Business Development**

- 18 years of experience in the energy and utilities sectors
- Previously President of Crescent Horizons, a business development consulting firm specializing in software for the retail energy and utilities space
- Former Vice President of Marketing for FirstEnergy Corp.
- From 2004 to 2011, VP of Residential Markets for TXU Energy
- From 2000 to 2004, Managing Director of Customer Operations at Reliant (now NRG Energy)
- More than 15 years managing most functions of retail energy marketing operations and financial management
- MBA and BBA from University of Notre Dame

**Paul Konikowski
Vice President, Business Development**

- 15 years of experience in the retail energy and utility sectors
- Former Chief Operating Officer for Glacial Energy
- Previous Chief Information Officer of Spark Energy
- Class leading operational management resulting in increased speed to market and substantial reductions in G&A expenditures
- Involved in the due diligence, purchase, and integrations of over a dozen retail energy providers
- Successfully launched residential and commercial services in multiple markets including marketing, sales, hedging strategy, operations, customer service, billing, and collections

**Michael Tsang
Vice President, Finance**

- 10 years of corporate finance and investment banking experience in the energy sector
- Previous Senior Director of Strategic Planning at Azure Midstream
- Former Treasurer and Director of Corporate Finance and Investor Relations at Marlin Midstream
- Vice President in energy investment banking at Wunderlich Securities
- Associate in the oil & gas investment banking division at Morgan Keegan (before the purchase by Raymond James)
- Texas A&M undergraduate degree in Finance and MBA from the University of Texas



**Executive Team
Full Resumes
551.90 and 551.100**

W. KEITH MAXWELL, III
14120 Wickchester Lane, Suite 100
Houston, TX 77079
(832) 977-5641
kmaxwell@NGandE.com

PROFESSIONAL EXPERIENCE

2015 – Present NATIONAL GAS & ELECTRIC, LLC Houston, TX

President and Chief Executive Officer Founder, President, and Chief Executive Officer of a new retail gas and electric company being set up in various states located in the Eastern United States.

1999 – Present SPARK ENERGY INC. Houston, TX

Chairman of the Board of Directors Founder and former Chief Executive of Spark Energy, Inc. (NASDAQ: SPKE) now serving as non-executive Chairman of the Board of Directors of Spark Energy, Inc. as well as in similar executive and managerial roles for various affiliated companies engaged in retail electric and gas marketing businesses and in multimodal transportation and transloading businesses moving crude oil and refined products.

1997 – 1999 BLACK HILLS ENERGY RESOURCES, INC. Houston, TX

Partner Founding Partner of a midstream energy company providing transportation and marketing services to independent crude oil producers via trucks, barges, and pipelines.

1994 – 1999 WICKFORD ENERGY MARKETING Houston, TX

Partner Founding Partner of a midstream energy company providing transportation and marketing services to independent crude oil producers via trucks, barges, and pipelines.

1989 – 1994 POLARIS PIPELINE Houston, TX

Partner Founding Partner of a midstream energy company engaged in natural gas producer services that was sold to TECO Pipeline in 1994.

EDUCATION

1983 – 1987

UNIVERSITY OF TEXAS

Austin, TX

Bachelor of Arts Degree – Economics

MISCELLANEOUS

Mr. Maxwell was named Ernst & Young's Entrepreneur of the Year in the Energy, Chemicals and Mining category in 2010.

Mr. Maxwell is actively involved in a number of philanthropic organizations, including Special Olympics, Child Advocates, Salvation Army, Star of Hope, and Helping a Hero.

TERRY D. JONES
14120 Wickchester Lane, Suite 100
Houston, TX 77079
(832) 217-1848
tiones@NGandE.com

PROFESSIONAL EXPERIENCE

2015 – Present NATIONAL GAS & ELECTRIC, LLC Houston, TX

Executive Vice President and General Counsel Responsible for all legal, litigation, regulatory, and compliance functions for a new retail gas and electric company being established in various states located in the Eastern United States as well as performing all of these functions in a similar capacity for other affiliated companies engaged in multimodal transportation and transloading businesses moving crude oil and refined products.

2015 – Present TxEx ENERGY INVESTMENTS, LLC, Houston, TX

**and its predecessors, NuDevco Partners, LLC and
NuDevco Partners Holdings, LLC, Parent Company of
Spark Energy, LP and Spark Energy Gas, LP**

Executive Vice President and General Counsel Responsible for all legal, litigation, regulatory, and compliance functions for a new retail gas and electric company being set up in various states located in the United States as well as performing all of these functions in a similar capacity for Spark Energy and other affiliated companies engaged in retail electric and gas wholesale businesses and in multimodal transportation and transloading businesses moving crude oil and refined products.

2013 – 2015 MARLIN MIDSTREAM PARTNERS, LP Houston, TX

Executive Vice President and General Counsel Responsible for all legal, litigation, regulatory, and compliance functions for Marlin Midstream Partners, LP, a publicly traded master limited partnership, which owns and operates midstream assets, including natural gas gathering, transportation, treating and processing assets and NGL transportation pipelines, and crude oil transloading assets.

1994 – 2005 DYNEGY, INC. (FKA NATURAL GAS CLEARINGHOUSE) Houston, TX

Senior Vice President and General Counsel Started as Vice President of the predecessor company and ultimately became Senior Vice President and General Counsel for all of Dynegy's operating divisions responsible for legal, litigation, regulatory, and compliance matters.

1983 – 1994 SIMON, PERAGINE, SMITH & REDFEARN New Orleans, LA
Partner Started as an Associate and became a Partner specializing in full-service
energy law.

EDUCATION

1979 – 1983 PAUL M. HEBERT SCHOOL OF LAW (LSU) Baton Rouge, LA
Juris Doctor Degree

1976 – 1979 LOUISIANA STATE UNIVERSITY Baton Rouge, LA
Bachelor of Science Degree – Management and Administration

TODD GIBSON
14120 Wickchester Lane, Suite 100
Houston, TX 77079
(832) 977-5633
tgibson@NGandE.com

PROFESSIONAL EXPERIENCE

2015 – Present NATIONAL GAS & ELECTRIC, LLC Houston, TX

Executive Vice President and Chief Financial Officer Responsible for all financial, accounting, and related administrative functions for a new retail gas and electric company being set up in various states located in the Eastern United States as well as performing all of these functions in a similar capacity for Spark Energy, Inc. (NASDAQ: SPKE) and other affiliated companies engaged in the retail electric and gas marketing businesses and in the multimodal transportation and transloading businesses moving crude oil and refined products.

1999 – Present SPARK ENERGY INC. Houston, TX

Executive Vice President and Chief Financial Officer Responsible for all financial, accounting, and related administration functions for a new retail gas and electric company being set up in various states located in the United States as well as performing all of these functions in a similar capacity for Spark Energy, Inc. (NASDAQ: SPKE) and other affiliated companies engaged in the retail electric and gas marketing businesses and in the multimodal transportation and transloading businesses moving crude oil and refined products.

1997 – 1999 BLACK HILLS ENERGY RESOURCES, INC. Houston, TX

Chief Financial Officer Responsible for all financial, accounting, and related administrative functions for a midstream energy company providing transportation and marketing services to independent crude oil producers via trucks, barges, and pipelines.

1997 – 1999 WICKFORD ENERGY MARKETING Houston, TX

Chief Financial Officer Responsible for all financial, accounting, and related administrative functions for a midstream energy company providing transportation and marketing services to independent crude oil producers via trucks, barges, and pipelines.

1997 – 1999 ARTHUR ANDERSON

Houston, TX

Audit Manager Performed various accounting and auditing services to clients leading up to appointment as Audit Manager for a Big Four accounting firm.

EDUCATION

1983 – 1988

TEXAS STATE UNIVERSITY

San Marcos, TX

Bachelor of Business Administration Degree – Accounting

DAVID HENNEKES

dhennekes@nu-devco.com 214-766-1922

www.linkedin.com/in/davidhennekes

Houston, TX

DRIVING GROWTH THROUGH ~~INTEGRITY~~, PASSION, & INGENUITY

Innovative executive who has delivered top-tier results across diverse functional areas in energy, deregulated markets, software, and clean-technology. Deep experience at start-ups to multi-billion dollar operations. Skilled at operations excellence, turnarounds, market expansion, and new product launches in both U.S. and multinational environments.

PROFESSIONAL ACCOMPLISHMENTS

Earnings Growth

- Grew earnings to 3x in 4 years for a \$6 billion retail electricity provider
- Achieved 2x gross margins in a hot commodity market

Sales and Marketing Prowess

- Acquired 250,000 customers organically in one year as a CMO
- Eliminated 10% annual attrition to become #1 in peer group retention

Customer Operations Excellence

- Reduced bad debt 50% & raised working capital \$50M, leading a 200 person credit and back office team for a top energy provider
- Guided a successful \$200M+ SAP-CRM project (sales-to-cash)

Innovation Frontier

- Launched the first 2-way web-connected thermostat offered in mass markets by a competitive energy provider in Texas, reaching 30,000 homes
- Exceeded plans leading three start-ups/growth stage companies in the areas of software, smart meters, and clean-technology
- Drove a 5-to-1 ROI by developing, testing and perfecting a statistics-based price elasticity analytical system for a consumer commodity business

Key Qualities:

- Motivational leadership
- Analytical problem solving
- High integrity
- Infectious passion
- Competitive edge
- Assertive teamwork
- Curiosity
- Change aptitude
- Versatility from strategy to know-how

CAREER HISTORY

Vice President, NuDevco Partners, Houston, TX, 2015 - present

President, Crescent Horizons LLC, Hudson, OH, 2012 - present

Vice President of Marketing, FirstEnergy Corp., Akron, OH, 2011 - 2012

VP & General Manager of Consumer Markets, TXU Energy, Dallas-Fort Worth, TX, 2004 - 2011

Director of Retail Operations, Credit & Planning, Reliant Energy (NRG), Houston, TX, 2000 - 2004

Manager of Business Development & Finance, LG&E Energy (PPL Corp.), Louisville, KY & Cordoba, Argentina, 1997 - 2000

Economic Development Consultant (Volunteer), U.S. Peace Corps, Santiago, Chile, 1993 - 1996

Business Manager, Trade & Lobbying Associations, Washington, DC & New York, NY, 1987 - 1993

EDUCATION

MBA Finance & Marketing (Magna Cum Laude), University of Notre Dame, Notre Dame, IN, 1997

BBA Accounting, University of Notre Dame, Notre Dame, IN, 1987

PROFESSIONAL EXPERIENCE

NuDevco Partners, LLC, Houston, TX, 2015 – present

Lead business development, sales and marketing, operations and performance improvement for a holding company that manages electricity and natural gas suppliers in deregulated markets.

- Managed the acquisition, implementation plan and operations of a residential and small commercial electricity and gas supplier in the Northeast and Midwest U.S. with approximately 40,000 customers.
- Developed the business plan, operating plan and start-up plan for a new energy provider for all U.S. markets.

Crescent Horizons LLC, Hudson, OH, 2012 – present

Business development & management consultant covering technology, software, energy, utilities, small businesses, and marketing clients. Conceived, developed and executed successful market expansion plans for clean-tech software companies, a regulated utility, and a retail energy provider. Leveraged deep expertise in partnerships, marketing, sales, product development, smart grid, customer operations, process design & information technology.

- Designed, negotiated, and executed marketing partnerships for a clean technology company combining the best in breed hardware, software and services for commercial and residential customers. Resulted in 10x growth in sales leads.
- Led a consulting engagement evaluating the U.S. clean-tech energy space for a gas and electric utility. Developed a "utility of the future strategy" and launched a start-up for energy management and energy efficiency services.
- Developed a go-to-market strategy, analyses, and a business plan for a retail energy provider expanding in the Northeast U.S. – led to better than planned sales and marketing results.
- Performed COO, CMO, and hands-on strategic roles for small businesses – overhauled marketing, sales and operations to achieve growth plans in key direct and indirect channels.

FirstEnergy Corporation, Akron, OH, 2011 – 2012

Chief marketing officer of subsidiary FirstEnergy Solutions, one of the largest competitive electricity suppliers in the U.S. (NYSE: FE). Accountable for sales and marketing to residential, commercial and industrial segments, including P&L responsibility, market strategy, pricing, direct and indirect sales forces, web, advertising and communications functions.

- Doubled the organically acquired mass markets customer base and earnings contribution in one year, through multiple innovations in marketing and sales (from a quarter million to a half million customers).
- Key accomplishments included:
 - ✓ the company's first venture into door-to-door sales, with integrated iPad technology, which produced a 25% increase in small business sales
 - ✓ search engine marketing and Internet platform enhancements, which drove a 20% increase in leads and improvement from third to top quartile in independent website ratings
 - ✓ expansion of the indirect agent sales force with 40 new third party agreements, leading to a 25% increase in small business sales
 - ✓ new direct mail, advertising and multi-media communications programs that significantly increased brand preference and drove 50+% more mass markets leads and higher close rates.

TXU Energy, Dallas-Fort Worth, TX, 2004 – 2011

More than tripled earnings in 4 years in a 2-million customer deregulated electricity business with approximately \$6 billion in annual revenues. Accountable for determining consumer strategies and leading multiple functions spanning marketing, sales, and customer operations – KPI ownership of financial, operating and sales objectives.

- Dramatically increased profitability of the residential division through effective pricing management and redirection of the competitive sales and marketing strategy from "harvest" to "growth" – a source of significant value in the private equity buyout of TXU in 2007.

- Doubled new market penetration over a 3-year period, reversing 5 consecutive years of customer attrition and outperforming nearest sized competitors. Maintained #1 share position, despite fierce competition from more than 35 competitors, through superior product innovation and exceptional direct and mass marketing tactics.
- Developed and launched new service and product plans using highly segmented direct and mass marketing campaigns that drove a 75% reduction in customer attrition. The new plans also delivered consistent returns of 3 to 5 times the investment, outpacing the hurdle rate.
- Reorganized, sponsored & instituted best operating practices in a ~2,000-person marketing and operations organization – accelerated competitive speed to market by 67% to deliver a key competitive advantage.
- Actively managed the retail company's largest investment ever, a 2-year program to overhaul business processes, systems and organizations through implementation of an integrated SAP customer care and marketing platform – valued at hundreds of millions of dollars.

Reliant Energy (NRG), Houston, TX, 2000 – 2004

Managing Director, Retail Operations (3 years)

Managed the accounts receivable portfolio, billing, payments, & customer care operations of a retail electricity business with approximately \$5 billion in annual revenues; directed a 150-200 person call center and credit operations team.

- Slashed mass markets bad debt more than 50% by conceiving and implementing a project involving IT systems and process improvements. Managed the project team of 50 consultants and analysts to improve collections effectiveness by 125% of target improvement.
- Delivered \$50 million in working capital improvement and achieved financing agreement goals that gave the retail business greater access to capital markets.
- Negotiated outsourcing agreements for billing, remittance, collections, and call center operations, reducing costs by 25% and instituting Six Sigma best practices for quality.
- Delivered cost reductions of more than 40% over a two-year period through operations dashboard reporting discipline and outsourcing.
- Persuaded Texas regulators and industry participants to adopt new credit regulations that enabled better credit risk management industry-wide.
- Designed and led the pricing strategy and operations plan for a sub-prime credit risk business. Avoided \$20 million in potential losses & produced \$4 million in operating cash.

Manager of Retail Planning and Development (1 year)

Developed the initial financial operating plan for Reliant Energy's deregulated Texas electricity business. Spearheaded operations issue resolution teams during the launch of full-scale deregulation, stabilizing customer operations.

- Managed a team of professionals that developed the initial financial plan for their deregulated residential and small commercial electricity business in TX. Actual earnings exceeded expectations by more than 10% for two consecutive years.

LG&E Energy (PPL Corp.), Louisville, KY & Cordoba, Argentina, 1997 – 2000

Business Development Manager (16 months)

Managed high-profile merger and acquisition projects involving regulated and unregulated businesses for an investor owned utility; exceeded earnings and cash flow targets post-deal.

- Led a \$74 million acquisition of natural gas distribution assets in Argentina
- Convinced a controlling shareholder to adopt a refinancing plan that improved return on invested capital by 25% and positioned the assets for higher sale value.
- Led the public sale of a midstream gas business and negotiated an agreement that unlocked several million dollars in value from expiring tax benefits.

Financial Manager – Argentina (18 months)

Led the in-country oversight of LG&E's first major international investment, and represented LG&E's controlling interests on the boards of directors of the local companies. Transitioned control of the \$140 million acquisition of two natural gas distribution companies in a complex shareholder environment.

- Negotiated a new shareholder agreement with partners that markedly improved LG&E's operating control (partners were an Argentine infrastructure company and an Italian natural gas company operator).
- Resolved purchase agreement indemnities with the seller, adding millions in extra cash flow.
- Restructured the foreign capital, exceeding net income targets for two straight years.
- Managed the international subsidiary's budget, audit and reporting processes with no significant financial reporting issues.

U.S. Peace Corps, Santiago, Chile, 1993 – 1996

Designed and implemented projects that assisted the Chilean Small Business Administration, an exporter of handicrafts, and other small businesses as part of the Peace Corps' economic development program in Chile.

Trade & Lobbying Associations, Washington, DC & New York, NY, 1987 – 1993

American Chiropractic Association, Organization for the Advancement and Protection of Small Telephone Companies, National Association of Credit Management

Developed management skills and learned about the legislative process and public sector through federal lobbying organizations.

KEY COMPETENCIES

- | | | |
|------------------------------|--------------------------------|---------------------------------------|
| ▪ Analytics & big data | ▪ International business | ▪ Project management |
| ▪ Back office operations | ▪ Market strategy and planning | ▪ Regulatory advocacy |
| ▪ Business development | ▪ Marketing, all channels | ▪ Strategic planning |
| ▪ Front office operations | ▪ Mergers & Acquisitions | ▪ Sales and sales management |
| ▪ Competitive intelligence | ▪ Online and social media | ▪ Smart meter technology |
| ▪ Credit and collections | ▪ Pricing | ▪ Start-ups and small business growth |
| ▪ CRM systems | ▪ Product development | |
| ▪ Customer care | ▪ Profit and loss management | |
| ▪ Deregulation | | |
| ▪ Energy efficiency programs | | |

COMMUNITY, INTERESTS & DISTINCTIONS

2013 – present

Mentor, SURGE Accelerator, Houston, TX

Provide pro-bono business advisory services to energy and clean-tech start-up companies

2006 - 2012

Member, Past Chairman of the Board of Directors, Navidad en el Barrio

Volunteered and provided leadership for a charitable organization supporting at-risk youth in the Dallas-Fort Worth metro area

Significant media & speaking experience, including live & recorded TV, radio, and newspaper.

Fluency in Spanish. Hiking and mountaineering.

AWARDS:

1997 Represented Notre Dame at an MBA Case Competition among Top 25 B-Schools
1996 Academic Scholarship Recipient, U. of Notre Dame Business School
1996 Certificate of Achievement, U.S. Peace Corps

Paul Konikowski

9159 Briar Forest

Houston, TX 77024

(713)-823-1542

A proven, intensely motivated leader with the desire, ability and practical experience to succeed under a wide range of circumstances.

CAREER ACCOMPLISHMENTS

- Nu-Devco Partners, LLC** 2015 – Present
Vice President
- Manage/improve sales, marketing, business development, IT, and operations of various natural gas and electricity retailers under the Nu-devco umbrella of companies.
 - Successfully acquired an electricity and natural gas retailer with approximately 40,000 customer in almost 20 markets.
- Self Employed** 2013 - 2015
- Wrote, edited and published a novel.
 - Financial/Real Estate Speculation.
- Glacial Energy –** 2011 – 2012
Chief Operating Officer
- Launched Residential Retail Energy Business in multiple markets.
 - Introduced fixed pricing for both residential and commercial customers.
 - Negotiated new supply agreement at highly competitive rate with significant flexibility.
 - Built new low cost customer acquisition model with average CTA under \$60.
 - Created multiple new products which quickly dominated the marketing mix.
- Spark Energy –** 2010 - 2011
Senior Vice President and Chief Information Officer
- Turn around assignment
 - Developed tactical and strategic IT plan.
 - Virtually halted employee attrition and built very strong well respected team.
 - Stabilized a chaotic IT environment and eliminated 99.5% of financially impacting processing issues in first three months.
 - Reduced new market entry time from six months to 4-6 weeks allowing for a large percentage of new customer growth from seven new markets.
 - Remediated internal CIS system which allowed for the elimination and conversion of two external CIS providers.
 - Implemented systems and processes necessary to move from a predominantly variable book to a fixed product offering.
 - Created accounting data mart largely responsible for improving financial close process from 45 days to under 10 days.
 - Deployed a new website that resulted in over 600% increase in online enrollments.
 - Created and delivered IT shared service model to support shareholders' other companies including Marlin, E-Now, Ampegy, among others.
- MXEnergy –** 2006 - 2010
Managing Director of IT and Customer Operations
- Top position for IT and Customer Operations departments
 - Converted four CIS platforms to one enterprise CIS without significant incremental spend resulting in best in class market entry, customer billing, and service.
 - Developed and implemented IT strategy
 - Implemented and maintained SOX compliance for IT and Customer Operations.

- Reduced IT spend by 15% in first year while simultaneously increasing overall IT project delivery and quality.
- Strategic creation and deployment of Data Warehouse resulting in estimated 3 million annual savings from more accurate and timely load forecasting and marketing data.
- Deployed consolidated enrollment entry and tracking system resulting in significantly reduced Cost Per Acquisition.
- Dramatically improved communication and cooperation between business units and IT thru a unique alignment methodology and the creation of a highly business savvy IT team.

Director of Customer Operations

- Turn around assignment for a failing department
- Reduced customer error rates by more than 80%
- Improved customer gross to net sales “stick” rates by more than 20%.
- Implemented controls for and achieved first time SOX compliance

Director of Infrastructure

- Number two IT position.
- Planned and managed consolidation of IT personnel and Infrastructure from New Jersey, Stamford and Maryland offices to Houston after the Shell Energy acquisition.
- Facilities Manager Houston – Built out Pennzoil 10th floor office.
- Created new strategic architecture rapidly improving up time from 98% to 99.5+.

Shell Energy Services – (Houston, TX)

2003 – 2006

IT Manager

- Managed all aspects of outsourcing Application Infrastructure in less than 6mos for a savings in excess of 60% after transition cost in the first year alone. This resulted in a total of a 14% bottom line impact to the company as a whole.
- Managed Microsoft Windows 2000 transition resulting in a **one-year payback** and no unplanned outage time.
- Architected Infrastructure redundancy and processes leading to a Core System uptime of **99.99%**
- Managed DBA’s, Middleware, and Web development teams responsible for hundreds of thousands of transactions per day.
- Created and maintained a very strong link with the business units to ensure IT staff was working on projects with maximum benefit to SESCO.
- Managed dozens of system enhancement projects resulting in millions of dollars of benefits.

Business Systems Manager

- Led team tasked with both economic analysis of cross-functional company wide projects and process improvement initiatives.
- Prioritized and oversaw numerous projects resulting in substantial financial benefit.
- Created a comprehensive statistical view of customer behavior from enrollments, to attrition, to seasonality, all the way down to price plan. This view fundamentally changed our customer acquisition strategy and has been used to influence everything from pricing to retention.
- Focused on and repaired seven key company processes with an expected result of increased customers satisfaction, reduced complaints and a substantial cost saving/revenue generation.

Shell Information Technology International – (Houston, TX) - *Consultant* 2/99 – 5/2003

Architecture/Strategy

- Designed and implemented the first production Storage Area Network at Shell resulting in extensive cost savings and improved operational performance. Adopted as the strategic storage model for most of Shell Worldwide.
- Designed and implemented the first shared Fibre Channel Backup solution resulting in improved backup times, substantially lower FTE per terabyte cost, and substantial hardware and media savings.
- Designed numerous clusters and high availability solutions including the first production solution at Shell in the US.
- Developed and implemented an enterprise wide monitoring system resulting in a 90% reduction in false alerts (VS-NetIQ) and significantly improved ticket routing.

- Architected and developed hardware and software solutions for hundreds of projects, involving budgets in the 10s of millions, using cost-benefit analysis.

Product Development

- Acted as **Chief Technology Officer** for Shell Internet Works spin-off venture to provide storage and backup solutions to third party customers -through 3rd stage of funding.
- Key negotiator responsible for winning comprehensive infrastructure contract resulting in nearly a **30% increase** in total division revenue.
- Developed cost, price and financial models adopted enterprise wide.
- Developed numerous processes for the Globalization of third level support and infrastructure.

EDP-Electronic Data Systems – Huntsman Petrochemical (Houston, TX) - Contract 1998 – 1999

Technical Support Team Lead –

- Turned around a sub-par technical support (90% reduction in unresolved problem queue)
- Led VIP, remote sales, and onsite support teams.
- Consistently outperformed all other sites in the enterprise.
- Designed and implemented inventory system to reduce overhead and delivery time.
- Implemented system maintenance tracking program to improve turnaround time.
- Dramatically improved customer relations through communication and improved service.

Staffware-Compaq (Houston, TX) - Contract 1997 - 1998

Automation/Tools Strategy and Development

- Pioneered new automation approach responsible saving thousands of man-hours.
- Learned and developed **Rational Visual Test 4.0** applications.

Olde Discount Stockbrokers (Dallas, TX) 1996 - 1997

Stock Broker –

- Advised individuals and groups on personal financial decisions from mutual funds to IRA's.
- Earned **Series 52, Series 63, and Series 7** licenses.

C & P Publishing (Dallas, TX)

Minority partner in small startup publishing with two other principals. 1995 - 1996

- Streamlined production process.
- Wrote and presented the business plan instrumental to the acquisition of an equity partner.
- Negotiated printing in Monterey, Mexico saving nearly 50% in printing and packaging cost.
- Organized and delegated multiple assignments including printing, advertising, production, and promotions.

EDUCATION

Stephen F. Austin State University (Nacogdoches, TX)
 Bachelor of Business Administration December 1994
 Major: **Marketing**
 2nd Major: **Computer Information Systems**

MICHAEL D. TSANG

mmtsang@gmail.com • (281) 222-4005

EXPERIENCE

NUDEVCO PARTNERS – Houston, Texas

June 2015 – Present

Vice President of Finance

- Rejoined with the parent company and original general partner of Marlin Midstream and current majority holder of Spark Energy
- Lead in evaluation of current projects focused in the power and infrastructure space
- Responsible for the sourcing of all external financing options at the parent level

MARLIN MIDSTREAM / AZURE MIDSTREAM – Houston, Texas

2013 – 2015

Senior Director of Strategic Planning, Investor Relations, and Treasurer

- Joined Marlin Midstream immediately following its IPO in July 2013 as its first employee in the corporate finance division
- Developed and accountable for G&A and OPEX budgets as well as maintained the corporate model
- Responsible for dialogue and support of the institutional unitholders as well as maintained relationship with sell-side research analyst coverings the partnership
- Lead RFP process for treasury management services and selection of a lower cost provider
- Executed a transition plan from existing to treasury platform at sister company to housed internally
- Evaluated all deal flow regarding external merger and acquisition opportunities including meeting with banks, diligence sessions, and dataroom reviews
- Involved in all parts of the sale of the Marlin Midstream's general partner from NuDevco to Azure Midstream

WUNDERLICH SECURITIES, INC. – Houston, Texas

2011 – 2013

PRITCHARD CAPITAL PARTNERS, LLC

2009 – 2011

MORGAN KEEGAN & COMPANY, INC. (RAYMOND JAMES)

2007 – 2009

Vice President - Energy Investment Banking

- Member of Morgan Keegan's core energy group that transitioned to Pritchard Capital in 2009; then ultimately to Wunderlich Securities as part of a group buyout in 2011
- Significant experience in investment banking services including mergers and acquisitions and capital raising activities focused primarily in the E&P, midstream, MLP, and oilfield services sectors
- Involved in all aspects of the M&A process including the evaluation of new opportunities, materials drafting, marketing/roadshow, diligence, legal, and closing processes
- Responsible for the analysis, financial modeling, and the assessment of potential transactions for clients in various lifecycle stages including early-stage capital raises, growth capital, and exit strategies
- Lead roadshow and marketing efforts including one-on-one travel with company executives for management presentations with institutional accounts
- Drafted, reviewed, and edited clients' offering memorandums, prospectuses, and roadshow presentations
- Lead coordination and documentation for internal commitment committee approval process on over 60 public market equity and debt offerings
- Responsible for maintaining key relationships with energy-focused private equity groups and institutional accounts

EDUCATION

THE UNIVERSITY OF TEXAS AT AUSTIN, McCombs School of Business

2012

Master of Business Administration

TEXAS A&M UNIVERSITY, Mays Business School - College Station, Texas

2006

Bachelor of Business Administration, Finance

- Magna Cum Laude; Overall GPA 3.8; Major GPA 4.0
- Mitte Business Scholar, Lechner Fellowship Scholar, National Merit Scholar

ADDITIONAL

- Proficient with CapitalIQ, Factset, Dealogic, IHS Herold, Microsoft Office
- Conversational in Mandarin Chinese
- U.S. Citizen

*References available upon request

Corporate Org Chart

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