

212 Locust Street, Suite 300, Harrisburg, Pennsylvania 17101
Tel: (717) 237-7160 ■ Fax: (717) 237-7161 ■ www.WolfBlock.com

Kevin J. Moody
Direct Dial: (717) 237-7187
Direct Fax: (717) 237-2767
E-mail: kmoody@wolfblock.com

ORIGINAL

January 5, 2005

James McNulty, Secretary
PA Public Utility Commission
Commonwealth Keystone Bldg. 2nd Fl.
400 Commonwealth Street
P.O. Box 3265
Harrisburg, PA 17105-3265

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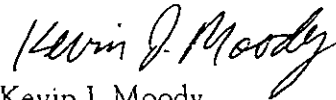
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2005 JAN -6 AM 11:27
SECRETARY'S BUREAU

Re: Energy America, LLC, Docket No. A-125041
Direct Energy, LLC, Docket No. A-125135

Dear Secretary McNulty:

Enclosed for the Commission's information and for filing in the above-referenced dockets are two copies of the "Talking Points" that Direct Energy's call center is using when a customer calls about assignment from Energy America to Direct Energy. These Talking Points have also been provided to Columbia Gas of Pennsylvania, Inc. for their call centers. This week customers should begin receiving bills with Direct Energy listed as their supplier.

Sincerely,



Kevin J. Moody

For WOLF, BLOCK, SCHORR and SOLIS-COHEN LLP

KJM/jls
Enclosures

cc: Robert Bennett, Mgr., FUS
David Mick, BCS
Adrian Pye (w/o enc)
Enver Acevedo (w/o enc)

HAR:56407.1

Cherry Hill, NJ ■ Harrisburg, PA ■ New York, NY ■ Norristown, PA ■ Philadelphia, PA ■ Roseland, NJ ■ Wilmington, DE

WolfBlock Government Relations: Harrisburg, PA and Washington, DC

Wolf, Block, Schorr and Solis-Cohen LLP, a Pennsylvania Limited Liability Partnership

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Transition to Direct Energy in Pennsylvania Talking Points

Why are we changing from Energy America to Direct Energy?

- We are excited about the change!
- The new brand Direct Energy better reflects our service philosophy of allowing customers to “manage” their energy costs- which we supply “directly”.
- By transferring our Pennsylvania customers to Direct Energy, the business is building on the brand’s success achieved in Canada, Ohio and Texas. Direct Energy has approximately 5 million customer relationships in North America.
- Our customers have made Direct Energy the LARGEST non-utility energy retailer in North America.
- Direct Energy is a part of the Centrica group of companies (as is Energy America). Customers will continue to receive the same excellent service after this change.

Is this change being made because Energy America is having financial problems?

- No. This is a change we have chosen to better reflect our service philosophy and to build on the brand’s success in other regions.

Am I required to transfer to Direct Energy?

- You are not required to transfer to Direct Energy if you do not wish to do so. However, requesting that we not transfer your account to Direct Energy will be treated as an early cancellation, and may be subject to a fee depending on your Terms and Conditions of service.

Who is “Direct Energy?”

- Like Energy America, Direct Energy is owned by Centrica plc. Centrica is a leading provider of energy and other essential services. Centrica’s North American operations have grown to approximately 5 million customer relationships. Globally, the Centrica group of companies has more than 33 million customer relationships.

Which Energy America customers will be affected by the change to Direct Energy?

- This change affects Energy America’s customers in the Columbia Gas of Pennsylvania service territory.

Does the Public Utility Commission approve the change?

- Yes, Direct Energy is licensed to supply natural gas service by the Pennsylvania Public Utility Commission.
- Direct Energy has worked closely with the Pennsylvania Public Utility Commission and Columbia Gas of Pennsylvania regarding the change.

How are customers being notified?

- Direct Energy mailed customer notification letters to each Energy America customer.

- The customer notification letters were mailed during the last two weeks of October. All customers in Pennsylvania should have received their notice by the beginning of November.

When will the change become effective?

- Customers will begin to see Direct Energy listed on their bills starting in January 2005.

What does the customer need to do?

- Nothing! Customers do not need to do anything.
- Direct Energy will honor all terms and conditions of customers existing contracts. As such, new Terms and Conditions will not be mailed.
- Energy America has worked closely with the Public Utility Commission and Columbia of Pennsylvania to ensure the changeover goes smoothly.
- Customers have already received notice of the change through the notification letter Direct Energy sent in October. The letter was branded as Direct Energy and had the following message on the outside of the envelope, "Important message regarding your Energy America natural gas service contract."
- The customers may use the same telephone contact numbers to reach customer service representatives.
- Customers' account numbers will not change.
- Customers will see the new brand beginning with their January 2005 bills from Columbia of Pennsylvania and on all future correspondence from Direct Energy.
- We hope that they will like the new brand!

Why have you had so many different names?

- We have had so many names because we are growing as a company and as we grow and have a family of companies, we used the names best known to our customers. Now we have a name that surveys show to be the most successful in the market with Direct Energy describing exactly what we do.... providing you the opportunity to "direct" the "energy" you use in your home or business.

213 Market Street, 9th Floor, P.O. Box 865, Harrisburg, PA 17108-0865
Tel: (717) 237-7160 □ Fax: (717) 237-7161 □ www.WolfBlock.com

Kevin J. Moody
Direct Dial: (717) 237-7187
Direct Fax: (717) 237-2767
E-mail: kmoody@wolfblock.com

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August 1, 2006

HAND DELIVERY

James McNulty, Secretary
PA Public Utility Commission
Commonwealth Keystone Bldg.
2nd Fl., 400 North Street
Harrisburg, PA 17105-3265

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2006 AUG - 1 PM 2:08
PA PUC
SECRETARY'S BUREAU

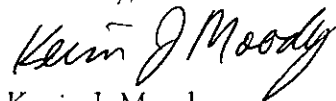
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Re: Updated Natural Gas Supplier Company Contacts
Direct Energy Services, LLC; A-125135

Dear Secretary McNulty:

Enclosed is an original and three copies of Direct Energy Services, LLC's updated Supplier Company Contacts form. If you have any questions, please contact me at your convenience.

Sincerely,



Kevin J. Moody

For WOLF, BLOCK, SCHORR and SOLIS-COHEN LLP

KJM/jls
Enclosure

cc: James Shurskis
Annunciata Marino

HAR:67398.1/DIR023-216494

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SUPPLIER COMPANY CONTACTS

Company Name: Direct Energy Services LLC

Date Submitted: [REDACTED]

Company d/b/a: [REDACTED]

Company License Number: [REDACTED]

	<u>M.</u>	<u>First Name</u>	<u>Last Name</u>	<u>Prof. Title</u>	<u>Street</u>	<u>City</u>	<u>State</u>	<u>Zip</u>	<u>Phone</u>	<u>FAX</u>	<u>E-Mail</u>
EXAMPLE:	Mr.	Robert	Bennett	Manager	P.O. Box 3265	Harrisburg	PA	17105-3265	(717) 787-5553	(717) 772-1933	bennett@puc.state.pa.us

1 Statutory Agent:

2 CEO/President:

3 Regulatory Contact:

Frank	Lacey	Director, Government & Regulatory Affairs	263 Tresser Blvd., 8th F.	Stamford	CT	6901	(724) 941-2149	(724) 413-0849	frank.lacey@directener
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4 Tariff Contact:

5 Annual Reports:

6 Assessments:

7 PEMA Contact:

8 Customer Service:

9 Legal Counsel:

10 Complaints Contact:

11 EDI Transactions:

12 Electric Phase-In Committee:

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Direct Energy.

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MAR 23 2007

Mr. James J. McNulty
Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
2nd Floor, Room-N201
PO Box 3265
Harrisburg, PA 17105-3265

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

March 22, 2007

A-126135

RE: Direct Energy Services, LLC Corporate Information

Dear Secretary McNulty:

Enclosed please find updated Corporate Information for Direct Energy Services, LLC.

Please do not hesitate to contact me with any questions or concerns at 203-328-3574 or via e-mail at cindy.holahan@directenergy.com.

Thank you,

Cindy Holahan
Analyst, Government & Regulatory Affairs

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Corporate Information

The following is a current list of the Officers and Directors of Direct Energy Services, LLC:

Officers:

Deryk I. King
Chief Executive Officer
(416) 590-3504

Phillip W. Tonge
President
(713) 877-3501

Jay Hellums
Senior Vice President, Energy Procurement
(713) 877-3642

Bill Cronin
Chief Operations Officer
(203) 328-3566

David Clarke
Chief Financial Officer and Senior Vice President, Finance
(416) 590-3348

Jamey Seely
Secretary
(713) 877-3507

Brandon Parent
Assistant Secretary
(416) 590-3696

Lisa Delsante
Assistant Secretary
(203) 328-3572

James Steffes
Vice President, Government & Regulatory Affairs
(713) 877-3818

Nathan Kroeker
Vice President, Finance
(713) 877-3744

Directors:

Bill Cronin
(203) 328-3566

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MAR 23 2007

**PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**

Change in Corporate Headquarters

Please change the Corporate Headquarters address from:

Direct Energy Services, LLC
263 Tresser Boulevard, 8th Floor
Stamford, CT 06901

To the Updated Corporate Headquarters address which is:

Direct Energy Services, LLC
12 Greenway Plaza
Suite 600
Houston, TX 77046
Attn: Patricia Otto

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MAR 23 2007

**PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**

END