

NEW HAMPSHIRE

(7) The name, title, business address, telephone number, and e-mail address of the individual responsible for responding to commission inquiries;

Primary Customer Complaint Contact – Direct handling of customer complaints

Name and Title: Dione Sandell, Regional Manager of Complaints
Address: 6502 S. Yale Ave., Suite 900, Tulsa, OK 74136
Telephone: (918) 493-9634
Email: dione.sandell@directenergy.com

Secondary Customer Complaint Contact – Informational purposes

Name and Title: Marc Hanks, Senior Manager Government & Regulatory Affairs
Address: 24 Gary Drive, Westfield, MA 01085
Telephone: (413) 642-3575
Email: marc.hanks@directenergy.com

(8) The name, title, business address, telephone number and e-mail address of the individual who is the applicant's registered agent in New Hampshire for service of process;

Corporate Creations Network Inc.
3 Executive Park Drive #201A
Bedford, NH 03110
Hillsborough County
Phone: 603-369-3031

(9) A copy of the applicant's authorization to do business in New Hampshire from the New Hampshire secretary of state, if anything other than an individual;

Please see Exhibit 1 for a copy of the Certificate of Good Standing.

(10) A listing of the utility franchise areas in which the applicant intends to operate. To the extent an applicant does not intend to provide service in the entire franchise area of a utility, this list shall delineate the cities and towns where the applicant intends to provide service;

Eversource

(11) A description of the types of customers the applicant intends to serve, and the customer classes as identified in the applicable utility's tariff within which those customers are served;

Direct Energy Services, LLC intends to offer power supply to residential and small commercial customers in New Hampshire at fixed and/or variable rates in the service area of the utility listed above.

(12) A listing of the states where the applicant currently conducts business relating to the sale of Electricity;

Please see Exhibit 3 Direct Energy license inventory.

(13) A listing disclosing the number and type of customer complaints concerning the applicant or its principals, if any, filed with a state licensing/registration agency, attorney general's office or other

Environmental Information for Electricity offered by Direct Energy Business, LLC

Electric Suppliers are required by the New Hampshire Public Utilities Commission to provide customers with an environmental disclosure label with information to evaluate services offered by competitive suppliers and electric utilities, and to provide information about the environmental and public health impacts of electric generation. Further information can be obtained by calling your electric utility or competitive electric supplier, or by contacting the Public Utilities Commission. Additional information on disclosure labels is also available at <http://www.puc.nh.gov> or on your electric provider's website.

Energy Source (Fuel Mix)

***Direct Energy Business Marketing, LLC used the following energy resources to supply electricity in
New Hampshire for the period January 1, 2015 through December 31, 2015***

<u>Power Source</u>	<u>Percentage</u>	<u>New England Regional Avg.</u>
Biomass	2.06%	2.06%
Coal	4.05%	4.05%
Hydro	6.12%	6.12%
Imported Power	0.00%	0.00%
Landfill Gas	0.56%	0.56%
Municipal Trash	2.02%	2.02%
Natural Gas	38.60%	38.60%
Nuclear	28.54%	28.54%
Oil (Diesel & Jet)	11.66%	11.66%
Other Renewable	3.29%	3.29%
Solar	1.11%	1.11%
Wind	1.99%	1.99%
<u>Total</u>	100.00%	100.00%

Air Emissions

***Carbon Dioxide (CO₂), Nitrogen Dioxide (NO₂) and Sulfur Dioxide (SO₂) emission rates from
these sources relative to the regional average.***

<u>Emission Type</u>	<u>Pounds per MWh</u>	<u>% Of Regional Average</u>
Nitrogen Oxides (NO _x)	0.823	100%
Sulfur Dioxide (SO ₂)	1.14	100%
Carbon Dioxide (CO ₂)	853.24	100%

For assistance, and/or additional information about this label, please contact DEB's Customer Care Center at (888) 925-9115 or the New Hampshire Public Utilities Commission at (800) 852-3793.

Definitions

Power Sources: The electricity you consume comes from the New England power grid, which receives power from a variety of power plants and transmits the power as needed to meet the requirements of all customers in New England. When you choose a power supplier, that supplier is responsible for generating and/or purchasing power that is added to the power grid in an amount equivalent to your electricity use. "Known Resources" include resources that are owned by, or under contract to, the supplier. "System Power" represents power purchased in the regional electricity market. Electric suppliers are required to obtain a certain amount of renewable energy in accordance with RSA 362-F, the state's renewable portfolio standard law. They may also choose to obtain amounts of renewable energy above their legal obligation, and utilities must also offer a renewable energy option to allow customers to choose to support the purchase of renewable energy by the utility.

Emissions: Carbon Dioxide (CO₂) is released when fossil fuels (e.g., coal, oil and natural gas) are burned. CO₂, a greenhouse gas, is a major contributor to climate change.

Nitrogen Oxides (NO_x) form when fossil fuels and biomass are burned at high temperatures. They contribute to acid rain and ground-level ozone (or smog), and may cause respiratory illness with frequent high level exposure. NO_x also contribute to oxygen deprivation of lakes and coastal waters which is destructive to fish and other animal life.

Sulfur Dioxide (SO₂) is formed when fuels containing sulfur are burned, primarily coal and oil. Major health effects associated with SO₂ include asthma, respiratory illness and aggravation of existing cardiovascular disease. SO₂ combines with water and oxygen in the atmosphere to form acid rain, which raises the acid level of lakes and streams, and accelerates the decay of buildings and monuments.

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<u>Total</u>	100.00%	100.00%

Air Emissions

Carbon Dioxide (CO2), Nitrogen Dioxide (NO2) and Sulfur Dioxide (SO2) emission rates from these sources relative to the regional average.

<u>Emission Type</u>	<u>Pounds per MWh</u>	<u>% Of Regional Average</u>
Nitrogen Oxides (NOx)	0.823	100%
Sulfur Dioxide (SO2)	1.14	100%
Carbon Dioxide (CO2)	853.24	100%

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Nitrogen Oxides (NO_x) form when fossil fuels and biomass are burned at high temperatures. They contribute to acid rain and ground-level ozone (or smog), and may cause respiratory illness with frequent high level exposure. NO_x also contribute to oxygen deprivation of lakes and coastal waters which is destructive to fish and other animal life.

Sulfur Dioxide (SO₂) is formed when fuels containing sulfur are burned, primarily coal and oil. Major health effects associated with SO₂ include asthma, respiratory illness and aggravation of existing cardiovascular disease. SO₂ combines with water and oxygen in the atmosphere to form acid rain, which raises the acid level of lakes and streams, and accelerates the decay of buildings and monuments.



Direct Energy.

Direct Energy Services LLC
12 Greenway Plaza, Ste. 250
Houston, TX 77046

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Carbon Dioxide (CO ₂)	853.24	100%

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