



EXHIBIT R

March 4, 2010

Statement of Customer Contact Procedures

Energy Express d/b/a Metromedia Energy, Inc. hereby states that they will:

- Maintain a list of consumers who request being placed on a Do-Not Call list for the purposes of telemarketing.
- Obtain, no less than semi-annually, access to updated telephone preference services lists maintained by the Direct Marketing Association; and
- Not initiate calls to New Hampshire customers who have either requested being placed on Do-Not Call lists or customers who are listed on the Direct Marketing Association's telephone preference lists.

A handwritten signature in cursive script that reads 'Gordon Pozza'.

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Gordon Pozza, Director of Regulatory Affairs  
Metromedia Energy, Inc.