



A-110025

Carl W. Boyd
Sr. Manager, Compliance
Direct Energy
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May 14, 2014

RECEIVED

MAY 14 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Pennsylvania Public Utility Commission
Attn: Rosemary Chiavetta
Commonwealth Keystone Building
400 North Street 2nd Floor
Harrisburg, PA 17120

RE: Hess Small Business Services Customer Migration

Dear Secretary Chiavetta:

Please accept this letter as notice of the upcoming migration of Hess Small Business Services (HSBS) customers to Direct Energy.

As you know, on November 1, 2013, HSBS became part of the Direct Energy family of companies. As a result of the decommissioning of a legacy billing system that houses the HSBS customers, they are being migrated to Direct Energy's systems. These customers' existing terms and conditions, prices and services will all continue unchanged and uninterrupted. There are fewer than 5,000 total accounts across Pennsylvania, New Jersey and Maryland and there are no residential customers included in this activity.

Direct Energy anticipates that this migration will take place beginning on or about June 15, 2014. As such, the attached notices explaining the change are being delivered to customers over the next few weeks.

If you have any questions or comments, please feel free to contact me.

Sincerely,

Carl W. Boyd
Sr. Manager, Compliance

Enclosures

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



Small Business Services
A Direct Energy Company

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May 2, 2014

JUN 03 2014

Dear Valued Customer:

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

In February, we informed you that Hess Corporation's Energy Marketing business, of which Hess Small Business Services (HSBS) is a wholly-owned subsidiary, was acquired by Direct Energy. Our combined teams continue to be committed to providing you with the same exceptional services to which you have grown accustomed as a HSBS customer. Together, we are even better positioned to provide you with innovative energy products, competitive rates, and world-class service. Below is some information to help you understand what happens next.

Direct Energy's name and logo will soon begin appearing on your bill and any correspondence about your service. Until your contract comes up for renewal, however, you will continue to be served under the terms and rates of your existing Agreement. When your contract is within three months of its expiration, you will be contacted to discuss your options for renewing with Direct Energy. In the meantime, should you have any questions about your current contract, you may continue to reach us at <<insert phone number>>.

As part of the transition from HSBS to Direct Energy, you may receive a letter from your utility notifying you of your enrollment with Direct Energy. Please rest assured that this is just an operational detail, and there is nothing you need to do to ensure continuity of service.

As Hess Small Business Services and Direct Energy join together to become one united company, we will share information with you about the additional products and services we will be offering to you as a member of our Direct Energy family.

We thank you for your business and we appreciate your trust in us. We look forward to continuing to serve you now and for many years to come.

Truly yours,

Stephen E. Girard
Head of Hess Small Business Services

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



Small Business Services
A Direct Energy* Company

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May 2, 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Dear Valued Customer:

In February, we informed you that Hess Corporation's Energy Marketing business, of which Hess Small Business Services (HSBS) is a wholly-owned subsidiary, was acquired by Direct Energy. Our combined teams continue to be committed to providing you with the same exceptional services to which you have grown accustomed as a HSBS customer. Together, we are even better positioned to provide you with innovative energy products, competitive rates, and world-class service. Below is some information to help you understand what happens next.

Direct Energy does business as Gateway Energy Services in your utility service area. Gateway's name and logo will soon begin appearing on your bill and any correspondence about your service. Until your contract comes up for renewal, however, you will continue to be served under the terms and rates of your existing Agreement. When your contract is within three months of its expiration, you will be contacted to discuss your options for renewing with Gateway/Direct Energy. In the meantime, should you have any questions about your current contract, you may continue to reach us at <<insert phone number>>.

As part of the transition from HSBS, you may receive a letter from your utility notifying you of your enrollment with Gateway. Please rest assured that this is just an operational detail, and there is nothing you need to do to ensure continuity of service.

As Hess Small Business Services and Direct Energy join together to become one united company, we will share information with you about the additional products and services we will be offering to you as a member of our Direct Energy family.

We thank you for your business and we appreciate your trust in us. We look forward to continuing to serve you now and for many years to come.

Truly yours,

Stephen E. Girard
Head of Hess Small Business Services

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JUN 03 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

From: (412) 667-5272
Carl Boyd
Direct Energy Business
1001 Liberty Avenue

Pittsburgh, PA 15222
US

FedEx
Ground



J14101402070126

Ship Date: 03JUN14
ActWgt: 1.0 LB
CAD: 7955231/NET3490

Ref #
Invoice #
PO #
Dept #
Ship ID

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JUN 03 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

SHIP TO: (412) 667-5272

BILL SENDER

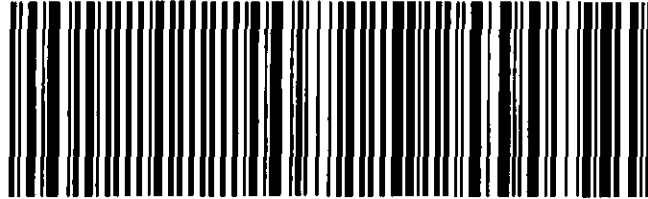
Secretary Rosemary Chiavetta
PA PUC

400 North Street
2nd Floor
HARRISBURG, PA 17120
US

TRK# 7701 8079 8541

17120

9622 0019 0 (000 199 6391) 3 00 7701 8079 8541



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After printing this label:

1. Use the 'Print' button on this page to print your label to your laser or inkjet printer.
2. Fold the printed page along the horizontal line.
3. Place label in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.

Warning: IMPORTANT: TRANSMIT YOUR SHIPPING DATA AND PRINT A MANIFEST:

At the end of each shipping day, you should perform the FedEx Ground End of Day Close procedure to transmit your shipping data to FedEx. To do so, click on the Ground End of Day Close Button. If required, print the pickup manifest that appears. A printed manifest is required to be tendered along with your packages if they are being picked up by FedEx Ground. If you are dropping your packages off at a FedEx drop off location, the manifest is not required. Use of this system constitutes your agreement to the service conditions in the current FedEx Service Guide and applicable tariff, available upon request. FedEx will not be responsible for any claim in excess of \$100 per package, whether the result of loss, damage, delay, non-delivery, misdelivery, or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a timely claim. Limitations, including limitations on our liability, can be found in the current FedEx Service Guide and applicable tariff apply. In no event shall FedEx Ground be liable for any special, incidental, or consequential damages, including, without limitation, loss of profit, loss to the intrinsic value of the package, loss of sale, interest income or attorney's fees. Recovery cannot exceed actual documented loss. Items of extraordinary value are subject to separate limitations of liability set forth in the Service Guide and tariff. Written claims must be filed within strict time limits, see current FedEx Service Guide.