

## BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Application of Protocall Communications Inc., d/b/a \_\_\_\_\_, for approval to offer, render, furnish, or supply natural gas supply services as a(n) [as specified in item #4b below] to the public in the Commonwealth of Pennsylvania (Pennsylvania).

To the Pennsylvania Public Utility Commission:

### 1. IDENTIFICATION AND CONTACT INFORMATION

- a. **IDENTITY OF THE APPLICANT:** Provide name (including any fictitious name or d/b/a), primary address, web address, and telephone number of Applicant:

Protocall Communications Inc.  
204 Main Street Laurel MD 20707  
www.protocall.net  
301-361-1122

- b. **PENNSYLVANIA ADDRESS / REGISTERED AGENT:** If the Applicant maintains a primary address outside of Pennsylvania, provide the name, address, telephone number, and fax number of the Applicant's secondary office within Pennsylvania. If the Applicant does not maintain a physical location within Pennsylvania, provide the name, address, telephone number, and fax number of the Applicant's Registered Agent within Pennsylvania.

Paracorp Incorporated  
600 North Second Street  
Harrisburg, PA 17101  
Dauphin County

- c. **REGULATORY CONTACT:** Provide the name, title, address, telephone number, fax number, and e-mail address of the person to whom questions about this Application should be addressed.

Deborah Liebel President  
204 Main Street Laurel MD 20707  
301-361-1122  
deb@protocall.net

- d. **ATTORNEY:** Provide the name, address, telephone number, fax number, and e-mail address of the Applicant's attorney. If the Applicant is not using an attorney, explicitly state so.

Applicant is not using an Attorney.

- e. **CONTACTS FOR CONSUMER SERVICE AND COMPLAINTS:** Provide the name, title, address, telephone number, fax number, and e-mail OF THE PERSON AND AN ALTERNATE PERSON (2 REQUIRED) responsible for addressing customer complaints. These persons will ordinarily be the initial point(s) of contact for resolving complaints filed with the Applicant, the Natural Gas Distribution Company, the Pennsylvania Public Utility Commission, or other agencies. The main contact's information will be listed on the Commission website list of licensed NGSs.

Deborah E Liebel  
President  
204 Main St Laurel MD 20707  
301-361-1122  
deb@protocall.net

Ellen Kleinknecht  
CFO  
204 Main St Laurel MD 20707  
301-361-1125  
ellen@protocall.net

**2. BUSINESS ENTITY FILINGS AND REGISTRATION**

a. **FICTITIOUS NAME:** *(Select appropriate statement and provide supporting documentation as listed.)*

The Applicant will be using a fictitious name or doing business as ("d/b/a")

Provide a copy of the Applicant's filing with Pennsylvania's Department of State Pursuant to 54 Pa. C.S. §311.

**Or**

The Applicant will not be using a fictitious name.

b. **BUSINESS ENTITY AND DEPARTMENT OF STATE FILINGS:**

*(Select appropriate statement and provide supporting documentation. As well, understand that Domestic means being formed within Pennsylvania and foreign means being formed outside Pennsylvania.)*

The Applicant is a sole proprietor.

- If the Applicant is located outside the Commonwealth, provide proof of compliance with 15 Pa. C.S. §4124 relating to Department of State filing requirements.

**Or**

The Applicant is a:

- domestic general partnership (\*)
- domestic limited partnership (15 Pa. C.S. §8511)
- foreign general or limited partnership (15 Pa. C.S. §4124)
- domestic limited liability partnership (15 Pa. C.S. §8201)
- foreign limited liability general partnership (15 Pa. C.S. §8211)
- foreign limited liability limited partnership (15 Pa. C.S. §8211)

- Provide proof of compliance with appropriate Department of State filing requirements as indicated above.
- Give name, d/b/a, and address of partners. If any partner is not an individual, identify the business nature of the partner entity and identify its partners or officers.
- Provide the state in which the business is organized/formed and provide a copy of the Applicant's charter documentation.
- \* If a corporate partner in the Applicant's domestic partnership is not domiciled in Pennsylvania, attach a copy of the Applicant's Department of State filing pursuant to 15 Pa. C.S. §4124.

**or**

The Applicant is a:

- domestic corporation (15 Pa. C.S. §1308)
- foreign corporation (15 Pa. C.S. §4124)
- domestic limited liability company (15 Pa. C.S. §8913)
- foreign limited liability company (15 Pa. C.S. §8981)
- Other (Describe):

- Provide proof of compliance with appropriate Department of State filing requirements as indicated above.
- Provide the state in which the business is incorporated/organized/formed and provide a copy of the Applicant's charter documentation.
- Give name and address of officers. See attached

### 3. AFFILIATES AND PREDECESSORS

*(both in state and out of state)*

a. **AFFILIATES:** Give name and address of any affiliate(s) currently doing business and state whether the affiliate(s) are jurisdictional public utilities. If the Applicant does not have any affiliates doing business, explicitly state so. Also, state whether the applicant has any affiliates that are currently applying to do business in Pennsylvania.

Applicant has no affiliates.

b. **PREDECESSORS:** Identify the predecessor(s) of the Applicant and provide the name(s) under which the Applicant has operated within the preceding five (5) years, including address, web address, and telephone number, if applicable. If the Applicant does not have any predecessors that have done business, explicitly state so.

Applicant has no predecessors.

#### 4. OPERATIONS

a. **APPLICANT'S PRESENT OPERATIONS:** *(select and complete the appropriate statement)*

Definitions

- Supplier – an entity which provides natural gas supply services to retail gas customers utilizing the jurisdictional facilities of an natural gas distribution company
- Broker/Marketer - an entity that acts as an intermediary in the sale and purchase of natural gas but does not take title to the natural gas.

- The Applicant is presently doing business in Pennsylvania as a
- natural gas interstate pipeline
  - municipality providing service outside its municipal limits
  - local gas distribution company
  - retail supplier of natural gas services in the Commonwealth
  - a natural gas producer
  - a broker/marketer engaged in the business of supplying natural gas services
  - Other. (Identify the nature of service being rendered)

**or**

- The Applicant is not presently doing business in Pennsylvania.

b. **APPLICANT'S PROPOSED OPERATIONS:** The Applicant proposes to operate as a:

- Supplier or Aggregator of natural gas services
- Municipal supplier of natural gas services
- Cooperative supplier of natural gas services
- Broker/Marketer engaged in the business of supplying natural gas services
  - Check here to verify that your organization will not be taking title to the natural gas nor will you be making payments for customers.
- Other (Describe):

**c. PROPOSED SERVICES:** Describe in detail the natural gas supply services which the Applicant proposes to offer.

Sell gas as licensed broker in PA.

**d. PROPOSED SERVICE AREA:** Check the box of each Natural Gas Distribution Company for which the Applicant proposes to provide service.

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Columbia                            | <input checked="" type="checkbox"/> Peoples Gas Company          |
| <input checked="" type="checkbox"/> National Fuel Gas                   | <input checked="" type="checkbox"/> Philadelphia Gas Works       |
| <input checked="" type="checkbox"/> PECO                                | <input checked="" type="checkbox"/> UGI Utilities – Gas Division |
| <input checked="" type="checkbox"/> Peoples Natural Gas Company         | <input checked="" type="checkbox"/> Valley Energy                |
| <input checked="" type="checkbox"/> Peoples Natural Gas – Equitable Div |  |
|   | <input checked="" type="checkbox"/> All of the above             |

**e. CUSTOMERS:** Applicant proposes to provide services to:

- Residential Customers
- Small Commercial Customers - (Less than 6,000 Mcf annually)
- Residential and Small Commercial as Mixed Meter **ONLY (CANNOT BE TAKEN WITH RESIDENTIAL AND/OR SMALL COMMERCIAL ABOVE)**
- Large Commercial Customers - (6,000 Mcf or more annually)
- Industrial Customers
- Governmental Customers
- All of above (Except Mixed Meter)
- Other (Describe):

**f. START DATE:** Provide the approximate date the Applicant proposes to actively market within the Commonwealth.

Upon licensure

**5. COMPLIANCE**

- a. **CRIMINAL/CIVIL PROCEEDINGS:** State specifically whether the Applicant, an affiliate, a predecessor of either, or a person identified in this Application, has been or is currently the defendant of a criminal or civil proceeding within the last five (5) years. no

Identify all such proceedings (active or closed), by name, subject and citation; whether before an administrative body or in a judicial forum. If the Applicant has no proceedings to list, explicitly state such.

Neither the applicant nor any affiliates, predecessor or persons identified on the application have been or are currently the defendant of a criminal or civil proceeding in last 5 years.

- b. **SUMMARY:** If applicable; provide a statement as to the resolution or present status of any such proceedings listed above.

Not applicable

- c. **CUSTOMER/REGULATORY/PROSECUTORY ACTIONS:** Identify all formal or escalated actions or complaints filed with or by a customer, regulatory agency, or prosecutory agency against the Applicant, an affiliate, a predecessor of either, or a person identified in this Application, for the prior five (5) years, including but not limited to customers, Utility Commissions, and Consumer Protection Agencies such as the Offices of Attorney General. **Applicant should also include if it had a Pennsylvania PUC EGS or NGS license previously cancelled by the Commission.** If the Applicant has no actions or complaints to list, explicitly state such. none

There are no formal or escalated actions or complaints in the Commonwealth of Pennsylvania or any state filed with or by a customer, regulatory agency or persecutory agency against the applicant, affiliate, predecessor of either, or a person identified in this application for the prior 5 years including but not limited to customers, utility commissions and consumer protection agencies.

- d. **SUMMARY:** If applicable; provide a statement as to the resolution or present status of any actions listed above.

Not applicable

**6. PROOF OF SERVICE**

**Required of ALL Applicants regardless of operating as a supplier, broker, marketer, or aggregator.**  
*(Example Certificate of Service is attached at Appendix C)*

See attached

- a.) **STATUTORY AGENCIES:** Pursuant to Section 5.14 of the Commission's Regulations, 52 Pa. Code §5.14, provide proof of service of a signed and verified Application with attachments on the following:

Office of Consumer Advocate  
5th Floor, Forum Place  
555 Walnut Street  
Harrisburg, PA 17120

Office of the Attorney General  
Bureau of Consumer Protection  
Strawberry Square, 14th Floor  
Harrisburg, PA 17120

Office of the Small Business Advocate  
Commerce Building, Suite 202  
300 North Second Street  
Harrisburg, PA 17101

Department of Revenue  
Bureau of Compliance  
PO Box 281230  
Harrisburg, PA 17128-1230

Bureau of Investigation & Enforcement  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2 West  
Harrisburg, PA 17120

b.) **NGDCs:** Pursuant to Sections 1.57 and 1.58 of the Commission's Regulations, 52 Pa. Code §§1.57 and 1.58, provide Proof of Service of the Application and attachments upon each of the Natural Gas Distribution Companies the Applicant proposed to provide service in. Upon review of the Application, further notice may be required pursuant to Section 5.14 of the Commission's Regulations, 52 Pa. Code §5.14. Contact information for each NGDC is as follows.

<p><b>Columbia Gas of PA, Inc.</b>  Michele Caddell  290 W. Nationwide Blvd.  Columbus, OH 43215  PH: 614.460.6841  FAX: 614.460.8447  e-mail: <a href="mailto:mcaddell@nisource.com">mcaddell@nisource.com</a></p>	
<p><b>Peoples Natural Gas Company LLC – Equitable Division</b>  Carol Scanlon  375 North Shore Drive  Pittsburgh, PA 15212  PH: 412.208.6931  FAX: 412.208.6577  e-mail: <a href="mailto:Carol.Scanlon@peoples-gas.com">Carol.Scanlon@peoples-gas.com</a></p>	<p><b>National Fuel Gas Distribution Corp.</b>  Joanne E. Maciok  6363 Main Street  Williamsville, NY 14221  PH: 716.857.7670  FAX: 716.857.7479  e-mail: <a href="mailto:maciokj@natfuel.com">maciokj@natfuel.com</a></p>
<p><b>Peoples Natural Gas Company LLC</b>  Carol Scanlon  375 North Shore Drive  Pittsburgh, PA 15212  PH: 412.208.6931  FAX: 412.208.6577  e-mail: <a href="mailto:Carol.Scanlon@peoples-gas.com">Carol.Scanlon@peoples-gas.com</a></p>	<p><b>PECO</b>  Carlos Thillet, Manager, Gas Supply and Transportation  2301 Market Street, S9-2  Philadelphia, PA 19103  PH: 215.841.6452  Email: <a href="mailto:carlos.thillet@exeloncorp.com">carlos.thillet@exeloncorp.com</a></p>
<p><b>Peoples Gas Company LLC</b>  Carol Scanlon  375 North Shore Drive  Pittsburgh, PA 15212  PH: 412.208.6931  FAX: 412.208.6577  e-mail: <a href="mailto:Carol.Scanlon@peoples-gas.com">Carol.Scanlon@peoples-gas.com</a></p>	<p><b>Philadelphia Gas Works</b>  Ryan Reeves, Director Supply Transportation &amp; Control  800 West Montgomery Avenue  Philadelphia, PA 19122  PH: 215.787.5103  email: <a href="mailto:pgwchoicesupply@pgworks.com">pgwchoicesupply@pgworks.com</a></p>
<p><b>Valley Energy Inc.</b>  Ed Rogers  523 South Keystone Avenue  Sayre, PA 18840-0340  PH: 570.888-9664  FAX: 570.888.6199  email: <a href="mailto:erogers@ctenterprises.org">erogers@ctenterprises.org</a></p>	<p><b>UGI Utilities, Inc. – Gas Division</b>  Sherry Epler  1 UGI Drive  Denver, PA 17517  PH: 610.796.3447  Email: <a href="mailto:sepler@ugi.com">sepler@ugi.com</a></p>

## 7. FINANCIAL FITNESS

- a. **BONDING:** In accordance with 66 Pa. C.S. Section 2208(c), no natural gas supplier license shall be issued or remain in force unless the applicant or holder furnishes a bond or other security in a form and amount to ensure the financial responsibility of the natural gas supplier. The criteria used to determine the amount and form of such bond or other security shall be set by each NGDC. Provide documentation that the applicant has met the security requirement of each NGDC by submitting the letters sent by the NGDCs stating what bonding amounts they require. The contact information is located in Section 6.b.

See attached

- b. **FINANCIAL RECORDS, STATEMENTS, AND RATINGS:** Applicant must provide sufficient information to demonstrate financial fitness commensurate with the service proposed to be provided. Examples of such information which may be submitted include the following:

- Actual (or proposed) organizational structure including parent, affiliated or subsidiary companies.
- Published Applicant or parent company financial and credit information (i.e. 10Q or 10K). (SEC/EDGAR web addresses are sufficient)
- Applicant's accounting statements, including balance sheet and income statements for the past two years.
- Evidence of Applicant's credit rating. Applicant may provide a copy of its Dun and Bradstreet Credit Report and Robert Morris and Associates financial form, evidence of Moody's, S&P, or Fitch ratings, and/or other independent financial service reports.
- A description of the types and amounts of insurance carried by Applicant which are specifically intended to provide for or support its financial fitness to perform its obligations as a licensee.
- Audited financial statements exhibiting accounts over a minimum two year period.
- Bank account statement, tax returns from the previous two years, or any other information that demonstrates Applicant's financial fitness.

See attached

- c. **SUPPLIER FUNDING METHOD:** If Applicant is operating as anything other than **Broker/Marketer only**, explain how Applicant will fund its operations. Provide all credit agreements, lines of credit, etc., and elaborate on how much is available on each item.

Not applicable-applicant is acting as broker only.

- d. **BROKER PAYMENT STRUCTURE:** If applicant is a broker/marketer, explain how your organization will be collecting your fees.

Applicant is paid by the supplier. No fee is collected directly from the customer.

e. **ACCOUNTING RECORDS CUSTODIAN:** Provide the name, title, address, telephone number, FAX number, and e-mail address of Applicant's custodian for its accounting records.  
Ellen Kleinknecht  
CFO  
204 Main St Laurel MD 20707  
301-361-1125  
ellen@protocall.net

f. **TAXATION:** Complete the TAX CERTIFICATION STATEMENT attached as Appendix D to this application.

*All sections of the Tax Certification Statement must be completed. Absence (submitting N/A) of any of the TAX identifications numbers (items 7A through 7C) shall be accompanied by supporting documentation or an explanation validating the absence of such information.*

*Items 7A and 7C on the Tax Certification Statement are designated by the Pennsylvania Department of Revenue. Item 7B on the Tax Certification Statement is designated by the Internal Revenue Service.*

See attached

## 8. TECHNICAL FITNESS:

To ensure that the present quality and availability of service provided by natural gas distribution companies does not deteriorate, the Applicant shall provide sufficient information to demonstrate technical fitness commensurate with the service proposed to be provided.

a. **EXPERIENCE, PLAN, STRUCTURE:** such information may include: See attached

- Applicant's previous experience in the natural gas industry.
- Summary and proof of licenses as a supplier of natural gas services in other states or jurisdictions.
- Type of customers and number of customers Applicant currently serves in other jurisdictions.
- Staffing structure and numbers as well as employee training commitments.
- Business plans for operations within the Commonwealth.
- Any other information appropriate to ensure the technical capabilities of the Applicant.

b. **PROPOSED MARKETING METHOD** (check all that apply)

- Internal – Applicant will use its own internal resources/employees for marketing
- External NGS – Applicant will contract with a **PUC LICENSED NGS**
- Affiliate – Applicant will use a **NON-NGS affiliate that is a nontraditional marketer and/or marketing services consultant**
- External Third-Party – Applicant will contract with a **NON-NGS third party nontraditional marketer and/or non-selling marketer**
- Other (Describe):

c. **DOOR TO DOOR SALES:** Will the Applicant be implementing door to door sales activities?

- Yes  
 No

If yes, will the Applicant be using verification procedures?

- Yes  
 No

See Attachment

d. **OVERSIGHT OF MARKETING:** Explain all methods Applicant will use to ensure all marketing is performed in an ethical manner, for both employees and subcontractors. See Attachment

See attachment following this page.

e. **OFFICERS:** Identify Applicant's chief officers, and include the professional resumes for any officers directly responsible for operations. All resumes should include date ranges and job descriptions containing actual work experience.

Ellen Kleinknecht CFO  
Deborah Liebel President  
Scott Kleinknecht Manager

Please See Resumes Attached

## 9. **DISCLOSURE STATEMENT:**

*(Not applicable for an applicant applying for a license exclusively as a broker/marketer.)*

**DISCLOSURE STATEMENTS:** If proposing to serve Residential and/or Small Commercial (less than 6,000 Mcf annually) Customers, provide a Residential and/or Small Commercial disclosure statement. A sample disclosure statement is provided as Appendix E to this Application.

- Natural gas should be priced in clearly stated terms to the extent possible. Common definitions should be used. All consumer contracts or sales agreements should be written in plain language with any exclusions, exceptions, add-ons, package offers, limited time offers or other deadlines prominently communicated. Penalties and procedures for ending contracts should be clearly communicated.

N/A- applicant is broker only.

## Verification Procedures

All sales will be verified either in signature of contract or third-party verification

1. Customers will sign a written agreement either electronically or paper contract
2. Those who cannot sign a contract will do a verbal verification through a third-party verification company of the supplier's choice.

Both choices will verify Customer Name, address, authorized decision maker, rate and term and termination fee if applicable

In addition, we will also do a customer care outreach to all sales and attempt three times to make sure the process was followed by asking again

Are you the authorized decision maker?

Ask if there are any additional questions? If there are additional questions, we will stop the enrollment and answer all questions and have the customer re verify to ensure they understand what they are contracting for.

IN addition, we will also Verify that the number dialed answered as the business and that decision maker was there

## All About Protocall Page 13D

Protocall is a unique sales organization comprised of an inside sale and an outside sales team specializing in delivering top quality results for our clients. Our executive team has 100 years of combined experience in sales and building quality sales teams.

We understand the importance of training. We invest in our people continually as they represent us in the market place. We have developed numerous training programs including sales, leadership, back office and quality control, all of which we currently use in our current business model.

Protocall is a multi- awarding winning sales organization, specializing in deregulated sales of telecom and energy since the year 2000. Our clients have included Verizon, AT&T, Bell South, Comcast and Constellation Energy to name a few.

## Protocall Management Team

- Deborah Liebel, President – Has over 35 years in sales and marketing experience, with the last 10 years focusing on energy sales for businesses and consumers.
- Ellen Kleinknecht, CFO and Human Resource Director – Has over 30 years' experience building a financially responsible business that allows for growth responsibly. Her years of experience in HR allows us to recruit and retain some of the best sale professionals, all the while keep a keen eye on compliance and awareness of the organization.
- Scott Kleinknecht, COO - Has over 35 years in building a technologically sound business to be able to handle the complexities of compliance for employees working from home and or in the field.

## Plan for Brokerage

Protocall's decision to enter into the broker space is based on where we feel our future success, especially in these current economic circumstances. Currently we sell in the energy space for our client. We do not contract directly with customers; we are only contracted with our client to represent our client. We do not have title to supply. We do not have agreements with PJM or utilities and we do not sell supply directly. We also do not contract with the small business customers directly.

Our plan is to launch in Maryland with home agents to start, following all TCPA guidelines and then, launch a door-to-door channel. Our vision is to create a home-based professional who can contact customers and set appointments for our sales professionals to assist with presenting the product and closing the sale. We also believe the home-based agent can grow into a sales professional role and possibly a leadership role within the organization allowing for opportunity to rise through the organization. By having the sale professional role to help with closing appointments, it ensures the customer receives all information accurately and professionally while training the new upcoming home agents. We believe we can create a best in class model for others to follow.

## Sales Process Overview

1. All agents will be trained on product and compliance. A test will be administered to ensure they understand the information and the importance of doing business ethically and honestly.
2. Once passed the test the agent will be assigned a trainer (whether in the field or over the phone) The trainer will assist them in learning every process and selling practice. The trainer will be present for the new agents first 3 deals to ensure they understand exactly how to transact business.
3. Home based agent makes the call with the goal of arranging an appointment for the sales professional to meet over the phone and/or in person.
4. Sale professional and home agent present to customer and customer decides to take advantage of the offer. Customer then contracts with Protocall for a specific supplier. Contract will follow supplier guidelines: third party verified, paper contract, or electronic contract.
5. Once the contract is finalized, sale will be input into our tracking system. This will allow us to track all steps of the sale and ensure all quality checks are in followed, as well as tracking for agents. The system will que customer care.
6. Our customer care will call the customer to verify all information, customer name, address, authorized decision maker, rate and term again. This call will be recorded and marked pass or fail accordingly.
7. If the sale passes quality assurance, it will que the administrator who will then process the sale and send it to the supplier with all necessary agreements and or recordings.
8. If the call fails quality assurance, depending on the nature of the fail (i.e. Customer has questions, confusion around offer etc.), the customer will be given the choice to call the sales agent directly or be warm transferred. The sale will be coded as failed in our system, and will not proceed until a clean customer care is made and recorded.

## Oversight

1. All Telesales agents will be recorded on 100% of their calls following all tcpa guidelines. Each agent will be monitored each week by quality assurance to ensure following all guidelines. IF they are found to not follow guidelines corrective action will be taken up to and including termination.
2. All Door to Door agents will receive random field visits to ensure they are following all guidelines. IF they are found to not follow guidelines corrective action will be taken up to and including termination.
3. In addition, we will make three attempts to contact the customer with a customer care follow up call to ensure they understand the offer and the contract terms. We will also verify that the business does exist and that the decision maker does work there and make the decisions.
4. All sales will be verified by either written contract, electronic contract and or Third-party verification.

## 10. VERIFICATIONS, ACKNOWLEDGEMENTS, AND AGREEMENTS

- a. **STANDARDS OF CONDUCT AND DISCLOSURE:** As a condition of receiving a license, Applicant agrees to conform to any Uniform Standards of Conduct and Disclosure as set forth by the Commission. Further, the Applicant agrees that it must comply with and ensure that its employees, agents, representatives, and independent contractors comply with the standards of conduct and disclosure set out in Commission regulations at 52 Pa. Code § 62.114.

AGREED

- b. **REPORTING REQUIREMENTS:** Applicant agrees to provide the following information to the Commission:

- Reports of Gross Receipts: Applicant shall file an annual report with the Commission on an annual basis no later than April 30<sup>th</sup> following the end of the calendar year per 52 Pa. Code § 62.110.

AGREED

- c. **TRANSFER OF LICENSE:** The Applicant understands that if it plans to transfer its license to another entity, it is required to request authority from the Commission for permission prior to transferring the license. See 66 Pa. C.S. § 2208(d). Transferee will be required to file the appropriate licensing application.

AGREED

- d. **ANNUAL FEES:** The Public Utility Code authorizes the PUC to collect an annual fee of \$350 from suppliers, brokers, marketers, and aggregators selling natural gas in the Commonwealth of PA, and a supplemental fee based on annual gross intrastate revenues, applicable to suppliers only.

ACKNOWLEDGED

- e. **FURTHER DEVELOPMENTS:** Applicant is under a continuing obligation to amend its application if substantial changes occur to the information upon which the Commission relied in approving the original filing. See 52 Pa. Code § 62.105.

AGREED

- f. **FALSIFICATION:** The Applicant understands that the making of false statement(s) herein may be grounds for denying the Application or, if later discovered, for revoking any authority granted pursuant to the Application. This Application is subject to 18 Pa. C.S. §§4903 and 4904, relating to perjury and falsification in official matters.

AGREED

**g. NOTIFICATION OF CHANGE:** If your answer to any of these items changes during the pendency of your application or if the information relative to any item herein changes while you are operating within the Commonwealth of Pennsylvania, you are under a duty to so inform the Commission, within thirty (30) days, as to the specifics of any changes which have a significant impact on the conduct of business in Pennsylvania. See 52 Pa. Code § 62.105.

AGREED

**h. CEASING OF OPERATIONS:** Applicant is also required to officially notify the Commission if it plans to cease doing business in Pennsylvania, 90 days prior to ceasing operations.

AGREED

**i. FILING FEE:** The Applicant has enclosed or paid the required, non-refundable filing fee by **CERTIFIED CHECK OR MONEY ORDER** in the amount of \$350.00 payable to the Commonwealth of Pennsylvania. The Commission does not accept corporate or personal checks for filing fees.

PAYMENT ENCLOSED

**11. AFFIDAVITS**  
(All affidavits must be notarized before filing.)

**a.) APPLICATION AFFIDAVIT:** Complete and submit with your filing an officially notarized Application Affidavit stating that all the information submitted in this application is truthful and correct. An example copy of this Affidavit can be found at Appendix A.

See attached

**b.) OPERATIONS AFFIDAVIT:** Provide an officially notarized affidavit stating that you will adhere to the Public Utility Code of Pennsylvania and applicable federal and state laws. An example copy of this Affidavit can be found at Appendix B.

See attached

**12. NEWSPAPER PUBLICATIONS**

*Required of ALL Applicants regardless of operating as a supplier, broker, marketer, or aggregator.*

See attached

Notice of filing of this Application must be published in newspapers of general circulation covering each county in which the applicant intends to provide service. The newspapers in which proof of publication are required is dependent on the service territories the applicant is proposing to serve.

The chart below dictates which newspapers are necessary for each NGDC. For example, an applicant that wants to operate in Peoples – Equitable would need to run ads in both The Erie Times-News and the Pittsburgh Post-Gazette. If the applicant is proposing to serve the entire Commonwealth, please file proof of publication in all seven newspapers.

The only acceptable verification of this requirement is with Notarized Proofs of Publication, which may be requested from each newspaper and must be supplied with this application. Applicants do not need a docket number in their publication. Docket numbers will be issued when all criteria on the item 14 checklist (see below) are satisfied.

	Erie Times-News	Harrisburg Patriot-News	Philadelphia Daily News	Pittsburgh Post-Gazette	Scranton Times-Tribune	Williamsport Sun-Gazette	Johnstown Tribune-Democrat
Columbia Gas	X	X		X		X	X
National Fuel Gas	X			X			
PECO			X				
Peoples - Equitable	X			X			
Peoples Natural Gas	X			X			X
Peoples Gas Company				X			
Philadelphia Gas Works			X				
UGI Utilities – Gas Div.	X	X	X	X	X	X	X
Valley Energy					X	X	
Entire Commonwealth	X	X	X	X	X	X	X

(Example Publications are provided at Appendices F and G)

**13. SIGNATURE**

Applicant: Deborah Liebel 9/20/20

By: Deborah Liebel,

Title: President

**14. CHECKLIST**

For the applicant's convenience, please use the following checklist to ensure all relevant sections are complete. The Commission Secretary's Bureau will not accept an application unless each of the following sections is complete.

**Applicant:** Protocall Communications Inc.

Applicant's Use	x	<b>Signature</b>	
	x	<b>Filing Fee (ONLY CERTIFIED CHECK OR MONEY ORDER)</b>	
	x	<b>Application Affidavit</b>	
	x	<b>Operations Affidavit</b>	
	x	<b>Proof of Publication</b>	
	x	<b>Tax Certification Statement</b>	
	x	<b>Commonwealth Department of State Verification</b>	
	x	<b>Certificate of Service</b>	

PUC Secretary's Bureau Use

## **Exhibit A**

Business information

# CORPORATE CHARTER APPROVAL SHEET

\*\*EXPEDITED SERVICE\*\*

\*\* KEEP WITH DOCUMENT \*\*

DOCUMENT CODE CSA BUSINESS CODE \_\_\_\_\_

# D06575815

Close \_\_\_\_\_ Stock \_\_\_\_\_ Nonstock \_\_\_\_\_

P.A. \_\_\_\_\_ Religious \_\_\_\_\_

Merging (Transferor) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Surviving (Transferee) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Affix Barcode Label Here



Affix Barcode Label Here

ID # D06575815 ACK # 1000361999079878  
PAGES: 0004  
PROTOCOL COMMUNICATIONS, INC.

MAIL  
BACK

12/14/2009 AT 09:45 A WO # 0001805733

New Name \_\_\_\_\_

### FEES REMITTED

Base Fee: 100  
Org. & Cap. Fee: \_\_\_\_\_  
Expedite Fee: 10  
Penalty: \_\_\_\_\_  
State Recordation Tax: \_\_\_\_\_  
State Transfer Tax: \_\_\_\_\_  
1 Certified Copies  
Copy Fee: 23  
Certificates \_\_\_\_\_  
Certificate of Status Fee: \_\_\_\_\_  
Personal Property Filings: \_\_\_\_\_  
Mail Processing Fee: 5  
Other: \_\_\_\_\_  
TOTAL FEES: \_\_\_\_\_

Change of Name  
 Change of Principal Office  
 Change of Resident Agent  
 Change of Resident Agent Address  
Resignation of Resident Agent  
Designation of Resident Agent  
and Resident Agent's Address  
Change of Business Code

Adoption of Assumed Name

Other Change(s)

Credit Card \_\_\_\_\_ Check \_\_\_\_\_ Cash \_\_\_\_\_

Documents on \_\_\_\_\_ Checks

Code \_\_\_\_\_

Attention: \_\_\_\_\_

Mail: Name and Address

Approved By: \_\_\_\_\_

Keyed By: \_\_\_\_\_

COMMENT(S):

Ellen P. Kleinknecht, Resident Agent  
5504 Lambeth Road  
Bethesda, MD 20814

Stamp Work Order and Customer Number HERE

CUST ID: 0002362695  
WORK ORDER: 0001805733  
DATE: 12-14-2009 09:45 AM  
ART. PAID: \$198.00

ARTICLES OF AMENDMENT  
OF  
NOVO 1, INC.

(CHANGE OF NAME, PRINCIPAL OFFICE  
AND RESIDENT AGENT)

NOVO 1, INC., a Maryland corporation, having its principal office located at 312 Marshall Avenue, 9th Floor, Laurel, Maryland 20707 (hereinafter referred to as the "Corporation"), hereby certifies to the State Department of Assessments and Taxation of Maryland (hereinafter referred to as the "Department"), as follows:

FIRST: The Articles of Incorporation of the Corporation shall be, and hereby are, amended to change the name of the Corporation from NOVO 1, INC. to Protocall Communications, Inc. ✓ (being the name of the Corporation prior to the Articles of Amendment heretofore filed with the Department on December 23, 2004, changing the name of the Corporation from Protocall Communications, Inc. to NOVO 1, INC.).

SECOND: The post office address of the principal address of the Corporation in this State shall be, and hereby is, changed/corrected from 94312 Marshall Avenue, Laurel, Maryland 20707 (as incorrectly set forth in Articles of Revival heretofore filed with the Department on May 23, 2008) to 312 Marshall Avenue, 9th Floor, Laurel, Maryland 20707. ✓

---

THIRD: The name and post office address of the Resident Agent of the Corporation in this State shall be, and hereby is, changed from The Corporation Trust Incorporated, 300 E. Lombard Street, Baltimore, Maryland 21202, to Ellen P. Kleinknecht, 5504 Lambeth Road, Bethesda, Maryland 20814. Said resident agent is an individual actually residing in this State.

FOURTH: By written informal action unanimously taken by the Board of Directors of the Corporation pursuant to and in accordance with Section 2-408(c) of the Corporations And Associations Article of the Annotated Code Of Maryland, the Board of Directors of the Corporation duly advised the foregoing amendments and by written informal action unanimously taken by the stockholders of the Corporation in accordance with Section 2-505 of the Corporations And Associations Article of the Annotated Code Of Maryland, the stockholders of the Corporation duly approved said amendments.

IN WITNESS WHEREOF, NOVO 1, INC. has caused these Articles Of Amendment to be signed in its name and on its behalf by its President and witnessed and attested by its Secretary on this 11<sup>th</sup> day of December, 2009, and its President hereby acknowledges under the penalties of perjury that these Articles Of Amendment are the act and deed of NOVO 1, INC., and that the matters and facts set forth herein with respect to authorization

and approval are true and correct in all material respects to the best of her knowledge, information and belief.

WITNESS:

*Scott N. Kleinknecht*  
SCOTT N. KLEINKNECHT

NOVO 1, INC.

BY: *Deborah E. Liebel* (SEAL)  
DEBORAH E. LIEBEL,  
PRESIDENT

CONSENT OF RESIDENT AGENT

I, Ellen P. Kleinknecht, hereby consent to be the Resident Agent of NOVO 1, INC., a Maryland corporation.

*Ellen P. Kleinknecht*  
ELLEN P. KLEINKNECHT

STATE OF MARYLAND

COUNTY OF *Baltimore*

:  
TO WIT:  
:

I HEREBY CERTIFY that on this *11th* day of December, 2009, before me, the subscriber, a Notary Public of the State of Maryland, in and for the County aforesaid, personally appeared ELLEN P. KLEINKNECHT, known to me or satisfactorily proven to be the person whose name is subscribed to the within instrument, and acknowledged that she executed the same for the purposes therein contained.

WITNESS my Hand and Notarial Seal.

*William Luis Garcia*  
Notary Public  
My Commission Expires: *2-11-13*

# CORPORATE CHARTER APPROVAL SHEET

**\*\*EXPEDITED SERVICE\*\***

**\*\* KEEP WITH DOCUMENT \*\***

DOCUMENT CODE 18 BUSINESS CODE \_\_\_\_\_

# 006575815



1000361996471714

Close \_\_\_\_\_ Stock \_\_\_\_\_ Nonstock \_\_\_\_\_

P.A. \_\_\_\_\_ Religious \_\_\_\_\_

Merging (Transferor) \_\_\_\_\_

ID # 006575815 ACK # 1000361996471714  
PAGES: 0004  
NOVO 1, INC.

Surviving (Transferee) \_\_\_\_\_

05/23/2008 AT 08:00 A-WO # 0001581267

New Name \_\_\_\_\_

### FEES REMITTED

Base Fee: \_\_\_\_\_  
Org. & Cap. Fee: \_\_\_\_\_  
Expedite Fee: \_\_\_\_\_  
Penalty: \_\_\_\_\_  
State Recordation Tax: \_\_\_\_\_  
State Transfer Tax: \_\_\_\_\_  
Certified Copies \_\_\_\_\_  
Copy Fee: \_\_\_\_\_  
Certificates \_\_\_\_\_  
Certificate of Status Fee: \_\_\_\_\_  
Personal Property Filings: \_\_\_\_\_  
Mail Processing Fee: \_\_\_\_\_  
Other: \_\_\_\_\_  
**TOTAL FEES:** \_\_\_\_\_

\_\_\_\_\_ Change of Name  
\_\_\_\_\_ Change of Principal Office  
\_\_\_\_\_ Change of Resident Agent  
\_\_\_\_\_ Change of Resident Agent Address  
\_\_\_\_\_ Resignation of Resident Agent  
\_\_\_\_\_ Designation of Resident Agent  
\_\_\_\_\_ and Resident Agent's Address  
\_\_\_\_\_ Change of Business Code  
\_\_\_\_\_ Adoption of Assumed Name  
\_\_\_\_\_  
\_\_\_\_\_ Other Change(s)  
\_\_\_\_\_

Credit Card \_\_\_\_\_ Check \_\_\_\_\_ Cash \_\_\_\_\_

Code \_\_\_\_\_

\_\_\_\_\_ Documents on \_\_\_\_\_ Checks

Attention: \_\_\_\_\_

Mail: Name and Address

Approved By: \_\_\_\_\_

SCHROEDER GROUP S C ATTYS AT LAW  
THE CROSSROADS CORPORATE CTR STE 475  
20000 SWENSON DR  
WAUKESHA WI 53186-2058

Keyed By: \_\_\_\_\_

COMMENT(S):

*Laurel TEL 7/07/08  
P.G. ITCC - 7/6/30/08  
Comptroller Clearance*

Stamp Work Order and Customer Number HERE

CUST ID: 0002130229  
WORK ORDER: 0001581267  
DATE: 05-29-2008 07:53 PM  
AMT. PAID: \$150.00

5.73.08 - 800 au

RECEIVED  
DEPARTMENT OF  
ASSESSMENTS & TAXATION  
- 9 A 11: 43

**ARTICLES OF REVIVAL**

FOR

Novo 1, Inc.

(Insert exact name of corporation as it appears on records of the State Department of Assessments and Taxation)

**FIRST:** The name of the corporation at the time the charter was forfeited was \_\_\_\_\_

Novo 1, Inc.

**SECOND:** The name which the corporation will use after revival is \_\_\_\_\_

Novo 1, Inc.

**THIRD:** The address of the principal office in this state is \_\_\_\_\_

94312 Marshall Avenue, Laurel, Maryland 20707

**FOURTH:** The name and address of the resident agent is \_\_\_\_\_

The Corporation Trust, Inc., 300 East Lombard street, Baltimore, Maryland 21202

**FIFTH:** These Articles of Revival are for the purpose of reviving the charter of the corporation.

**SIXTH:** At or prior to the filing of these Articles of Revival, the corporation has (a) Paid all fees required by law; (b) Filed all annual reports which should have been filed by the corporation if its charter had not been forfeited; (c) Paid all state and local taxes, except taxes on real estate, and all interest and penalties due by the corporation or which would have become due if the charter had not been forfeited whether or not barred by limitations.

I hereby consent to my designation in this document as resident agent for this corporation.

**Kelly Snedden**  
**Asst. Secretary**

SIGNED Kelly Snedden  
Resident Agent

**(Use A for signatures. If that procedure is unavailable, use B. If A & B are not available, use C. ONLY SIGN UNDER ONE SECTION.)**

A. The undersigned who were respectively the last acting president (or vice president) and secretary (or treasurer) of the corporation severally acknowledge the Articles to be their act.

[Signature]  
Last Acting President/Vice President

[Signature]  
Last Acting Secretary/Treasurer

**(Use if A cannot be signed/acknowledged)**

B. The last acting president, vice president, secretary, and treasurer are unwilling or unable to sign and acknowledge these Articles; therefore, the undersigned who represent the lessor of a majority or 3 of the last acting directors of the corporation severally acknowledge the Articles to be their act.

\_\_\_\_\_  
Last Acting Director

\_\_\_\_\_  
Last Acting Director

\_\_\_\_\_  
Last Acting Director

**(Use if A and B cannot be signed/acknowledged)**

C. The last acting president, vice president, secretary, and treasurer of the corporation are unable or unwilling to sign the Articles. There are less than the required number of directors able and willing to sign the Articles, therefore, the undersigned who were elected as directors for the purpose of reviving the charter of the corporation severally acknowledge the Articles to be their act.

\_\_\_\_\_  
Director

\_\_\_\_\_  
Director

\_\_\_\_\_  
Director

AFFIDAVIT

STATE OF MARYLAND )  
 )  
 PRINCE WILLIAM COUNTY )

I, MICHAEL L. HENNER, of Novo1, Inc. hereby declare that the previously mentioned corporation has paid all State and local taxes except taxes on real estate, and all interest and penalties due by the corporation or which would have become due if the charter had not been forfeited whether or not barred by limitations.



Name: MICHAEL L. HENNER

I, hereby certify that on the 2<sup>nd</sup> day of May, 2008, before me, the subscriber, a notary public of the State of <sup>Wisconsin</sup> ~~Maryland~~, in and for Waukesha County personally appeared Michael Henner (name of affiant) and made oath under the penalties of perjury that the matters and facts set forth in this affidavit are true to the best of his/her knowledge, information and belief.

As witness my hand and notarized seal 

My Commission Expires 1/29/12



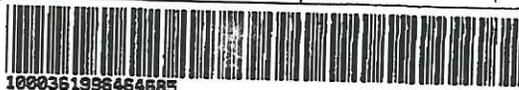
CUST ID:0002138229  
WORK ORDER:0001581267  
DATE:05-29-2008 07:53 PM  
AMT. PAID:\$150.00

# CORPORATE CHARTER APPROVAL SHEET

**\*\* KEEP WITH DOCUMENT \*\***

DOCUMENT CODE 210 BUSINESS CODE \_\_\_\_\_

# D06575815



1000361996464685

Close \_\_\_\_\_ Stock \_\_\_\_\_ Nonstock \_\_\_\_\_

P.A. \_\_\_\_\_ Religious \_\_\_\_\_

Merging (Transferor) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Surviving (Transferee) \_\_\_\_\_

\_\_\_\_\_

ID # D06575815 ACK # 1000361996464685  
PAGES: 0002  
NOVO 1, INC.

05/19/2008 AT 08:30 A MO # 0001580474

New Name \_\_\_\_\_

### FEE'S REMITTED

Base Fee: \_\_\_\_\_  
Org. & Cap. Fee: \_\_\_\_\_  
Expedite Fee: \_\_\_\_\_  
Penalty: \_\_\_\_\_  
State Recordation Tax: \_\_\_\_\_  
State Transfer Tax: \_\_\_\_\_  
Certified Copies \_\_\_\_\_  
Copy Fee: \_\_\_\_\_  
Certificates \_\_\_\_\_  
Certificate of Status Fee: \_\_\_\_\_  
Personal Property Filings: \_\_\_\_\_  
Other: \_\_\_\_\_  
TOTAL FEES: NA

Change of Name \_\_\_\_\_  
Change of Principal Office \_\_\_\_\_  
Change of Resident Agent \_\_\_\_\_  
Change of Resident Agent Address \_\_\_\_\_  
Resignation of Resident Agent \_\_\_\_\_  
Designation of Resident Agent and Resident Agent's Address \_\_\_\_\_  
Change of Business Code \_\_\_\_\_  
Adoption of Assumed Name \_\_\_\_\_  
Other Change(s) \_\_\_\_\_

Credit Card \_\_\_\_\_ Check \_\_\_\_\_ Cash \_\_\_\_\_

Documents on \_\_\_\_\_ Checks

Approved By: \_\_\_\_\_

Keyed By: \_\_\_\_\_

COMMENT(S):

Code \_\_\_\_\_

Attention: \_\_\_\_\_

Mail to Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

CUST ID: 0002137436  
WORK ORDER: 0001580474  
DATE: 05-28-2008 05:55 PM  
AMT. PAID: \$0.00

GROUP 1 FROM OFFICE WITH CARRIER OF INVOICE OF 05/28/08



Peter Franchot  
*Comptroller*

James T. Loftus  
*Director*  
*Compliance Division*

## Memorandum

To: Mr. Paul Anderson / SDAT / Legal  
From: Ms. Victoria Stultz / Comptroller Of MD / Compliance  
Date: May 19, 2008  
Subject: Charter Revival

---

The Comptroller of MD has no objection to the revival of the following charter:

Name: Novo 1, Inc  
ID No.: D06575815

Department of  
Assessments and Taxation

Charter Division



GOVERNOR  
Governor

C. John Sullivan, Jr.  
Director

Paul B. Anderson  
Administrator

THE CORPORATION TRUST INCORPORATED  
300 E LOMBARD ST  
BALTIMORE MD 21202-3219

Date: 12-28-2004

This letter is to confirm acceptance of the following filing:

ENTITY NAME : NOVO 1, INC.  
 DEPARTMENT ID : D06575815  
 TYPE OF REQUEST : ARTICLES OF AMENDMENT / NAME CHANGE  
 DATE FILED : 12-23-2004  
 TIME FILED : 03:39-PM  
 RECORDING FEE : \$100.00  
 EXPEDITED FEE : \$50.00  
 FILING NUMBER : 1000361990734422  
 CUSTOMER ID : 0001547602  
 WORK ORDER NUMBER : 0000990764

PLEASE VERIFY THE INFORMATION CONTAINED IN THIS LETTER. NOTIFY THIS DEPARTMENT IN WRITING IF ANY INFORMATION IS INCORRECT. INCLUDE THE CUSTOMER ID AND THE WORK ORDER NUMBER ON ANY INQUIRIES.

Charter Division  
Baltimore metro area (410)767-1801  
Outside metro area (888)246-5941

ENTITY TYPE: ORDINARY BUSINESS - STOCK  
STOCK: Y  
CLOSE: N  
EFFECTIVE DATE: 12-23-2004  
PRINCIPAL OFFICE: 9TH FL  
312 MARSHALL AVE  
LAUREL MD 20707  
RESIDENT AGENT: THE CORPORATION TRUST INCORPORATED  
300 E LOMBARD ST.  
BALTIMORE MD 21202-3219

COMMENTS:

THIS AMENDMENT RECORD INDICATES THE NAME CHANGE  
FROM: PROTOCALL COMMUNICATIONS, INC.  
TO: NOVO 1, INC..

## **NOTICE: Effective January 1, 2004**

As a result of a change in State law, the annual report fee for most legal entities (including LLCs and LLPs) has increased to \$300. This fee is for the privilege of maintaining a legal entity's existence in Maryland, and is due and payable with the filing of the personal property return. The increase is effective for any return, regardless of year, filed after 12/31/2003.

There continues to be no annual report fee for non-stock corporations, business trusts, churches, foreign interstate companies, foreign insurance companies, sole proprietorships, and general partnerships, but these entities must still file a personal property return annually.

ARTICLES OF AMENDMENT

Protocall Communications, Inc.

(1)

(2) Protocall Communications, Inc.

a Maryland corporation hereby certifies to the State Department of Assessments and Taxation of Maryland that:

(3) The charter of the corporation is hereby amended as follows:

The name of the corporation is "NOVO 1, Inc."

This amendment of the charter of the corporation has been approved by

(4) written consent of its shareholders and directors

We the undersigned President and Secretary swear under penalties of perjury that the foregoing is a corporate act.

(5) T.M.O. Reilly  
Secretary

(5) George J. Batt  
President

(6) Return address of filing party:

Michelle H. Fullerton, c/o Godfrey & Kahn, S.C.

N21 W23350 Ridgeview Parkway

Waukesha, WI 53188

**CT CORPORATION SYSTEM**

January 22, 2002

Ms. Brenda L. Lindsay  
Godfrey & Kahn  
780 North Water Street  
Milwaukee, WI 53202-3590

**RE: Status Report for: 5058521  
Merger(s)  
PROTOCOL COMMUNICATIONS, INC. MERGING INTO: CSC  
ACQUISITION CORP.**

Dear Ms. Lindsay:

As instructed, we enclosed the following document(s), as issued by the Maryland State Department of Assessments and Taxation:

**Merger(s)  
Filed on 01/18/02  
One (1) Certified Copy of the filing**

If you have any questions concerning this order, please contact Beverlee Stuewe in our Chicago office. Thank you for this opportunity to be of service.

Sincerely yours,  
Matthew Bartynski  
**CT Baltimore**

Via: Fax/FedEx  
414-273-5198

300 East Lombard Street, Suite 1400  
Baltimore, MD 21202  
Tel. 410 539 2837  
Fax 410 332 1178

STATE OF MARYLAND  
I hereby certify that this is a true and complete copy of the 5  
page document on file in this office. DATED: 11/18/2008  
STATE DEPARTMENT OF ASSESSMENTS AND TAXATION  
BY: *William C. James*, Custodian  
This stamp replaces our previous certification system. Effective: 6/95

*gm*

*1-18-2*  
*307 gm*

ARTICLES OF MERGER  
OF  
PROTOCOL COMMUNICATIONS, INC.  
WITH AND INTO  
CSC ACQUISITION CORP.

FIRST: Protocall Communications, Inc. and CSC Acquisition Corp., being the corporations which are the parties to these Articles of Merger, do hereby agree to effect a merger of said corporations upon the terms and conditions herein set forth in accordance with Sections 3-101 through 3 - 117, inclusive of the Maryland General Corporation Law.

SECOND: The name of the successor corporation is CSC Acquisition Corp., (sometimes hereinafter referred to as the "Surviving Corporation" and sometimes referred to as "CSC") which is a corporation incorporated in the State of Maryland under the provisions of the Maryland General Corporation Law with its principal office in the State of Maryland located in the City of Laurel, Prince Georges County, and which will continue its corporate existence under the name Protocall Communications, Inc. pursuant to the provisions of the Maryland General Corporation Law.

THIRD: The name of the corporation to be merged into the successor corporation is Protocall Communications, Inc., (hereinafter referred to sometimes as the "Merged Corporation" and sometimes referred to as "Protocall") which is a corporation incorporated in the State of Maryland under the provisions of the Maryland General Corporation Law with its principal office in the State of Maryland located in the City of Laurel, Prince Georges County, and the corporate existence of which will cease upon the effective date of the merger pursuant to the provisions of the Maryland General Corporation Law.

FOURTH: The Merged Corporation owns no interest in land in the State of Maryland.

FIFTH: The Articles of Incorporation of CSC shall be and remain the Articles of Incorporation of the Surviving Corporation. The amendment to the charter of CSC which is to be effected as part of the merger is to strike out Article I of said charter and to substitute the following new Article:

ARTICLE I

The name of the corporation is Protocall Communications, Inc.

SIXTH: The authorized share structure of each of the corporations which is a party to these Articles of Merger at the time of execution thereof is as follows:

	<u>Protocall Communications, Inc.</u>	<u>CSC Acquisition Corp.</u>
Total number of shares of all classes:	600,000 shares of Common Stock	10,000 Shares of Common Stock
Number and par value of shares of each class:	par value \$.001	par value \$.01
Number of shares without par value of each class:	None	None
Aggregate par value of all shares with par value:	\$ 600.00	\$100.00

SEVENTH: Upon payment of the purchase price (the "Payment"), each issued and outstanding share of stock of Protocall (the "Subject Shares") shall be converted into the right to receive (i) that number of shares of stock of Call\_Solutions.com, Inc., a Wisconsin corporation, as is equal to the quotient of (a) the quotient of forty percent (40%) of the Payment *divided by* five (5), *divided by* (b) the number of Subject Shares, and (ii) that amount of cash as is equal to the quotient of sixty percent (60%) of the Payment less the related expenses of the Protocall shareholders assumed by CSC divided by the number of Subject Shares. Each share of Protocall capital stock held in treasury by Protocall immediately prior to the Effective Time (as hereinafter defined), if any, shall be cancelled and extinguished and no cash or other consideration shall be delivered or be deliverable in exchange therefor. No shares of Protocall capital stock shall be deemed to be outstanding or to have any rights other than as set forth in this section after the Effective Time. From and after the Effective Time, all Subject Shares shall no longer be outstanding and shall automatically be cancelled and retired and shall cease to exist. Until surrender to CSC, each outstanding certificate which, immediately prior to the Effective Time, represented a Subject Share shall, after the Effective Time, be deemed for all purposes to represent the right only to receive the consideration described herein in the manner set forth herein and shall not represent any right as a shareholder of Protocall. After the Effective Time, there shall be no further registry of transfer on the records of the Surviving Corporation of shares of stock of Protocall and, if a certificate which theretofore represented outstanding shares of stock of Protocall is presented to the Surviving Corporation for transfer, such certificate shall be cancelled in exchange for the consideration to which such shares were converted pursuant to the merger. Each share of stock of CSC issued and outstanding as of the Effective Time shall remain outstanding and such shares shall not be changed or converted by virtue of the merger.

EIGHTH: The terms and conditions of the merger herein set forth were advised, authorized, and approved by each corporation that is a party to the Articles of Merger in the manner and by the vote required by its charter and the provisions of the Maryland General Corporation Law, and the said merger was approved in the manner hereinafter set forth.

NINTH: The merger was duly advised by the Board of Directors of CSC in the following manner. The Board of Directors of CSC adopted a resolution declaring that the merger of Protocall into CSC is advisable on substantially the terms and conditions set forth or referred to in said resolution. Said resolution of the Board of Directors was adopted without a meeting by a written consent signed on January 18, 2002 by all of the members of the Board of Directors.

TENTH: The merger was duly advised by the Board of Directors of Protocall in the following manner. The Board of Directors of Protocall adopted a resolution declaring that the merger of Protocall into CSC is advisable on substantially the terms and conditions set forth or referred to in said resolution. Said resolution of the Board of Directors was adopted without a meeting by a written consent signed on January 18, 2002 by all of the members of the Board of Directors.

ELEVENTH: The merger and the aforesaid terms and conditions were duly approved by the stockholders of Protocall in the following manner. All of the stockholders entitled to vote thereon approved the same without a meeting by a unanimous written consent signed by them.

TWELFTH: The merger and the aforesaid terms and conditions were duly approved by the sole stockholder of CSC in the following manner. The sole stockholder entitled to vote thereon approved the same without a meeting by written consent.

THIRTEENTH: The effective time and date of the merger herein provided for shall be 1-18-02 (the "Effective Time").

[Signatures contained on following page]

IN WITNESS WHEREOF, these Articles of Merger are hereby signed for and on behalf of Protocall Communications, Inc. by its President and are hereby signed in the name and on behalf of CSC by its President.

Dated January 15, 2002

ATTEST:

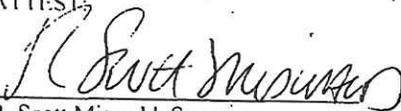
  
Scott N. Kleinknecht, Secretary

PROTOCOLL COMMUNICATIONS, INC.

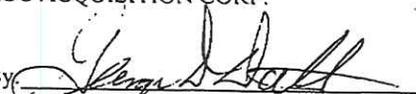
By:   
Ellen P. Kleinknecht, President

Dated January 18, 2002

ATTEST:

  
R. Scott Miswald, Secretary

CSC ACQUISITION CORP.

By:   
George D. Dalton, President

THE UNDERSIGNED, President of Protocall Communications, Inc., who executed on behalf of said corporation the foregoing Articles of Merger, of which this certificate is made a part, hereby acknowledges, in the name and on behalf of said corporation, the foregoing Articles of Merger to be the corporate act of said corporation and further certifies that, to the best of her knowledge, information and belief, the matters and facts set forth therein with respect to the approval thereof are true in all material respects, under the penalties of perjury.

  
Ellen P. Kleinknecht, President

THE UNDERSIGNED, President of CSC Acquisition Corp., who executed on behalf of said corporation the foregoing Articles of Merger, of which this certificate is made a part, hereby acknowledges, in the name and on behalf of said corporation, the foregoing Articles of Merger to be the corporate act of said corporation and further certifies that, to the best of his knowledge, information and belief, the matters and facts set forth therein with respect to the approval thereof are true in all material respects, under the penalties of perjury.

  
George D. Dalton, President

# CORPORATE CHARTER APPROVAL SHEET

**\*\* EXPEDITED SERVICE \*\***

**\*\* KEEP WITH DOCUMENT \*\***

DOCUMENT CODE 11A BUSINESS CODE \_\_\_\_\_

# \_\_\_\_\_

Close \_\_\_\_\_ Stock \_\_\_\_\_ Nonstock \_\_\_\_\_

P.A. \_\_\_\_\_ Religious \_\_\_\_\_

Merging (Transferor) Protocall  
Communications, Inc.

W 6491294

Surviving (Transferee) CSC Acquisition  
Corp.

W 6575815



1000361986563785

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ID # D06575815 ACK # 1000361986563785  
LIBER: B00335 FOLIO: 1113 PAGES: 0005  
PROTOCOLL COMMUNICATIONS, INC.

---

01/18/2002 AT 03:07 P WO # 0000542883

New Name Protocall  
Communications, Inc.

### FEES REMITTED

Base Fee: 20  
 Org. & Cap. Fee: \_\_\_\_\_  
 Expedite Fee: 70  
 Penalty: \_\_\_\_\_  
 State Recordation Tax: \_\_\_\_\_  
 State Transfer Tax: \_\_\_\_\_  
1 Certified Copies Copy Fee: 9  
 Certificates \_\_\_\_\_  
 Certificate of Status Fee: \_\_\_\_\_  
 Personal Property Filings: \_\_\_\_\_  
 Other: \_\_\_\_\_  
 TOTAL FEES: 99

- Change of Name
- \_\_\_\_\_ Change of Principal Office
- \_\_\_\_\_ Change of Resident Agent
- \_\_\_\_\_ Change of Resident Agent Address
- \_\_\_\_\_ Resignation of Resident Agent
- \_\_\_\_\_ Designation of Resident Agent and Resident Agent's Address
- \_\_\_\_\_ Change of Business Code
- \_\_\_\_\_ Adoption of Assumed Name
- \_\_\_\_\_ Other Change(s)

edit Card \_\_\_\_\_ Check  Cash \_\_\_\_\_

1 Documents on 2 Checks

pr 3y: W 013

red By: \_\_\_\_\_

COMMENT(S):

Code 007

Attention: \_\_\_\_\_

Mail to Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Stamp Work Order and Customer Number HERE

CUST ID: 0000797130  
 WORK ORDER: 0000542883  
 DATE: 01-22-2002 01:22 PM  
 AMT. PAID: \$99.00

**CT CORPORATION SYSTEM**

December 13, 2001

Ms. Brenda Lindsay  
Godfrey & Kahn S C  
780 No. Water Street  
Milwaukee, WI 53202

**RE: Status Report for: 4982115**  
Incorporation / Formation  
**CSC ACQUISITION CORP.**

Dear Ms. Lindsay :

As instructed, we enclosed the following document(s), as issued by the Maryland State Department of Assessments and Taxation:

**Incorporation / Formation**  
**Filed on 12/13/01**  
**One (1) Certificate of Good Standing**

If you have any questions concerning this order, please contact Beverlee Stuewe in our Chicago office. Thank you for this opportunity to be of service.

Sincerely yours,  
Kelly D. Stephens  
**CT Baltimore**

Via: Fax/FedEx  
414-273-5198

300 East Lombard Street, Suite 1400  
Baltimore, MD 21202  
Tel. 410 539 2837  
Fax 410 332 1178

A CCH LEGAL INFORMATION SERVICES COMPANY

State of Maryland  
Department of  
Assessments and Taxation

Charter Division



Parris N. Glendening  
Governor

Ronald W. Wineholt  
Director

Paul B. Anderson  
Administrator

THE CORPORATION TRUST INCORPORATED  
300 E LOMBARD ST  
BALTIMORE MD 21202-3219

Date: 12-13-2001

This letter is to confirm acceptance of the following filing:

ENTITY NAME: . . . . CSC ACQUISITION CORP.  
DEPARTMENT ID : D06575815  
TYPE OF REQUEST : ARTICLES OF INCORPORATION  
DATE FILED : 12-13-2001  
TIME FILED : 10:22-AM  
RECORDING FEE : \$20.00  
ORG. & CAP FEE : \$20.00  
EXPEDITED FEE : \$59.00  
FILING NUMBER : 1000361986429888  
CUSTOMER ID : 0000773257  
WORK ORDER NUMBER : 0000528748

PLEASE VERIFY THE INFORMATION CONTAINED IN THIS LETTER. NOTIFY THIS DEPARTMENT  
IN WRITING IF ANY INFORMATION IS INCORRECT. INCLUDE THE CUSTOMER ID AND THE WORK  
ORDER NUMBER ON ANY INQUIRIES.

301 West Preston Street, Baltimore, Maryland 21201  
Telephone (410) 767-1350  
MRS (Maryland Relay Service) (800) 735-2258 TT/Voice  
Fax (410) 333-7097

0001589193

chtacc

ENTITY TYPE: ORDINARY BUSINESS - STOCK  
STOCK: Y  
CLOSE: N  
EFFECTIVE DATE: 12-13-2001  
PRINCIPAL OFFICE: 9TH FL  
312 MARSHALL AVE  
LAUREL MD 20707  
RESIDENT AGENT: THE CORPORATION TRUST INCORPORATED  
300 E LOMBARD ST.  
BALTIMORE MD 21202-3219

ARTICLES OF INCORPORATION

OF

CSC ACQUISITION CORP.

The undersigned Patricia Falb, whose address is 780 North Water Street, Milwaukee, Wisconsin 53202, being at least eighteen years of age, does hereby form a corporation under the laws of the State of Maryland.

ARTICLE I

The name of the corporation is CSC Acquisition Corp.

ARTICLE II

The period of existence of the corporation shall be perpetual.

ARTICLE III

The corporation is authorized to engage in any lawful activity for which corporations may be organized under the Maryland General Corporation Law ("MGCL"), including, without limitation the operation and management of call centers and all activities in connection therewith.

ARTICLE IV

The aggregate number of shares which the corporation shall have authority to issue is Ten Thousand (10,000) shares of stock consisting of one class only, designated as "common stock" having a par value of One Cent (\$.01) each.

ARTICLE V

The street address of the principal office of the corporation in Maryland is 312 Marshall Avenue, 9<sup>th</sup> Floor, Laurel, Maryland 20707.

2001 DEC 11  
ADD 23

ARTICLE VI

The name of the resident agent of the corporation in Maryland is The Corporation Trust Incorporated, whose address is 300 East Lombard Street, Baltimore, Maryland 21202.

ARTICLE VII

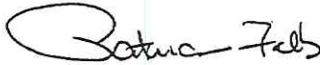
The number of directors constituting the initial Board of Directors of the corporation shall be two (2). The number of directors of the corporation may be changed from time to time by the By-Laws of the corporation, but in no case shall be less than one (1). The names of the individuals who will serve as initial directors until their successors are elected are George D. Dalton and Terrence M. O'Reilly.

ARTICLE VIII

The Corporation shall, to the fullest extent permitted by Section 2-418 of the MGCL, including any amendments thereto (but in the case of any such amendment, only to the extent such amendment permits or requires the Corporation to provide broader indemnification rights than prior to such amendment), unless the Corporation and its Directors or Officers have agreed otherwise in writing to the contrary, indemnify its Directors and Officers against any and all Liabilities (as hereinafter defined), and advance any and all reasonable Expenses incurred thereby in any proceeding to which any Director or Officer is a Party because such Director or Officer is a Director or Officer of the Corporation. The Corporation may indemnify its employees and authorized agents, acting in their Official Capacity and within the scope of their duties as such, to the same extent as Directors or Officers hereunder. The rights to indemnification granted hereunder shall not be deemed exclusive of any other rights to indemnification against Liabilities or the advancement of Expenses that such person may be

entitled under any written agreement, board resolution, vote of the stockholders, the MGCL, or otherwise. For purposes hereof, "Liabilities" include the obligation to pay a judgment, penalty, fine, settlement and reasonable expenses. All capitalized terms used in this Article VIII not otherwise defined herein shall have the meaning set forth in Section 2-418 of the MGCL. Any repeal or modification of this Section by the stockholders of the Corporation shall be prospective only, and shall not adversely affect any limitation on the personal liability of a director of the Corporation with regard to actions taken or omitted before such repeal or modification.

Executed this 11 day of December, 2001.



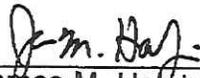
\_\_\_\_\_  
Patricia Falb, Incorporator

**SIGNATURE OF RESIDENT AGENT:**

I hereby consent to my designation in this document as resident agent for this corporation.

THE CORPORATION TRUST INCORPORATED

By: \_\_\_\_\_

  
James M. Halpin  
Assistant Secretary

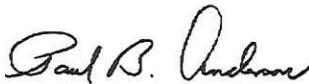
MW573103\_3.DOC

**STATE OF MARYLAND**  
**Department of Assessments and Taxation**

I, PAUL ANDERSON OF THE STATE DEPARTMENT OF ASSESSMENTS AND TAXATION OF THE STATE OF MARYLAND, DO HEREBY CERTIFY THAT THE DEPARTMENT, BY LAWS OF THE STATE, IS THE CUSTODIAN OF THE RECORDS OF THIS STATE RELATING TO THE FORFEITURE OR SUSPENSION OF CORPORATIONS, OR OF CORPORATIONS TO TRANSACT BUSINESS IN THIS STATE, AND THAT I AM THE PROPER OFFICER TO EXECUTE THIS CERTIFICATE.

I FURTHER CERTIFY THAT CSC ACQUISITION CORP. IS A CORPORATION DULY INCORPORATED AND EXISTING UNDER AND BY VIRTUE OF THE LAWS OF MARYLAND AND THE CORPORATION HAS FILED ALL ANNUAL REPORTS REQUIRED, HAS NO OUTSTANDING LATE FILING PENALTIES ON THOSE REPORTS, AND HAS A RESIDENT AGENT. THEREFORE, THE CORPORATION IS AT THE TIME OF THIS CERTIFICATE IN GOOD STANDING WITH THIS DEPARTMENT AND DULY AUTHORIZED TO EXERCISE ALL THE POWERS RECITED IN ITS CHARTER OR CERTIFICATE OF INCORPORATION, AND TO TRANSACT BUSINESS IN MARYLAND.

IN WITNESS WHEREOF, I HAVE HEREUNTO SUBSCRIBED MY SIGNATURE AND AFFIXED THE SEAL OF THE STATE DEPARTMENT OF ASSESSMENTS AND TAXATION OF MARYLAND AT BALTIMORE ON THIS DECEMBER 13, 2001.



Paul B. Anderson  
Charter Division



301 West Preston Street, Baltimore, Maryland 21201  
Telephone Balto. Metro (410) 767-1340 / Outside Balto. Metro (888) 246-5941 0001589551  
MRS (Maryland Relay Service) (800) 735-2258 TT/Voice  
Fax (410) 333-7097

THE CORPORATION TRUST INCORPORATED  
300 E LOMBARD ST.  
BALTIMORE

MD 21202-3219

Owners and Officers Protocall Communications Inc.

1. Deborah Liebel, President

204 Main Street  
Laurel, MD 20707  
40% owner

2. Ellen Kleinknecht

204 Main Street  
Laurel, MD 20707  
40% owner

3. Scott Kleinknecht

204 Main Street  
Laurel, MD 20707  
20% owner

COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF STATE

09/25/2020

TO ALL WHOM THESE PRESENTS SHALL COME, GREETING:

I DO HEREBY CERTIFY THAT,

Protocall Communications Inc.

is duly registered to do business under the laws of the Commonwealth of Pennsylvania and remains a registered Foreign Business Corporation so far as the records of this office show, as of the date herein.

I DO FURTHER CERTIFY THAT this Certificate of Registration shall not imply that all fees, taxes and penalties owed to the Commonwealth of Pennsylvania are paid.



IN TESTIMONY WHEREOF, I have hereunto set my hand and caused the Seal of the Secretary's Office to be affixed, the day and year above written

*Katly Bookman*

Secretary of the Commonwealth

Certification Number: TSC200925192069-1

Verify this certificate online at <http://www.corporations.pa.gov/orders/verify>

**Exhibit B**

Proof of Service

## Appendix C

*Required of ALL Applicants regardless of operating as a supplier, broker, marketer, or aggregator.*

### CERTIFICATE OF SERVICE TEMPLATE

On this the 6th day of November 2020, I certify that a true and correct copy of the foregoing application form for licensing within the Commonwealth of Pennsylvania as a Natural Gas Supplier and all **NON-CONFIDENTIAL** attachments have been served, as either a hardcopy or a searchable PDF version on a cd-rom, upon the following:

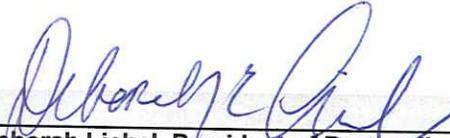
<p><b>Office of Consumer Advocate</b> 5th Floor, Forum Place 555 Walnut Street Harrisburg, PA 17120</p>	<p><b>Office of the Attorney General</b> Bureau of Consumer Protection Strawberry Square, 14th Floor Harrisburg, PA 17120</p>
<p><b>Office of the Small Business Advocate</b> Commerce Building, Suite 202 300 North Second Street Harrisburg, PA 17101</p>	<p><b>Department of Revenue</b> Bureau of Compliance PO Box 281230 Harrisburg, PA 17128-1230</p>
<p><b>Columbia Gas of PA, Inc.</b> Michele Caddell 290 W. Nationwide Blvd. Columbus, OH 43215 PH: 614.460.6841 FAX: 614.460.8447 e-mail: <a href="mailto:mcaddell@nisource.com">mcaddell@nisource.com</a></p>	<p><b>Bureau of Investigation &amp; Enforcement</b> Pennsylvania Public Utility Commission Commonwealth Keystone Building 400 North Street, 2 West Harrisburg, PA 17120</p>
<p><b>Peoples Natural Gas Company LLC – Equitable Division</b> Carol Scanlon 375 North Shore Drive Pittsburgh, PA 15212 PH: 412.208.6931 FAX: 412.208.6577 e-mail: <a href="mailto:Carol.Scanlon@peoples-gas.com">Carol.Scanlon@peoples-gas.com</a></p>	<p><b>National Fuel Gas Distribution Corp.</b> Joanne E. Maciok 6363 Main Street Williamsville, NY 14221 PH: 716.857.7670 FAX: 716.857.7479 e-mail: <a href="mailto:maciokj@natfuel.com">maciokj@natfuel.com</a></p>
<p><b>Peoples Natural Gas Company LLC</b> Carol Scanlon 375 North Shore Drive Pittsburgh, PA 15212 PH: 412.208.6931 FAX: 412.208.6577 e-mail: <a href="mailto:Carol.Scanlon@peoples-gas.com">Carol.Scanlon@peoples-gas.com</a></p>	<p><b>PECO</b> Carlos Thillet, Manager, Gas Supply and Transportation 2301 Market Street, S9-2 Philadelphia, PA 19103 PH: 215.841.6452 Email: <a href="mailto:carlos.thillet@exeloncorp.com">carlos.thillet@exeloncorp.com</a></p>
<p><b>Peoples Gas Company LLC</b> Carol Scanlon 375 North Shore Drive Pittsburgh, PA 15212 PH: 412.208.6931 FAX: 412.208.6577 e-mail: <a href="mailto:Carol.Scanlon@peoples-gas.com">Carol.Scanlon@peoples-gas.com</a></p>	<p><b>Philadelphia Gas Works</b> Ryan Reeves, Director Supply Transportation &amp; Control 800 West Montgomery Avenue Philadelphia, PA 19122 PH: 215.787.5103 email: <a href="mailto:pgwchoicesupply@pgworks.com">pgwchoicesupply@pgworks.com</a></p>

**Valley Energy Inc.**

Ed Rogers  
523 South Keystone Avenue  
Sayre, PA 18840-0340  
PH: 570.888-9664  
FAX: 570.888.6199  
email: [erogers@ctenterprises.org](mailto:erogers@ctenterprises.org)

**UGI Utilities, Inc. – Gas Division**

Sherry Epler  
1 UGI Drive  
Denver, PA 17517  
PH: 610.796.3447  
Email: [sepler@ugi.com](mailto:sepler@ugi.com)



Deborah Liebel, President of Proccall  
Communications Inc.

## **Exhibit C**

### Bond Waivers



October 30, 2020

Deborah Liebel  
Protocall Communications Inc.  
204 Main Street  
Laurel, MD 20707

Dear Deborah Liebel:

We are pleased that Protocall Communications Inc. has applied for a license to provide Natural Gas Broker/Marketer Services on the distribution system of Columbia Gas of Pennsylvania, Inc. ("Columbia Gas").

Under Paragraph 2.4.5 of the Rules Applicable to Distribution Service section of the Tariff of Columbia Gas, Protocall Communications Inc. could be required to provide to Columbia Gas a bond or other financial security instrument in an amount that Columbia Gas determines to be appropriate. Protocall Communications Inc. has indicated only brokering and consulting services will be provided. Therefore, we have determined at this time that Protocall Communications Inc. does not need a bond or other financial security requirement to provide broker natural gas services to Columbia Gas customers.

If the creditworthiness requirement or Columbia Gas' exposure to Protocall Communications Inc. changes in the future, Columbia Gas might deem it appropriate to require Protocall Communications Inc. to provide a bond or other financial security instrument.

Please feel free to contact me at 614-460-4980 should you have any questions regarding a bond or other financial security instrument requirements of Columbia Gas.

Sincerely,

*Kylia Davis*

Kylia Davis  
Manager of Choice and Transportation Support Services



**National Fuel**

November 2, 2020

Deborah Liebel, President  
Protocall Communications Inc.  
204 Main Street  
Laurel, MD 20707

Dear Deborah,

National Fuel Gas Distribution Corporation (“NFGDC”) is aware Protocall Communications Inc. (PCI) has filed an application with the Pennsylvania Public Utility Commission to supply natural gas service to the public in Pennsylvania and specifically within the service territory of NFGDC.

As you know, in making such an application, PCI must furnish acceptable security to each utility where PCI will do business. As such, under its tariff, NFGDC could require PCI to provide a bond or other financial security instrument in an amount that NFGDC determines to be appropriate.

However, you have indicated, and it is NFGDC’s understanding that PCI intends only to provide natural gas aggregating, brokering and consulting services at this time. You have stated that, in performing these services, PCI will never take title to any delivered natural gas.

Based upon your representations, NFGDC has determined that, at this time, PCI does not need to post a bond or other form of security to operate in its service territory. However, if the services provided by PCI change in the future, NFGDC reserves the right to require security from PCI as it deems appropriate.

If you have any questions concerning the foregoing, please contact me at 716-857-7541.

Yours truly,

Nicole Barker  
Transportation Services Department

October 29, 2020

Deborah Liebel, President  
Protocall Communications Inc.  
204 Main Street  
Laurel, MD 20707

Re: Broker Requirements

Dear Protocall Communications Inc.

PECO is aware that Protocall Communications Inc. has applied for a license to provide brokering and consulting services to commercial and industrial customers on the distribution system of PECO.

In making such an application, Protocall Communications Inc. could be required to provide to PECO a bond or other acceptable financial security in an amount that PECO determines to be appropriate. Protocall Communications Inc. has indicated that it intends to provide only brokering and consulting services to commercial and industrial customers, and will not take title to any delivered natural gas; nor will accept any customer payments or deposits. Therefore, PECO has determined at this time that Protocall Communications Inc. does not need a bond or other financial security requirement, since they are not directly engaging in business with PECO and only providing brokering or consulting services to PECO customers. However, if the services provided by Protocall Communications Inc. the creditworthiness requirement for PECO's exposure to Protocall Communications Inc. changes in the future, PECO reserves the right to require Protocall Communications Inc. to provide a bond or other financial security instrument.

If you should have any questions regarding this matter, please contact Chris Sauerbaum at 215-841-6422 or myself at 215-841-6452.

Respectfully submitted,



Carlos P. Thillet  
Manager, Gas Supply and Transportation  
2301 Market Street  
Philadelphia, PA 19103



375 North Shore Drive  
Pittsburgh, Pennsylvania 15212

[www.peoples-gas.com](http://www.peoples-gas.com)

**Carol Scanlon**  
Manager, Rates & Regulation

**Peoples Service Company LLC**  
Phone: 412-208-6931  
Email: [Carol.Scanlon@peoples-gas.com](mailto:Carol.Scanlon@peoples-gas.com)

November 3, 2020

Deborah Liebel  
President  
Protocall Communications Inc.  
204 Main Street  
Laurel, MD 20707

Dear Ms. Liebel:

We are pleased that Protocall Communications Inc. has applied for a license to provide natural gas services on the Peoples Group of Companies. Specifically you have requested to be licensed as a supplier on the distribution systems of Peoples Natural Gas Company LLC, and Peoples Gas Company LLC (formerly Peoples TWP) ("the Companies").

Since Protocall Communications Inc. is not currently serving customers on the Peoples systems, we have determined at this time that Protocall Communications Inc. does not need a bond or other financial security requirement to provide these services to the Company's customers.

If a Pool is established, and customers are enrolled which alters the creditworthiness requirement or the Company's exposure to Protocall Communications Inc. provision of services on the Peoples' system changes in the future, the Companies may deem it appropriate to require a bond or other financial instrument.

If you have any questions feel free to contact me at 412-208-6931 or by email at [Carol.Scanlon@peoples-gas.com](mailto:Carol.Scanlon@peoples-gas.com).

Sincerely,

Carol Scanlon  
Manager, Rates and Regulation  
Peoples Natural Gas Company LLC

Cc: Stephen Kelly  
Mina Speicher



UGI Utilities, Inc.  
1 UGI Drive  
Denver, PA 17517

610-796-3400

VIA E-MAIL

October 30, 2020

Protocall Communications, Inc.  
204 Main Street  
Laurel, MD 20707

**ATTENTION: Deborah Liebel, President**

**RE: Protocall Communications, Inc.  
Application to Serve as a Natural Gas Broker**

Dear Ms. Liebel,

Based on your assertion that Protocall Communications, Inc. ("Protocall") is applying with the State of Pennsylvania to operate as a natural gas broker/marketer, UGI Utilities, Inc.-Gas Division ("UGIU") has concluded that Protocall will not need to post security with UGIU. This is based on the declaration that Protocall will be acting in conjunction with a licensed natural gas supplier who has been approved by the Pennsylvania Public Utility Commission to serve in the applicable UGIU service territories and who has posted the required financial security as specified in the UGIU Tariff. If Protocall wishes to directly serve Choice customers in the service territories of UGIU in the future as a natural gas supplier, it will have to post security as specified in the UGIU Tariff prior to the commencement of the service.

Please feel free to contact me with any additional questions you may have.

Sincerely,

Sherry Epler  
Senior Manager  
Tariff & Supplier Administration

SE/rks



**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

---

November 3, 2020

Ms. Deborah Liebel, President  
Protocall Communications Inc.  
204 Main Street  
Laurel, MD 20707  
Email: [CCammarata@LicenseLogix.com](mailto:CCammarata@LicenseLogix.com)

RE: Security Requirement Bond for Protocall Communications Inc.

Dear Ms. Liebel:

Philadelphia Gas Works ("PGW") is aware that Protocall Communications Inc. has filed an application with the Pennsylvania Public Utility Commission to supply natural gas services to the public in Pennsylvania and specifically within the services territory of Philadelphia Gas Works.

As you know, in making such an application, Protocall Communications Inc. must furnish acceptable security to each utility where Protocall Communications Inc. will do business. As such, under its tariff, Philadelphia Gas Works could require Protocall Communications Inc. to provide a bond or other financial security instrument in an amount that Philadelphia Gas Works determines to be appropriate.

However, you have indicated, and it is Philadelphia Gas Works' understanding, that Protocall Communications Inc. intends only to provide natural gas aggregating, brokering and consulting services at this time. You have stated that in performing these services Protocall Communications Inc. will never take title to any delivered natural gas.

Based upon your representations, Philadelphia Gas Works has determined that, at this time, Protocall Communications Inc. does not need to post a bond or other form of security to operate in its service territory. If the services provided by Protocall Communications Inc. should change, Philadelphia Gas Works reserves the right to require security from Protocall Communications Inc. as it deems appropriate.

If you have any questions concerning the foregoing, please contact me at 215-684-6725.

Sincerely,

A handwritten signature in blue ink, appearing to read "John Zuk", is written over a large, faint, light-blue graphic of a flame or gas burner that serves as a background for the signature area.

JOHN ZUK  
Sr. Vice President, Gas Management

/dls



# VALLEY ENERGY

523 S. Keystone Avenue, P.O. Box 340, Sayre, PA 18840  
800/998-4427 • 570/888-9664 • FAX 570/888-6199

November 2, 2020

Deborah Liebel, President  
Protocall Communications Inc.  
204 Main St.  
Laurel, MD 20707

Dear Ms. Liebel:

We understand that Protocall Communications Inc. has applied with the Pennsylvania Public Utility Commission to supply natural gas services to the public in Pennsylvania including our company's service area.

Because Protocall Communications Inc. intends to only provide natural gas aggregating, brokering and consulting services at this time, we have determined that Protocall Communications Inc. will not be required to post a bond or other form of financial security instrument to provide these services in our service area. However, if the services provided change in the future, we reserve the right to require security from Protocall Communications Inc. as deemed appropriate.

If you have any questions, please contact Jamie Levering at 570-888-9664 (Ext. 5232).

Sincerely,

Edward E. Rogers  
President & CEO

EER/ss

cc: J. Levering, Valley Energy  
[ccammarata@licenselogix.com](mailto:ccammarata@licenselogix.com)

## **Exhibit D**

Financial Fitness

Confidential -sent directly to PA PUC

## **Exhibit E**

Tax Certification- sent directly to PA PUC

## **Exhibit F**

### Technical Fitness

Owners and Officers ProtoCall Communications Inc.

1. Deborah Liebel, President

204 Main Street  
Laurel, MD 20707  
40% owner

2. Ellen Kleinknecht

204 Main Street  
Laurel, MD 20707  
40% owner

3. Scott Kleinknecht

204 Main Street  
Laurel, MD 20707  
20% owner

## **DEBORAH E. LIEBEL**

### **SUMMARY:**

Results-oriented, executive sales director with over 25 years experience in the following key areas: executive level leadership, strategic planning and execution, financial accountability, mentoring, sales aptitude, training & development, performance management, project management, competitive analysis, problem solving, analytical aptitude, adaptability, organized, team player.

### **EXPERIENCE:**

**Protocall Communications, Laurel, MD**  
**President**

**Dec 2009-present**

**Manage 400 plus employees to generate positive results for our clients and our business model.**

- Developed business plan to grow organic revenue by 10% and add additional clients to grow revenues by 25%
- Created key list of potential industries and clients to solicit
- Recruited and hired key leadership personnel to implement our strategy
- Developed a process to measure effectiveness and track accomplishments
- Identified key areas of opportunities and developed plan of action to ensure success
- Landed 3 of our 5 clients needed to grow our revenue stream
- Currently concentrating on growing our B to B and Consumer business

**NOVO 1, Inc.**  
**Chief Operating Officer**

**2001-Dec 2009**

**Manage our day to day operations of 400 + employees**

- Brought on AT&T SE and grew it to 30% of our revenue
- Grew AT&T relationship to add consumer business producing over 3M in additional revenue
- Develop strong process for order entry, reconciliation that resulted in our being able to offer to all clients creating an additional revenue stream
- Developed and implemented a process for leadership team to analyze performance and develop an action plan resulting in an award winning culture of performance for our clients
- Implemented leadership development program to ensure development of all sales representatives who desire to be leaders
- Analyzed and implemented comp plans to ensure success in our ability to meet client needs consistently
- Designed and implemented department level standards to which everyone strives to meet
- Designed and implemented process improvement within our clients to allow us to generate organic growth consistently over first 9 years
- Created sales process to use for prospective clients
- Manage day to day departments, clients and employees

**Protocall Communications**

**2000-2001**

**Director of Operations**

**Manage day to day operations and grow Verizon business**

- Recruited, hired, and developed sales representatives to deliver results
- Grew Verizon from 15 reps to 100 within 2 years
- Grew sales management team and leadership team
- Designed and implemented management training
- Designed reporting structure to ensure client results
- Designed departments to implement efficiencies and maintain costs while growing results

**MCI Mass Markets, Linthicum, MD****1998-2000****Commercial Sales Manager, Small Business**

Manage five commercial outbound sales teams to obtain sales/revenue objectives. Recruit, hire and maintain all minimum headcount levels. Develop and implement strategy to maximize results. Set and communicate clear objectives and standards of performance for all one hundred employees. Monitor, develop and train five call center supervisors daily. Consistently analyze process and implement improvements,

- Developed and implemented a process for supervisors to analyze performance and develop an action plan resulting in an increase in performance of 25%
- Implemented peak performance to ensure development of all sales representatives and supervisors
- Analyzed and implemented a process to ensure success in recruiting, resulting in 60% of our new hires achieving over quota their first two weeks on the floor
- Recruited, trained, and developed three supervisors within six weeks
- Designed a reporting process to drive accountability for the supervisors and the representatives

**Supervisor, Small Business****1998**

Manage outbound commercial sales team, of up to twenty representatives, to achieve sales goals. Set and maintain high standards. Develop, coach and monitor all sales representatives to ensure success. Daily feedback and training sessions to optimize sales. Design sales contest to drive results. Encouraged reward recruiting efforts. Schedule, coordinate, and implement strategy to obtain results.

- Applied sales strategies which resulted in the team moving from the bottom 20% to the top 20% in the first two weeks as a supervisor
- Analyzed and implemented a strategy to develop sales professionals to increase production
- Implemented process to build a winning team resulting in a team award for the new recruits

**AT&T CAPITAL CORPORATION, Towson, MD****1990 - 1998****Team Manager, Consumer Direct Sales and Operations, Automotive Division**

Managed call center day-to-day problem solving in a fast-paced environment. Managed performance for consumer team. Develop and implement all training, procedures and policies for team. Manage resources for expenses and manpower budgets according to finance volumes. Monitor industry change and competition. Maintain and establish relationships with affinity partners and vendors. Active participant in RFP's for vendors in billing, customer service and end of term.

- Lead person on launch of most successful affinity partner and first venture into small business markets with finance volumes of 19M
- Developed and applied sales strategies to meet business goals which resulted in organic growth volumes of 88M from 74M in 1996.
- Designed and implemented lease training for 40 consumer team members
- Researched, designed, tested, trained and implemented the new Regulation M lease for all 50 states
- Active role in redesigning the organization and process management
- Analyzed and implemented a process improvement resulting in increased efficiencies of 70% on factory orders and 60% on out-of-stock acquisitions
- Through implementation of call management systems and monitoring, increased call handling capability from 250 calls to 500 calls per day and customer satisfaction results from 94% to 98%

## **Ellen P Kleinknecht**

### **Work Experience**

2009- present

Protocall Communications, Inc.  
Chief Financial Officer and Co-Owner  
Maintain complete financial responsibility, as well as responsibilities including strategic direction, marketing, sales, budgeting, payroll, and Human Resources policy development.

2002-December 2009

NOVO 1, Inc.  
Chief Financial Officer  
Responsible for leadership and management of all financial operations, as well as all legal and Human Resource functions. Developed and implemented strategic marketing and business development plans to achieve corporate initiatives. Work closely with sales function. Responsible for all personnel issues, payroll, accounts payable and receivable.

1995 – January 2002

Protocall Communications, LLC  
Managing Partner, Co-owner  
Responsibilities in all aspects of company, including strategic direction, marketing, sales, budgeting, payroll, Human Resources policy development, and program management. Implemented cafeteria plans for benefit coverage. Helped to grow firm from startup to highly profitable company that was sold to Call Solutions of Waukesha, WI (later called NOVO 1).

1993 - April 1995

Computing Devices International (formerly Control Data Corporation)  
Manager of Legislative Affairs, Washington DC  
Conveyed corporate position to congressional members and staff regarding proposed and existing legislative actions. Assessed impact of congressional testimony on company's strategic plans. Liaison with congressional staffs and members' office staff. Performed staff functions with the company's Political Action Committee Board.

1991 - 1993

Computing Devices International  
Shipboard SubSurface Team Leader, Washington, DC  
Served as leader of this strategic market segment. Coordinated technology transfer from avionics to shipboard subsurface market segment. Worked with both government and prime contractor procurement offices. Quota averaged \$20 million a year. Achieved 100% Club every year eligible.

1986 - 1991

Computing Devices International  
Program Marketing Manager, Washington, DC  
Identified, qualified, and developed program opportunities for both avionics and shipboard applications for this international corporation. Developed and implemented pursuit plans and strategies. Quota averaged \$15 million a year. Achieved 100% Club every year eligible.

1984 - 1986

Mainsale Marketing Inc.  
Office Manager, Austin, Texas  
Managed real estate marketing office. Interviewed, hired and trained job candidates; formed and maintained liaison with local merchants; managed payroll for 25 people.

### **Education**

1982 - 1986

University of Texas at Austin; BBA - Marketing

1990 - 1992

George Washington University; MBA - Management of Science, Technology & Innovation

### **Professional Organizations**

BWCC Chamber of Commerce

Greater Washington Society of Association Executives (past member of Technical Committee)  
Computing Devices International Women's Leadership Council - founding board member  
American Defense Preparedness Association (ADPA) - Executive Board (elected position),  
Publicity Chair (ASW Division),  
Electronics Industry Association (EIA) - Defense, Domestic Subcommittees

### **Areas of Expertise**

Telecommunications Operations  
Defense Marketing  
Six Sigma Certified  
Strong written and public speaking skills

### **Interests**

Music, SCUBA, biking, Tex-Mex cooking

### **References**

Upon request

## **Scott N Kleinknecht**

### **Work Experience**

1988 – present

Protocall Communications, Inc.

VP Marketing & Sales, Co-Owner

Responsible for coordination of all sales and marketing, development of strategic marketing plan, development of advertising/PR plan, and management of future additional sales representatives.

Protocall Communications, LLC. (later acquired by NOVO 1)

Member, Co-owner

Responsible for coordination of all sales and marketing, development of strategic marketing plan, development of advertising/PR plan, and management of future additional sales representatives.  
Responsible for developing and managing budgets for commissions and sales incentives.

Grew the business from a startup answering service to a technically advanced inbound, outbound and call center with automated capabilities with 350 employees, and sales of approximately \$12M annually.

1983 - 1988

Johnston Lemon and Company

Investment Banker, Washington DC

Traded stocks and bonds. Served as Partnership Coordinator for the Washington branch. Exceeded sales revenues for every year of service.

1979 - 1983

Wall Covering Service, Inc.

President, Suitland MD

Responsible for staffing, inventory, financing of this exclusive wall covering store. Grew from a startup to employing 20 employees. Grew revenues to \$1.2 million.

1974 – 1978

1978 - 1979

### **Education**

Newberry College; BBA - Business and Accounting

Winthrop College; Graduate level courses, Finance

### **Professional Organizations**

American Telemarketing Association

Direct Marketing Association of Washington

Greater Washington Society of Association Executives

### **Areas of Expertise**

Telecommunications Operations

Finance

Marketing

### **References**

Upon request

## All About Protocall 8 A experience, plan, structure

Protocall is a unique sales organization comprised of an inside sale and an outside sales team specializing in delivering top quality results for our clients. Our executive team has 100 years of combined experience in sales and building quality sales teams.

Protocall Communications has been in business since 1998.

We understand the importance of training. We invest in our people continually as they represent us in the market place. We have developed numerous training programs including sales, leadership, back office and quality control, all of which we currently use in our current business model.

Protocall is a multi- awarding winning sales organization, specializing in deregulated sales of telecom and energy since the year 2000. Our clients have included Verizon, AT&T, Bell South, Comcast and Constellation Energy to name a few.

## Protocall Management Team

- Deborah Liebel, President – Has over 35 years in sales and marketing experience, with the last 10 years focusing on energy sales for businesses and consumers.
- Ellen Kleinknecht, CFO and Human Resource Director – Has over 30 years' experience building a financially responsible business that allows for growth responsibly. Her years of experience in HR allows us to recruit and retain some of the best sale professionals, all the while keep a keen eye on compliance and awareness of the organization.
- Scott Kleinknecht, COO - Has over 35 years in building a technologically sound business to be able to handle the complexities of compliance for employees working from home and or in the field.

## Plan for Brokerage

Protocall's decision to enter into the broker space is based on where we feel our future success, especially in these current economic circumstances. Currently we sell in the energy space for our client. We do not contract directly with customers; we are only contracted with our client to represent our client. We do not have title to supply. We do not have agreements with PJM or utilities and we do not sell supply directly. We also do not contract with the small business customers directly.

Our plan is to launch in Pennsylvania with home agents to start, following all TCPA guidelines and then, launch a door-to-door channel. Our vision is to create a home-based professional who can contact customers and set appointments for our sales professionals to assist with presenting the product and closing the sale. We also believe the home-based agent can grow into a sales professional role and possibly a leadership role within the organization allowing for opportunity to rise through the organization. By having the sale professional role to help with closing appointments, it ensures the customer receives all information accurately and professionally while training the new upcoming home agents. We believe we can create a best in class model for others to follow.

## Sales Process Overview

1. Home based agent makes the call with the goal of arranging an appointment for the sales professional to meet over the phone and/or in person.
2. Sale professional and home agent present to customer and customer decides to take advantage of the offer. Customer then contracts with Protocall for a specific supplier. Contract will follow supplier guidelines: third party verified, paper contract, or electronic contract.
3. Once the contract is finalized, sale will be input into our tracking system. This will allow us to track all steps of the sale and ensure all quality checks are followed, as well as tracking for agents. The system will queue customer care.
4. Our customer care will call the customer to verify all information, customer name, address, authorized decision maker, rate and term again. This call will be recorded and marked pass or fail accordingly.
5. If the sale passes quality assurance, it will queue the administrator who will then process the sale and send it to the supplier with all necessary agreements and recordings.
6. If the call fails quality assurance, depending on the nature of the fail (i.e. Customer has questions, confusion around offer etc.), the customer will be given the choice to call the sales agent directly or be warm transferred. The sale will be coded as failed in our system, and will not proceed until a clean customer care is made and recorded.

## Protocall' Organizational Structure

### Proposed Structure



# **Protocall Communications, Inc.**

## *Business Plan*

**Deb Liebel, Ellen Kleinknecht and Scott Kleinknecht**  
**Owners**

**August 1, 2020**

# **Executive Summary**

## **Product**

Protocall Communications brokers energy supply from leading third-party suppliers to small- and medium-sized companies. Our services include shopping for the best supplier and product to help small to medium size businesses manage cost and risk for electricity and natural gas supply needs.

## **Customers**

The target audience for Protocall is business owners with 5 to 500 employees who want to reduce their operating costs and manage their risks for their energy supply. Protocall specializes in understanding the market conditions and product offerings in real time. We do the work for them in shopping for the best price and product to fit their business needs.

## **Future of the Company**

Energy supply costs continue to evolve. In response, Protocall will continue to work towards providing the best available energy fit for small to medium size business. We will operate in three states to start but plan to operate in every deregulated market as we continue to grow.

# Company Description

## Protocall Mission Statement

To provide quality services to our clients that will help them manage their cost and risk for their energy supply needs.

## Principal Members

Deb Liebel                      President

Ellen Kleinknecht          CFO

Scott Kleinknecht          COO

## Legal Structure

Protocall Communications is a Maryland based LLC.

# Market Research

## Industry

Protocall will join the energy broker space helping small to medium size businesses. Generally, brokers tend to fall into two categories: either they add energy to their existing portfolio of products to offer their current clients, or they go after larger customer acquisitions. Brokers structured like ours work with the small and medium size customers often overlooked by other brokers. We believe that in the current environment, this strategy is more important than ever for businesses trying to survive and save their bottom line. We are able to do the research, and provide competitive pricing and products for the businesses without them having to invest any of their time.

## Detailed Description of Customers

Protocall's target customers are business owners with 5 to 500 employees who want to reduce overhead costs for energy and protect their rates moving forward. Specifically, when energy suppliers are forced to compete for business, businesses can potentially save money. Many suppliers will offer a lower price to brokers because they know they are competing for the business.

## Company Advantages

Because Protocall Communications has been focused on the energy market for more than 10 years, we understand the market. We understand industry specific terms and conditions, and most importantly, we understand what power and natural gas supplies should cost. We take the customer's burden of the time needed to procure a good rate and favorable terms. Also because of our success as a vendor for the leading retail suppliers, we have a level of knowledge and expertise that is far and above our competitors.

# Service Line

## Product/Service

Services Include:

- Electric supply
- Natural gas supply

# Marketing & Sales

## Growth Strategy

To grow the company, Protocall Communications will do the following:

- Recruit and train agents to represent Protocall to serve small to medium size businesses for their energy needs
- Provide Best-in-Class sales training to provide a knowledgeable and trustworthy sales staff to our target audience
- Provide ongoing customer service to serve as a conduit between the supplier of choice and the customer

## Communicate with the Customer

Protocall Communications will communicate with its customers by:

- Meeting with local business owners face to face
- Conduct Telesales to engage customers
- Create leads via website and Telesales
- Communicate with businesses in whatever method of choice the customer prefers: email, text, chat, phone or face to face
- Follow all regulations and requirements of both the government and the supplier

## How to Sell

Protocall will provide best-in-class training for sales and product information. Protocall will market door to door, via social media and via Telesales. All transactions will be either third party verified or paper contract. Once tablet technology is available, we will utilize electronic contracts via the tablet.

# **Exhibit G**

## Affidavits

Appendix A

APPLICATION AFFIDAVIT

[Commonwealth/State] of Maryland :

: ss.

County of Prince George :

Deborah Liebel, Affiant, being duly [sworn/affirmed] according to law, deposes and says that:

[He/she is the President (Office of Affiant) of Protocall Communications Inc. (Name of Applicant);]

[That he/she is authorized to and does make this affidavit for said Applicant;]

That the Applicant herein Protocall Communications Inc. has the burden of producing information and supporting documentation demonstrating its technical and financial fitness to be licensed as an natural gas supplier pursuant to 66 Pa. C.S. § 2208 (c)(1).

That the Applicant herein Protocall Communications Inc. has answered the questions on the application correctly, truthfully, and completely and provided supporting documentation as required.

That the Applicant herein Protocall Communications Inc. acknowledges that it is under a duty to update information provided in answer to questions on this application and contained in supporting documents.

That the Applicant herein Protocall Communications Inc. acknowledges that it is under a duty to supplement information provided in answer to questions on this application and contained in supporting documents as requested by the Commission.

That the facts above set forth are true and correct to the best of his/her knowledge, information, and belief, and that he/she expects said Applicant to be able to prove the same at hearing.

Handwritten signature of Deborah Liebel

Signature of Affiant

Sworn and subscribed before me this 9th day of Sept, 2020.

Handwritten signature of Ellen P. Kleinknecht

Signature of official administering oath

My commission expires

ELLEN P. KLEINKNECHT
Notary Public-Maryland
Anne Arundel County
My Commission Expires
May 18, 2024



Appendix B

OPERATIONS AFFIDAVIT

[Commonwealth/State] of Maryland :

: ss.

County of Prince George :

Deborah Liebel, Affiant, being duly [sworn/affirmed] according to law, deposes and says that:

[He/she is the President (Office of Affiant) of Protocall Communications Inc. (Name of Applicant);]

[That he/she is authorized to and does make this affidavit for said Applicant;]

Protocall Communications Inc. That the Applicant herein, acknowledges that [Applicant] may have obligations pursuant to this Application consistent with the Public Utility Code of the Commonwealth of Pennsylvania, Title 66 of the Pennsylvania Consolidated Statutes; or with other applicable statutes or regulations including Emergency Orders which may be issued verbally or in writing during any emergency situations that may unexpectedly develop from time to time in the course of doing business in Pennsylvania.

Protocall Communications Inc. That the Applicant herein, asserts that [he/she/it] possesses the requisite technical, managerial, and financial fitness to render natural gas supply service within the Commonwealth of Pennsylvania and that the Applicant will abide by all applicable federal and state laws and regulations and by the decisions of the Pennsylvania Public Utility Commission.

Protocall Communications Inc. That the Applicant herein, certifies to the Commission that it is subject to, will pay, and in the past has paid, the full amount of taxes imposed by Articles II and XI of the Act of March 4, 1971 (P.L. 6, No. 2), known as the Tax Reform Act of 1971 and any tax imposed by Chapter 22 of Title 66. The Applicant acknowledges that failure to pay such taxes or otherwise comply with the taxation requirements of Chapter 28 shall be cause for the Commission to revoke the license of the Applicant. The Applicant acknowledges that it shall report to the Commission its jurisdictional natural gas sales for ultimate consumption, for the previous year or as otherwise required by the Commission. The Applicant also acknowledges that it is subject to 66 Pa. C.S. §506 (relating to the inspection of facilities and records).

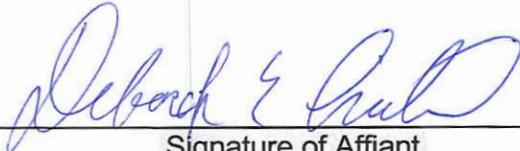
Applicant, by filing of this application waives confidentiality with respect to its state tax information in the possession of the Department of Revenue, regardless of the source of the information, and shall consent to the Department of Revenue providing that information to the Pennsylvania Public Utility Commission.

**Appendix B (Continued)**

Protocall Communications Inc.  
That \_\_\_\_\_, the Applicant herein, acknowledges that it has a statutory obligation to conform with 66 Pa. C.S. §506 and the standards and billing practices of 52 PA. Code Chapter 56.

That the Applicant agrees to provide all consumer education materials and information in a timely manner as requested by the Office of Communications or other Commission bureaus. Materials and information requested may be analyzed by the Commission to meet obligations under applicable sections of the law.

That the facts above set forth are true and correct/true and correct to the best of his/her knowledge, information, and belief.

  
\_\_\_\_\_  
Signature of Affiant

Sworn and subscribed before me this 9 day of 9, 2020.

  
\_\_\_\_\_  
Signature of official administering oath

My commission expires \_\_\_\_\_  
**ELLEN P. KLEINKNECHT**  
Notary Public-Maryland  
Anne Arundel County  
My Commission Expires  
May 18, 2024

  
5-18-24

## **Exhibit H**

### Publications

PROOF OF PUBLICATION  
In  
THE ERIE TIMES-NEWS  
COMBINATION EDITION

LICENSE LOGIX  
140 GRAND ST SUITE 300  
WHITE PLAINS NY 10601

REFERENCE: 122994 414198  
PUC Notice

STATE OF PENNSYLVANIA)  
COUNTY OF ERIE ) SS:

Lorri Stefanelli, being duly sworn, deposes and says that: (1) he/she is a designated agent of the Times Publishing Company (TPC) to execute Proofs of Publication on behalf of the TPC; (2) the TPC, whose principal place of business is at 205 W. 12th Street, Erie, Pennsylvania, owns and publishes the Erie Times-News, established October 2, 2000, a daily newspaper of general circulation, and published at Erie, Erie County Pennsylvania; (3) the subject notice or advertisement, was published in the regular edition(s) of said newspaper on the date(s) referred to below. Affiant further deposes that he/she is duly authorized by the TPC, owner and publisher of the Erie Times-News, to verify the foregoing statement under oath, and affiant is not interested in the subject matter of the aforesaid notice or advertisement, and that all allegations in the foregoing statement as to time, place and character of publication are true.

PUBLISHED ON: 10/09/20

TOTAL COST: \$610.00 AD SPACE: 0 Lines

FILED ON: 10/09/20

**PENNSYLVANIA  
PUBLIC UTILITY COMMISSION  
NOTICE**

*Applications of **Protocall Communications Inc.** For Approval To Offer, Render, or Furnish Services as a Supplier, Aggregator, and Marketer/Broker Engaged In The Business Of Supplying Natural Gas Supply Services and Electricity Supply or Electric Generation Services, To The Public In The Commonwealth Of Pennsylvania.*

Protocall Communications Inc. will be filing an application with the Pennsylvania Public Utility Commission ("PUC") for a license to provide natural gas supply services as a broker/marketer engaged in the business of providing natural gas services. Protocall Communications Inc. will also be filing an application with the PUC for a license to supply electricity or electric generation services as a broker/marketer engaged in the business of supplying electricity. Protocall Communications Inc. proposes to sell electricity, natural gas, and related services throughout all of Pennsylvania under the provisions of the new Natural Gas Choice and Competition Act and the Electricity Generation Customer Choice and Competition Act.

The PUC may consider this application without a hearing. Protests directed to the technical or financial fitness of Protocall Communications Inc. may be filed within 15 days of the date of this notice with the Secretary of the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265. You should send copies of any protest to Protocall Communications Inc. attorney at the address listed below.

**Protocall Communications Inc.**  
204 Main Street  
Laurel, MD 20707  
301-361-1122

EP-414198

Sworn to and subscribed before me this 10th day of October 2020

Affiant: Lorri Stefanelli  
NOTARY: Barbara J Moore

Commonwealth of Pennsylvania - Notary Seal  
Barbara J. Moore, Notary Public  
Erie County  
My commission expires March 23, 2024  
Commission number 1114860  
Member, Pennsylvania Association of Notaries



AD#: 0009754978

Commonwealth of Pennsylvania,) ss  
County of Cumberland)

Sheryl Leggore being duly sworn, deposes that he/she is principal clerk of PA Media Group; that The Patriot News is a public newspaper published in the city of Mechanicsburg, with general circulation in Cumberland and Dauphin and surrounding counties, and this notice is an accurate and true copy of this notice as printed in said newspaper, was printed and published in the regular edition and issue of said newspaper on the following date(s):

The Patriot News 10/08/2020

  
Principal Clerk of the Publisher

Sworn to and subscribed before me this 8th day of October 2020

  
Notary Public

Commonwealth of Pennsylvania - Notary Seal  
Crystal B. Rosensteel, Notary Public  
Dauphin County  
My commission expires June 27, 2024  
Commission number 1299212  
Member, Pennsylvania Association of Notaries

**PENNSYLVANIA  
PUBLIC UTILITY COMMISSION  
NOTICE**

**Applications of Protocall Communications Inc.** For Approval To Offer, Render, or Furnish Services as a Supplier, Aggregator, and Marketer/Broker Engaged In The Business Of Supplying Natural Gas Supply Services and Electricity Supply or Electric Generation Services, To The Public In The Commonwealth Of Pennsylvania.

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The PUC may consider this application without a hearing. Protests directed to the technical or financial fitness of **Protocall Communications Inc.** may be filed within 15 days of the date of this notice with the Secretary of the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265. You should send copies of any protest to **Protocall Communications Inc.** attorney at the address listed below.

**Protocall Communications Inc.**  
204 Main Street  
Laurel, MD 20707  
301-361-1122

COMMONWEALTH OF PENNSYLVANIA }  
 County of Cambria } SS

**PENNSYLVANIA PUBLIC UTILITY COMMISSION NOTICE**  
*Applications of Protocall Communications Inc. For Approval To Offer, Render, or Furnish Services as a Supplier, Aggregator, and Marketer/Broker Engaged In The Business Of Supplying Natural Gas Supply Services and Electricity Supply or Electric Generation Services, To The Public In The Commonwealth Of Pennsylvania.*  
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 The PUC may consider this application without a hearing. Protests directed to the technical or financial fitness of Protocall Communications Inc. may be filed within 15 days of the date of this notice with the Secretary of the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265. You should send copies of any protest to Protocall Communications Inc. attorney at the address listed below.  
**Protocall Communications Inc.**  
 204 Main Street, Laurel, MD 20707  
 301-361-1122

publis  
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On this 14th day of October A.D. 2020, before me, the subscriber, a Notary Public in and for said County and State, personally appeared Christine Marhefka, who being duly sworn according to law, deposes and says as Sales Manager / Major Accounts of the Tribune-Democrat, Johnstown, PA, a newspaper of general circulation as defined by the "Newspaper Advertising Act", a merger September 8, 1952, of the Johnstown Tribune, established December 7, 1853; and of the Johnstown Democrat, established March 5, 1863,  
 county of Cambria, and Commonwealth of Pennsylvania and above matter published in said publication in the regular issues PA, on October 8, 2020; and that the Affiant is not interested and that all of the allegations as to time, place and character

*Christine Marhefka*

**STATEMENT OF ADVERTISING COSTS**

Signed and sworn to before me on  
 14th day of October, 2020,  
 by Christine Marhefka making the statement.

*[Signature]*

0.00 Lines @ \$2.50 per line	0.00
7 Inches @ \$25.00 per inch	168.75
Notary Fee	5.00
<u>Clerical Fee</u>	<u>2.50</u>
<b>Total Cost</b>	<b>176.25</b>

Commonwealth of Pennsylvania - Notary Seal  
 Vivian Ohs. Notary Public  
 Cambria County  
 My commission expires December 6, 2020  
 Commission number 1123017  
 Member, Pennsylvania Association of Notaries

To The Tribune-Democrat, Johnstown, PA  
 For publishing the notice or publication  
 attached hereto on the above stated dates.

**PUBLISHER'S RECEIPT FOR ADVERTISING COSTS**

\_\_\_\_\_ for publisher of \_\_\_\_\_  
 a newspaper of general circulation, hereby acknowledges receipt of the aforesaid  
 and publication costs and certifies that the same has been duly paid.

\_\_\_\_\_  
 (Name of Newspaper)

By \_\_\_\_\_

**Proof of Publication in The Philadelphia Daily News  
Under Act. No 587, Approved May 16, 1929**

**STATE OF PENNSYLVANIA  
COUNTY OF PHILADELPHIA**

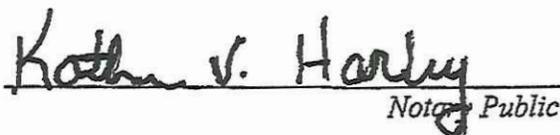
Helene Sweeney being duly sworn, deposes and says that **The Philadelphia Daily News** is a newspaper published daily, except Sunday, at Philadelphia, Pennsylvania, and was established in said city in 1925, since which date said newspaper has been regularly issued in said County, and that a copy of the printed notice of publication is attached hereto exactly as the same was printed and published in the regular editions and issues of the said newspaper on the following dates:

October 9, 2020

Affiant further deposes and says that she is an employee of the publisher of said newspaper and has been authorized to verify the foregoing statement and that she is not interested in the subject matter of the aforesaid notice of publication, and that all allegations in the foregoing statement as to time, place and character of publication are true.

Sworn to and subscribed before me this 9th day of  
October, 2020.



  
Notary Public

My Commission Expires:

Commonwealth of Pennsylvania - Notary Seal  
KATHERINE V. HARLEY, Notary Public  
Philadelphia County  
My Commission Expires May 25, 2021  
Commission Number 1312829

**Copy of Notice of Publication**

**PENNSYLVANIA  
PUBLIC UTILITY COMMISSION  
NOTICE**

Applications of Protocall Communications Inc. For Approval To Offer, Render, or Furnish Services as a Supplier, Aggregator, and Marketer/Broker Engaged In The Business Of Supplying Natural Gas Supply Services and Electricity Supply or Electric Generation Services, To The Public In The Commonwealth Of Pennsylvania. Protocall Communications Inc. will be filing an application with the Pennsylvania Public Utility Commission ("PUC") for a license to provide natural gas supply services as a broker/ marketer engaged in the business of providing natural gas services. Protocall Communications Inc. will also be filing an application with the PUC for a license to supply electricity or electric generation services as a broker/marketer engaged in the business of supplying electricity. Protocall Communications Inc. proposes to sell electricity, natural gas, and related services throughout all of Pennsylvania under the provisions of the new Natural Gas Choice and Competition Act and the Electricity Generation Customer Choice and Competition Act. The PUC may consider this application without a hearing. Protests directed to the technical or financial fitness of Protocall Communications Inc. may be filed within 15 days of the date of this notice with the Secretary of the PUC, P.O. Box 3285, Harrisburg, PA 17105-3285. You should send copies of any protest to Protocall Communications Inc. attorney at the address listed below.

Protocall Communications Inc.  
204 Main Street  
Laurel, MD 20707  
301-361-1122

### Proof of Publication of Notice in Pittsburgh Post-Gazette

Under Act No 587, Approved May 16, 1929, PL 1784, as last amended by Act No 409 of September 29, 1951

Commonwealth of Pennsylvania, County of Allegheny, ss K. Flaherty, being duly sworn, deposes and says that the Pittsburgh Post-Gazette, a newspaper of general circulation published in the City of Pittsburgh, County and Commonwealth aforesaid, was established in 1993 by the merging of the Pittsburgh Post-Gazette and Sun-Telegraph and The Pittsburgh Press and the Pittsburgh Post-Gazette and Sun-Telegraph was established in 1960 and the Pittsburgh Post-Gazette was established in 1927 by the merging of the Pittsburgh Gazette established in 1786 and the Pittsburgh Post, established in 1842, since which date the said Pittsburgh Post-Gazette has been regularly issued in said County and that a copy of said printed notice or publication is attached hereto exactly as the same was printed and published in the \_\_\_\_\_ regular editions and issues of the said Pittsburgh Post-Gazette a newspaper of general circulation on the following dates, viz:

**09 of October, 2020**

Affiant further deposes that he/she is an agent for the PG Publishing Company, a corporation and publisher of the Pittsburgh Post-Gazette, that, as such agent, affiant is duly authorized to verify the foregoing statement under oath, that affiant is not interested in the subject matter of the afore said notice or publication, and that all allegations in the foregoing statement as to time, place and character of publication are true.

*K. Flaherty*  
PG Publishing Company

Sworn to and subscribed before me this day of:  
October 09, 2020

*Melanie L. Goodwin*

Commonwealth of Pennsylvania - Notary Seal  
Melanie L. Goodwin, Notary Public  
Allegheny County  
My commission expires May 12, 2022  
Commission number 1255781  
Member, Pennsylvania Association of Notaries

**STATEMENT OF ADVERTISING COSTS**

LicenseLogix LLC  
140 GRAND ST STE 300  
ATTN: Shayna Desai  
WHITE PLAINS NY 10601-4840

To PG Publishing Company

Total ----- \$472.75

**Publisher's Receipt for Advertising Costs**

PG PUBLISHING COMPANY, publisher of the Pittsburgh Post-Gazette, a newspaper of general circulation, hereby acknowledges receipt of the aforesaid advertising and publication costs and certifies that the same have been fully paid.

Office  
2201 Sweeney Drive  
CLINTON, PA 15026  
Phone 412-263-1338

PG Publishing Company, a Corporation, Publisher of  
Pittsburgh Post-Gazette, a Newspaper of General Circulation

By \_\_\_\_\_

I hereby certify that the foregoing is the original Proof of Publication and receipt for the Advertising costs in the subject matter of said notice.

**COPY OF NOTICE OR PUBLICATION**

PENNSYLVANIA PUBLIC UTILITY COMMISSION NOTICE  
Applications of Protocall Communications Inc. For Approval To Offer, Render, or Furnish Services as a Supplier, Aggregator, and Marketer/Broker Engaged In The Business Of Supplying Natural Gas Supply Services and Electricity Supply or Electric Generation Services, To The Public In The Commonwealth Of Pennsylvania.  
Protocall Communications Inc. will be filing an application with the Pennsylvania Public Utility Commission ("PUC") for a license to provide natural gas supply services as a broker/marketer engaged in the business of providing natural gas services. Protocall Communications Inc. will also be filing an application with the PUC for a license to supply electricity or electric generation services as a broker/marketer engaged in the business of supplying electricity.  
Protocall Communications Inc. proposes to sell electricity, natural gas, and related services throughout all of Pennsylvania under the provisions of the new Natural Gas Choice and Competition Act and the Electricity Generation Customer Choice and Competition Act.  
The PUC may consider this application without a hearing. Protests directed to the technical or financial fitness of Protocall Communications Inc. may be filed within 15 days of the date of this notice with the Secretary of the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265. You should send copies of any protest to Protocall Communications Inc. attorney at the address listed below.  
**Protocall Communications Inc.**  
204 Main Street  
Laurel, MD 20707  
301-361-1122

The Scranton Times (Under act P.L. 877 No 160. July 9, 1976)  
Commonwealth of Pennsylvania, County of Lackawanna

LICENSELOGIX  
SUITE 300  
140 GRAND STREET WHITE PLAINS NY 10601

Account # 629558  
Order # 82479924  
Ad Price: 278.45

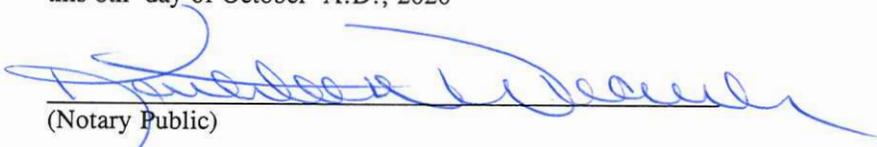
PROTOCOL COMMUNICATIONS

Being duly sworn according to law deposes and says that (s)he is Billing clerk for The Scranton Times, owner and publisher of The Scranton Times, a newspaper of general circulation, established in 1870, published in the city of Scranton, county and state aforesaid, and that the printed notice or publication hereto attached is exactly as printed in the regular editions of the said newspaper on the following dates:

10/08/2020

Affiant further deposes and says that neither the affiant nor The Scranton Times is interested in the subject matter of the aforesaid notice or advertisement and that all allegations in the foregoing statement as time, place and character or publication are true Samantha Gregory

Sworn and subscribed to before me  
this 8th day of October A.D., 2020

  
(Notary Public)

COMMONWEALTH OF PENNSYLVANIA  
NOTARIAL SEAL  
Kathleen Weaver, Notary Public  
City of Scranton, Lackawanna County  
My Commission Expires June 14, 2021

LEGAL NOTICE

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PROOF OF PUBLICATON OF NOTICE IN THE WILLIAMSPORT  
SUN-GAZETTE UNDER ACT NO. 587, APPROVED MAY 16, 1929

STATE OF PENNSYLVANIA

COUNTY OF LYCOMING

SS:

Robert O. Rollev, Jr., Publisher of the Sun-Gazette LLC publishers of the Williamsport Sun-Gazette, successor to the Williamsport Sun and the Gazette & Bulletin, both daily newspapers of general circulation, published at 252 West Fourth Street, Williamsport, Pennsylvania, being duly sworn, deposes and says that the Williamsport sun was established in 1870 and the Gazette & Bulletin was established in 1801, since which dates said successor, the Williamsport Sun-Gazette, has been regularly issued and published in the County of Lycoming aforesaid, and that a copy of the printed notice is attached hereto exactly as the same was printed and published in the regular editions of said Williamsport Sun-Gazette on the following dates, viz:

October 9, 2020

Affiant further deposes that he is an officer daily authorized by the Sun-Gazette LLC, publisher of the Williamsport Sun-Gazette, to verify the foregoing statement under oath and declare that affiant is not interested in the subject matter of the aforesaid notice of publication, and that all the allegations in the foregoing statement as to time, place and character of publication are true.

[Signature]  
SUN-GAZETTE LLC

Sworn to and subscribed before me

The 13<sup>th</sup> day of October 20 20

[Signature]  
Notary Public

Commonwealth of Pennsylvania - Notary Seal  
BETH A MILLER - Notary Public  
Lycoming County  
My Commission Expires Jun 4, 2024  
Commission Number 1297751

STATEMENT OF ADVERTISING COSTS

To the Sun-Gazette LLC, Dr.:

For publishing the notice attached

Hereto on the above state dates.....\$ 283.36

Probated same.....\$

Total.....\$ 283.36

PUBLISHER'S RECEIPT FOR ADVERTISING COSTS

THE SUN-GAZETTE LLC hereby acknowledges receipt of the aforesaid advertising and publication costs and certifies that the same have been fully paid

SUN-GAZETTE LLC

BY Robert O. Rollev, Jr.

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