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February 15, 2022

**Via eFile**

Pennsylvania Public Utility Commission  
Attn: Secretary's Bureau  
Commonwealth Keystone Building  
400 North Street  
2nd Floor, Room N-201  
Harrisburg, PA 17105

Re: **PALMco Energy PA, LLC d/b/a Indra Energy ("Indra")**  
**License Number: A-2009-2100320**  
**Material Change**

Dear Secretary:

Pursuant to 52 Pa. Code 62.105, Indra hereby notifies of an update to Question 18 of its original license application, attached as Exhibit A

Should you have any questions, or require additional information, please contact me at 718-696-0120 or via email at [mcastillo@indraenergy.com](mailto:mcastillo@indraenergy.com).

Sincerely,

A handwritten signature in blue ink that reads "M Castillo".

Michelle Castillo  
Regulatory Specialist

## **Exhibit A**

### **Application Questions 18: TECHNICAL FITNESS**

#### **Robert Palmese – Chief Executive Officer**

Robert Palmese is the Managing Member of Indra Energy. Mr. Palmese has about 17 years' experience selling electricity at retail. He is in charge of the day-to-day operations of Applicant and its various affiliates that sell electric power and natural gas at retail in the states of Illinois, New York, New Jersey, Pennsylvania, Maryland, Massachusetts, Delaware, Virginia, Ohio and Washington D.C. Mr. Palmese graduated from Georgetown University with a Bachelor of Science degree in Business Administration.

#### **Michelle Hofstetter, CPA, CGMA – Chief Financial Officer**

Ms. Hofstetter joined Indra Energy in 2017 as Chief Financial Officer of the various Indra Energy entities. In that capacity, Ms. Hofstetter directs and oversees Indra Energy Accounting Department and is responsible for all financial matters of the organization. She also plays a critical role as a member of the executive team where she advises management and provides strategic direction. Prior to joining Indra Energy, Ms. Hofstetter spent over 20 years working in various financial executive management positions across several industries including healthcare, IT, telecommunications, advertising, and professional services. She also spent 3 years working in public accounting. Ms. Hofstetter holds a Bachelor of Science Degree in Accounting from The College of Staten Island (CUNY). She is a New York State licensed Certified Public Accountant and holds a CGMA designation.

#### **Michael D'Angelo – Senior Counsel, Regulatory Affairs**

Mr. D'Angelo is Senior Counsel, Regulatory Affairs for Indra Energy. He has 17 years of legal experience working for numerous retail energy marketers and he is an accomplished attorney with over 25 years of legal, regulatory, and compliance experience in the public and private sectors. Michael has also served as an Administrative Law Judge for both New York State and New York City. As General Counsel for several companies, Michael was in charge of all litigation and legal issues, while ensuring full compliance with all federal, state and local laws. Additionally, as a Law School Professor, Michael taught LLM level classes at New York Law School's Center on Financial Services Law focusing on energy law. He recently worked at Eversource Energy in its Transmission Siting department, and he is admitted in New York, New Jersey, and U.S. District Courts, Eastern and Southern Districts of New York.

#### **Raima Jamal – Regulatory and Corporate Counsel**

Ms. Jamal currently serves as the Corporate & Regulatory Counsel for the various Indra Energy entities. Ms. Jamal graduated magna cum laude from Pace University School of law and is currently licensed to practice law in the state of New York. In her role at Indra, Ms. Jamal manages and oversees the legal department, advises on regulatory requirements and other applicable local, state, and federal law, and collaborates with various departments to implement compliant processes and procedures in daily business practices. Prior to joining Indra, Ms. Jamal managed the Legal & Regulatory Department of another retail energy supplier that was operating in 16 deregulated energy states.

#### **Penny Guida – Vice President of Operations**

Ms. Guida has twenty-two years of energy services company experience including customer and systems management, in depth understanding of utility and regulatory requirements, and high-volume process management and control experience.

### **Laura Salvesen – Director of Billing and Operations**

Ms. Salvesen has been working in the Indra Energy businesses since 2005. She currently serves as the Director of Billing and Operations, working closely with utilities on billing/transactional issues. Prior to becoming the Director of Billing and Operations, she served as a Director of Compliance, where she prepared regulatory filings, responded to customer complaints, and assisted in other regulatory compliance-related matters. Prior to that, she served as Supervisor of the customer service department, handling customer questions and complaints.

### **John Tang – Vice President of Supply and Trading**

Mr. Tang joined Indra Energy in August 2021 as Vice President of Supply overseeing the power and natural gas operations. Mr. Tang has over 20 years of experience in competitive retail energy where he started his career with Hess Corporation in 1999 and held various roles at Hess/Direct Energy. Mr. Tang previously served as Power Structuring Manager at Engie Power & Gas, LLC where he is overseeing both wholesale and retail power operations. Prior to that, Mr. Tang served as the Senior Pricing Manager for Plymouth Rock Energy, LLC. Mr. Tang holds a Bachelor of Arts in Economics from Rutgers University.

### **Mike Cropp - Vice President of Commercial Sales**

Mr. Cropp joined Indra Energy in July 2021 as Vice President of Commercial Sales. Mr. Cropp has working knowledge of all U.S. gas and power markets. Results-driven and passionate energy professional with over twenty years of specialized experience in the deregulated energy industry including natural gas, electricity, oil and solutions.

### **Jeff Rodgers - Vice President of Telesales and Customer Care**

Mr. Rodgers is Vice President of Telesales and Customer Care having joined Indra Energy in March 2020. Mr. Rodgers is a tenured executive with over 30 years' experience serving in leadership positions with AT&T, Direct Energy, North American Power and Spark Energy and has been in the energy industry for 15+ years. Mr. Rodgers has the unique advantage of having a broad, strategic view due to his extensive experience in not only the area of sales strategy and management, but also in roles within marketing, sales operations, quality assurance, and customer care. He possesses a strong track record of consistently bringing strategic market-driven focus and tactical direction to the sales and marketing efforts that have resulted in long-term revenue development. Mr. Rodgers graduated from Park University with a Bachelor of Administration and from Rockhurst University with a Master of Business Administration (MBA) with an emphasis on Management.

### **Franklin Jackson – Vice President of Door to Door & Retail Sales**

Mr. Jackson joined Indra Energy in September 2020. After 19 years in various leadership roles within AT&T, Mr. Jackson began working in 2005 with what would be a variety of Retail Electric Suppliers. As a leader of sales in these organizations (Direct Energy, GDF – Think Energy, NRG-ZOOM Energy, & Just Energy) he has been successful working with internal cross-functional teams and various sales channels (Door to Door, Broker, Tele-sales, Multi-level Marketing, Web) to deliver business objectives with a strong focus on the customer experience and adherence to internal policies/procedures and applicable laws and regulations. In these roles, Mr. Jackson has developed, implemented, and measured a variety of Acquisition, Retention, and Win-back programs using both internal resources, independent contractors, and vendor organizations. He brings this depth of experience in leading sales with quality and compliance to this role as the Vice President of Door-to-Door Sales for Indra Energy.

**Gary Galow-Vice President of Risk Management**

Mr. Galow is a results-oriented problem solver with the skill and education to find innovative and creative solutions to difficult problems. Background includes developing, leading, and mentoring high performance analytic teams that have significantly enhanced corporate performance finding creative solutions that incorporate industry best practices. Experience in managing data analytics, forecasting, pricing, and business intelligence operations. Expert knowledge in data analysis, regression and time series analysis, programming, non-parametric methods, and data warehouse management.

**Sariah Pena – Vice President of Gas Supply & Pricing**

Sariah has 19 years of experience in retail energy, gas procurement, pricing, hedge strategy and scheduling. She has worked for multiple retailers in executive roles and has managed pricing and scheduling teams responsible for delivering gas to over 50 utilities across 17 pipelines including New England territories. Sariah has developed go to market strategies that allowed the company to expand their portfolio ensuring growth goals were met in a profitable way.