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July 25, 2022

Via Electronic Filing

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

Re: **PALMco Power PA, LLC d/b/a Indra Energy ("Indra")**
License Number: Re: License A-2009-2108338
Material Change

Dear Secretary:

Pursuant to 52 Pa. Code 54.34, Indra hereby notifies of updates to the following questions on its original license application:

- Financial Fitness-Organizational Structure, attached as **Exhibit A**
- Technical Fitness removing Michael D'Angelo – Senior Counsel, Regulatory Affairs, attached as **Exhibit B**

Should you have any questions, or require additional information, please contact me at 718-696-0109 or via email at mcastillo@indraenergy.com.

Sincerely,

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

Michelle Castillo
Regulatory Specialist

Exhibit A

Financial Fitness-Organizational Structure

PALMco Power PA, LLC d/b/a Indra Energy is a stand-alone entity, rather than subsidiary of a corporate parent. The individual owners of this PA entity also own, in whole or in part, entities in other jurisdictions that are engaged in the retail sale of electricity and natural gas. The entities are as follows:

PALMco Energy CT, LLC	PALMco Power MD, LLC
PALMco Power DC, LLC	PALMco Energy MD, LLC
PALMco Energy DC, LLC	PALMco Power NJ, LLC
PALMco Power DE, LLC	PALMco Energy NJ, LLC
PALMco Power IL, LLC	PALMco Power PA, LLC
PALMco Energy IL, LLC	PALMco Energy PA, LLC
PALMco Power MA, LLC	PALMco Energy VA, LLC
PALMco Energy MA, LLC	

The individual upstream owners holding 25% each are:

Christina Ann Palmese
Ronald Palmese Jr.
Robert Vincent Palmese
Stephen Paul Palmese

Exhibit B

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.

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.

Rocell Cyrus – Regulatory and Corporate Counsel

Ms. Cyrus serves as the Compliance & Regulatory Counsel for the various Indra Energy entities. Ms. Cyrus is a licensed attorney in Illinois and graduated from Drake University School of Law and possesses an MBA from Dominican University. Ms. Cyrus manages and oversees compliance efforts to ensure conformity with all applicable local, state, and federal laws in the various jurisdictions where Indra operates and serves consumers. Before joining Indra, Ms. Cyrus was responsible for complex litigation and regulatory enforcement in Illinois.

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.

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 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.

Marc Stracke – Vice President of Power Supply

Mr. Stracke joined Indra Energy in February 2021 as Vice President of Power Supply overseeing the company's electric portfolio hedging and portfolio management operations. Mr. Stracke has over 12 years of experience in competitive retail energy, where he was most recently Director of Trading, Portfolio Management and Load Forecasting for Liberty Power, a regionally diverse retail electric provider, operating, at one point, in 13 states and over 50 utilities. Prior to that, Mr. Stracke was a Sr. Trader at Dolphin Capital Management, a commodity trading advisor (CTA), where he was responsible for trading a portfolio of global commodities, currencies and stock indices for the firm's single advisor funds and managed accounts.

Jed Counihan – Director of Portfolio Management

Mr. Counihan joined Indra Energy in March 2022 as Director of Portfolio Management specializing in executing & optimizing the company's hedging and supply activates for power and gas. Jed has nine years of experience in the retail energy markets prior to Indra working at Genie Energy, Great Eastern Energy and Plymouth Rock Energy. Mr. Counihan has experience outside the retail energy supply business advising public service commissions and consumer advocates related to gas supply issues during his time at Daymark Energy Advisors.

Cornel Batiste – Director of Internal Sales - Door-to-Door & Retail

Cornel is a "results" driven professional with over 25 years of Sales Management and Leadership experience, driving operational sales growth in the Telecom, BPO, FinTech/Digital Transformation, and Energy Industries. As Market Segment Development head of Engie's Mass Markets company, Think Energy, Cornel was able to create and apply practical strategies for long-term sales growth and success across 11 deregulated markets through omni-channel campaigns that target customers in their most appropriate and approachable environments. With a dedication to the highest standards of KPI performance and customer experience, Cornel brings a wealth of knowledge and sales leadership to this role. He holds a Bachelor of Arts degree in Business Management and Music Liberal Arts from Xavier University and did 2 and a half years of Executive MBA studies in International Business at the University of Phoenix.