



Indra Energy
1515 Market Street, Suite 1200
Philadelphia, PA, 19102

w: IndraEnergy.com
e: CustomerCare@IndraEnergy.com
toll free: 1 (888) 50-INDRA
1 (888) 504 6372

November 8, 2024

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

Dear Secretary:

Pursuant to 52 Pa. Code 54.34, Indra hereby notifies of an update to Question 20 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.

Sincerely,

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

Michelle Castillo
Regulatory Specialist

Exhibit A

Application Questions 20: TECHNICAL FITNESS

Robert Palmese – Chief Executive Officer

Robert Palmese is the President and Chief Executive Officer of Indra Energy. Mr. Palmese has about 20 years' experience selling natural gas and 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 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 and VP of Human Resources

Ms. Hofstetter joined Indra Energy in 2017 as Chief Financial Officer and the Vice President of Human Resources of Indra Energy. As Chief Financial Officer, Ms. Hofstetter directs and oversees Indra Energy's Accounting Department and is responsible for all financial matters of the organization. As VP of Human Resources, Ms. Hofstetter oversees all HR related functions including, but not limited to, hiring, payroll, 401(k) administration, and benefits administration. 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 joined Indra Energy in May 2020. She 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 – Sr. Counsel, Regulatory Affairs

Ms. Cyrus joined Indra Energy in July 2022. 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 has served as a senior trial attorney for the Division of Enforcement at the Commodity Futures Trading Commission and the Illinois Commerce Commission's ARES & AGS Enforcement Team. She manages and oversees compliance efforts to ensure conformity with all applicable local, state, and federal laws in the various jurisdictions where Indra Energy entities operate and serve consumers. Ms. Cyrus participates in Indra Energy's strategy, investigation, litigation, and contractual disputes.

Chris Smith - Vice President of Commercial Sales

Mr. Smith joined Indra Energy in October 31, 2024. Mr. Smith in the last 22 years has been actively involved in the deregulated energy markets in multiply states, and he has led commercial sales, residential sales, marketing, customer care, back-office operations, and regulatory compliance for some of the most respected renewables, electricity, and natural gas providers in the nation. Prior to joining Indra Energy, Mr. Smith operated as a licensed electricity, natural gas and renewables consultant. He served as the general

manager for Shipley Energy and as the vice president at DPL Energy Resources. He has served as vice president and chief operating officer within the solar industry as well. Mr. Smith has successfully developed innovative products, sales process automation tools, and optimized programs for numerous solar, retail electricity and natural gas suppliers across the country.

Jeff Rodgers - Vice President Marketing, Operations and Customer Care

Mr. Rodgers 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.

Sariah Pena – Vice President Gas Supply & Pricing

Ms. Pena joined Indra Energy in December 2021 and has over 20 years of experience in retail energy, gas procurement, pricing, hedge strategy and scheduling. Prior to joining Indra Energy Ms. Pena has worked for multiple retailers including Sunwave USA, Agerra Energy, Guttman Energy, Glacial Energy, US Gas & Electric, MX Energy and UGI Energy. She has held executive roles and has managed pricing and scheduling teams responsible for delivering gas to over 50 utilities across 17 pipelines including New England territories. Ms. Pena has developed go to market strategies that allowed the company to expand their portfolio ensuring growth goals were met in a profitable way.

Jed Counihan – Vice President of Electric Supply

Mr. Counihan joined Indra Energy in March 2022 specializing in executing & optimizing the company's hedging and supply activities 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.