



**COMMONWEALTH OF PENNSYLVANIA**  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
COMMONWEALTH KEYSTONE BUILDING  
400 NORTH STREET  
HARRISBURG, PENNSYLVANIA 17120

April 17, 2025

Docket No. A-2025-3054545  
Utility Code: 1127895

**CERTIFIED**

JAMES WARRICK CSO  
CITADEL BPO SOLUTIONS LLC DBA THE ENERGY CENTER USA  
1475 S NOVA RD  
DAYTONA FL 32114

RE: Electric Generation Supplier License Application

Dear Mr. Warrick:

On March 31, 2025, the Pennsylvania Public Utility Commission (Commission) received CITADEL BPO SOLUTIONS LLC dba The Energy Center USA's Application for an Electric Generation Supplier (EGS) license.

The applicant stated throughout its EGS Application Package and Affidavits that the name of the applicant is "Citadel BPO Solutions LLC dba The Energy Center USA". According to the applicant's PA Department of State registered name, the name must be written as "CITADEL BPO SOLUTIONS LLC dba The Energy Center USA" (notice the capitalization differences). All instances of this error must be corrected throughout the EGS Application Package.

Section 2.b of the Application was incomplete or not properly completed (missing formation documentation). In order for the Commission to accept the Application for review, these deficiencies must be corrected. Failure to respond timely will result in the Application being deemed rejected<sup>1</sup> and the docket will be closed.

Please use the Commission's efilng system or an overnight delivery service to submit the requested information to the Secretary of the Commission **within 20 days** from the date of this letter. Please submit revised Application pages for each section. The Commission accepts all public documents through our efilng system and strongly recommends companies open an efilng account through the Commission's website at <https://efiling.puc.pa.gov>. Use of the efilng system will ensure that submissions by the company are received timely and receipt can be verified.

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<sup>1</sup> See Pa. Code 52 § 54.32(e)

If your filing contains confidential material, you are required to either file by overnight delivery or submit to the Secretary's SharePoint File system to ensure the timely filing of your submission. Filers should contact the Secretary's Bureau in advance to gain access to the SharePoint File system. Make sure to reference the Docket Number listed above and mark the materials "CONFIDENTIAL" in bold or highlighted manner if any of the requested information is deemed to be of a confidential nature. Please note, financial securities must be sent by overnight delivery.

The overnight address for hard-copy or confidential responses is:

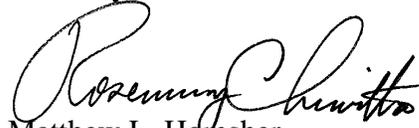
Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, PA 17120

Please note that all documents requiring notary stamps must have original signatures.

If CITADEL BPO SOLUTIONS LLC dba The Energy Center USA decides to withdraw its Application, please reply notifying the Commission of such a decision.

Finally, if any problems arise that prevent a full timely response or if any clarification of this letter is required, please contact Stephen Jakab of the Commission's Bureau of Technical Utility Services via e-mail at [sjakab@pa.gov](mailto:sjakab@pa.gov).

Sincerely,

A handwritten signature in black ink that reads "Rosemary Chiavetta". The signature is written in a cursive style with a large initial "R".

Matthew L. Homsher  
Secretary