

VIA PA PUC E-FILING

August 6, 2025

Pennsylvania Public Utility Commission  
Secretary's Bureau  
400 North Street, Keystone Building  
Harrisburg, PA 17120

In re: OnPoint CX Solutions, LLC's Application for License as an Electricity Broker

To whom it may concern,

Please accept OnPoint CX Solutions, LLC's application for parties wishing to offer, render, furnish, or supply electricity or electric generation services to the public in Pennsylvania as a broker/marketer. Also enclosed is the payment for the filing fee.

Please note, the Applicant will be filing confidential documents separately with the Commission via overnight delivery service which will include (i) the Applicants original version of the financial security instrument and (ii) the Applicants Tax Certification Statement.

Finally, the Applicant fully intends to comply with the Publication Service requirement and will do so promptly upon receiving the docket number from the Commission.

Should you have any questions, please feel free to contact me at (866) 363-1510 or via email at [compliance@onpointcxsolutions.com](mailto:compliance@onpointcxsolutions.com).

Sincerely,

*Desiree Arnold*

Desiree Arnold  
Owner

2925 N Green Valley Pkwy, Ste C  
Henderson, NV 89014

## BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Application of ONPOINT CX SOLUTIONS LLC for approval to offer, render, furnish, or supply electricity or electric generation services as a Broker/Marketer 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:

ONPOINT CX SOLUTIONS LLC  
2925 N Green Valley Pkwy, Ste C  
Henderson, NV 89014  
Phone: 866-363-1510  
onpointcxsolutions.com

- 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.

REPUBLIC REGISTERED AGENT LLC  
239 Fourth Ave, Ste 1401  
Pittsburgh PA 15222  
Phone: (888) 462-3453  
Fax: None

- 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 and future inquiries should be addressed.

**NOTE:** To ensure timely receipt of regulatory information, a contact employed directly by the Applicant, and not a consultant, is preferred.

Desiree Arnold, Owner  
2925 N Green Valley Pkwy. Suite C  
Henderson, NV 89014  
Phone: 866-363-1510  
Fax: N/A  
Email: Compliance@onpointcxsolutions.com

- 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.

The applicant is not using an attorney.

- e. **CONTACTS FOR CONSUMER SERVICE AND COMPLAINTS:** (Required of ALL Applicants) 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 Electric 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 EGSs.

Desiree Arnold, Owner  
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Henderson, NV 89014  
Phone: 866-363-1510  
Fax: N/A  
Email: [Compliance@onpointcxsolutions.com](mailto:Compliance@onpointcxsolutions.com)

Krista Roe, Account Manager  
2925 N Green Valley Pkwy. Ste C  
Henderson, NV 89014  
Phone: 866-363-1510  
Fax: N/A  
Email: [Partnerships@onpointcxsolutions.com](mailto:Partnerships@onpointcxsolutions.com)

## 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, Form DSCB: 54-311.

**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. § 412 relating to Department of State filing requirements.

**OR**

The Applicant is a:

- domestic general partnership (\*)
- domestic limited partnership (15 Pa.C.S. § 8621)
- foreign general or limited partnership (15 Pa.C.S. §§ 411 and 412)
- domestic limited liability partnership (15 Pa.C.S. §§ 8201 and 8221)
- foreign limited liability general partnership (15 Pa.C.S. §§ 411 and 412)
- foreign limited liability limited partnership (15 Pa.C.S. §§ 411 and 412)

- 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. §§ 411 and 412.

**or**

**X** The Applicant is a:

- domestic corporation (15 Pa.C.S. § 1308)
- foreign corporation (15 Pa.C.S. §§ 411 and 412)
- domestic limited liability company (15 Pa.C.S. § 8821)
- X** foreign limited liability company (15 Pa.C.S. §§ 411 and 412)
- Other (Describe):

- Provide proof of compliance with appropriate Department of State filing requirements as indicated above.

SEE EXHIBIT 1.

- Provide the state in which the business is incorporated/organized/formed and provide a copy of the Applicant's charter documentation.

The Applicant is formed under the laws of the State of Delaware. SEE EXHIBIT 2.

- Give name and address of officers.

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 Fax: N/A  
 Email: Compliance@onpointcxsolutions.com

### 3. AFFILIATES AND PREDECESSORS

*(both in state and out of state)*

- a. **AFFILIATES:** Give name and address of any affiliates currently doing business and state whether the affiliates 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.

The Applicant does not have any affiliates doing business in Pennsylvania.

- b. **PREDECESSORS:** Identify any predecessors of the Applicant and provide the names under which the Applicant has operated, including address, web address, and telephone number, if applicable. If the Applicant does not have any predecessors that have done business, explicitly state so.

The Applicant does not have any predecessors that have done business.

- c. **RELATED DOCKET NUMBERS:** Provide the Docket Numbers for any previous Pennsylvania PUC licenses for the Applicant, all affiliates, and any predecessors. If the Applicant does not have any related Docket Numbers, explicitly state so.

The Applicant does not have any related Docket Numbers.

#### 4. OPERATIONS

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

Definitions

- Supplier – an entity that sells electricity to end-use customers utilizing the jurisdictional transmission and distribution facilities of an EDC.
- Aggregator - an entity that purchases electric energy and takes title to electric energy as an intermediary for sale to retail customers.
- Broker/Marketer - an entity that acts as an intermediary in the sale and purchase of electric energy but does not take title to electric energy.

- The Applicant is presently doing business in Pennsylvania as a

- municipal electric corporation
- electric cooperative
- local gas distribution company
- provider of electric generation, transmission or distribution services
- broker/marketer engaged in the business of supplying electricity 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 *(may check multiple)*:

- Supplier of electricity
- Aggregator engaged in the business of supplying electricity
- Broker/Marketer engaged in the business of supplying electricity services

Check here to verify that your organization will not be taking title to the electricity nor will you be making payments for customers.

- Electric Cooperative and supplier of electric power
- Other (Describe):

- c. **PROPOSED SERVICES:** Describe in detail the electric services or the electric generation services which the Applicant proposes to offer.

The Applicant intends to establish an electricity agency/broker/consultancy business in the Commonwealth of Pennsylvania. The Applicant is currently registered as a telemarketer in New Jersey and Pennsylvania. The Applicant does not currently hold any electricity broker license in any other state. The Applicant will be representing Electric Generation Suppliers (EGS) in the Commonwealth of Pennsylvania. The Applicant will not be taking title to the electricity.

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

- Citizens' Electric
- Duquesne Light
- Met-Ed
- PECO
- Penelec
- Penn Power

- Pike
- PPL
- UGI Utilities
- Wellsboro
- West Penn

Entire Commonwealth of PA

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

- Residential Customers
- Small Commercial Customers - (25 kW and Under)
- Large Commercial Customers - (Over 25 kW)
- Industrial Customers
- Governmental Customers
- All of above
- Other (Describe):
- Residential and Small Commercial Customers in a Mixed Meter Capacity

This customer class reflects situations in which a large commercial, industrial, and/or governmental customer account also contains features of residential and/or small commercial customers. In this instance, the residential and/or small commercial portion must be an incidental portion of the larger account. **This customer class alone does not allow marketing targeted directly to residential and/or small commercial customers.** Further information may be found in the Requirements Applicable to Mixed Meter Scenarios Secretarial Letter served March 25, 2011, at Docket No. M-2009-2082042.

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

Immediately upon receipt of license.

## 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.

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.

The Applicant has no proceedings to list.

- b. **CUSTOMER/REGULATORY/PROSECUTORY ACTIONS:** Identify all formal or escalated actions or complaints, in the Commonwealth of Pennsylvania or any state, 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.

The Applicant has no actions or complaints to list.

- c. **SUMMARY:** Provide a statement as to the resolution or present status of any proceedings or actions listed above. Additionally, provide details of any actions the applicant has undertaken that will prevent the items listed above from occurring if licensed in Pennsylvania. **N/A**

## 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)

- a. **STATUTORY AGENCIES:** Pursuant to Sections 1.57, 1.58, and 54.32(d) of the Commission's Regulations, 52 Pa. Code §§ 1.57, 1.58, and 54.32(d), provide proof of service of a signed and verified Application with attachments on the following:

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

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

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

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

Office of Small Business Advocate  
Forum Place  
555 Walnut Street, 1<sup>st</sup> Floor  
Harrisburg, PA 17101

- b. **EDCs:** Pursuant to Sections 1.57, 1.58, and 54.32(d) of the Commission's Regulations, 52 Pa. Code §§ 1.57, 1.58, and 54.32(d), provide Proof of Service of the Application and attachments upon each Electric Distribution Company the Applicant proposes 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 EDC is as follows.

N/A

<p><b>Citizens' Electric Company:</b>  Citizens' Electric Company  Attn: EGS Coordination  1775 Industrial Boulevard  Lewisburg, PA 17837</p>	<p><b>Duquesne Light Company:</b>  Regulatory Affairs  Duquesne Light Company  411 Seventh Street, MD 16-4  Pittsburgh, PA 15219</p>
<p><b>Met-Ed, Penelec, and Penn Power:</b>  Legal Department  First Energy  2800 Pottsville Pike  Reading PA, 19612</p>	<p><b>PECO:</b>  Manager Energy Acquisition  PECO Energy Company  2301 Market Street  Philadelphia, PA 19101-8699</p>
<p><b>Pike County Light &amp; Power Company:</b>  Vice President – Energy Supply  Corning Natural Gas Holding Corporation  330 West William Street  Corning, NY 14830</p>	<p><b>PPL:</b>  Office of General Counsel  Attn: Kimberly A. Klock  PPL  Two North Ninth Street (GENTW3)  Allentown, PA 18101-1179</p>
<p><b>UGI:</b>  UGI Utilities, Inc.  Attn: Rates Dept. – Choice Coordinator  1 UGI Drive  Denver, PA 17517</p>	<p><b>Wellsboro Electric Company:</b>  Wellsboro Electric Company  Attn: EGS Coordination  33 Austin Street  P. O. Box 138  Wellsboro, PA 16901</p>
<p><b>West Penn Power:</b>  Legal Department  West Penn Power d/b/a Allegheny Power  800 Cabin Hill Drive  Greensburg, PA 15601-1689</p>	

## 7. FINANCIAL FITNESS

a. **FINANCIAL SECURITY:** In accordance with 66 Pa.C.S. § 2809(c)(1)(i) and 52 Pa. Code § 54.40(a), the Applicant is required to file a bond or other instrument to ensure its financial responsibilities and obligations as an EGS. Therefore, the Applicant is...

- Furnishing the **ORIGINAL** of an initial bond, letter of credit or proof of bonding to the Commission in the amount of \$250,000.
- Furnishing the **ORIGINAL** of another initial security for Commission approval, to ensure financial responsibility, such as a parental guarantee, in the amount of \$250,000.
- For Marketers and Brokers** - Filing for a modification to the \$250,000 requirement and furnishing the **ORIGINAL** of an initial bond, letter of credit or proof of bonding to the Commission in the amount of \$10,000. Applicant is required to provide information supporting an amount less than \$250,000. Such supporting information must include indication that the Applicant will not take title to electricity and will not pay electricity bills on behalf of its customers. Further details for modification may be described as well.

Applicant respectfully requests a modification to the standard \$250,000 financial security requirement and submits this statement in support of a reduced financial security amount of \$10,000.

The Applicant is applying for licensure as an Electric Generation Supplier (EGS) strictly in the capacity of a broker and/or marketer. As such, the Applicant will not take title to electricity, nor will it take responsibility for or handle the remittance of payments on behalf of customers. We believe the reduced bond requirement of \$10,000 appropriately reflects the Applicant's limited financial exposure and operational risk. The original bond in the amount of \$10,000 will be furnished to the Commission in accordance with the application requirements.

### **CRITICAL BONDING NOTES:**

Applicant is required to maintain a bond or other financial instrument the entire time it maintains an EGS license with the Commonwealth of Pennsylvania. If Applicant's security instrument is not continuous, Applicant **MUST** submit a Rider, Amendment, or Continuation Certificate annually based on the expiration date of its security instrument.

At least sixty days (60) prior to the security instrument's expiration date, EGS suppliers should email [pc-puc-tus-energy@pagov.onmicrosoft.com](mailto:pc-puc-tus-energy@pagov.onmicrosoft.com) or call (717)783-5242 to determine the appropriate bonding amount based on a percentage of suppliers gross receipts resulting from the sale of generated electricity consumed in Pennsylvania. Once the amount has been determined, suppliers should overnight the updated security instrument(s) at least thirty (30) days prior to the expiration date to ensure adequate time for staff review and approval of the security instrument(s).

Template versions of a continuous bond (preferred), fixed-term bond, continuous letter of credit, and parental guarantee are attached at Appendix E, F, G, & H, respectively. Applicant's security must follow language from these examples, and must include the unmodified language outlined in Appendix D. Any deviation from these examples must be identified in the application and may not be acceptable to the Commission.

**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.**

SEE EXHIBIT 3

- **Published Applicant or parent company financial and credit information (i.e. 10Q or 10K) (SEC/EDGAR web addresses are sufficient)**

The Applicant is a newly established business and does not yet have published financial or credit information such as a 10-Q, 10-K, or other SEC filings. The business has not been in operation long enough to generate such reports and therefore this requirement is not applicable at this time.

- **Applicant's accounting statements, including balance sheet and income statements for the past two years.**

The Applicant is a newly established business and, as such, does not have historical accounting statements, including balance sheets or income statements for the past two years. This information is not applicable at this time due to the company's recent formation.

- **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.**

The Applicant is a newly established business and does not yet have an established credit rating or credit report from agencies such as Dun & Bradstreet, Moody's, S&P, or Fitch. Therefore, this requirement is not applicable at this time.

- **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.**

The Applicant carries standard forms of business insurance. Since the Applicant is not a supplier, no additional insurance has been acquired or is appropriate. The Applicant Maintains, among other coverages; (i) Professional Liability insurance policy in the amount of \$2,000,000, (ii) a Workers' Compensation insurance policy in the amount of \$1,000,000, and (iii) an Umbrella insurance policy in the amount of \$1,000,000, in each case to support its financial fitness to perform its obligations as a licensee.

- **Audited financial statements exhibiting accounts over a minimum two-year period.**

The Applicant is a newly established business and, as such, does not have audited financial statements covering a minimum two-year period. This requirement is not applicable at this time due to the company's recent formation.

- **Bank account statements (3-12 recent consecutive months), tax returns from the previous two years, or any other information that demonstrates Applicant's financial fitness.**

The Applicant is a newly established business and does not yet have bank statements covering 3-12 consecutive months or tax returns from the previous two years. As such, this requirement is not applicable at this time.

**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.

N/A

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

Applicant will receive compensation directly from licensed electric generation suppliers through broker agreements.

Fees will typically be structured as commissions based on customer enrollments, energy usage, or other mutually agreed-upon performance metrics, as outlined in our contracts with each supplier. These payments will be made by the supplier to OnPoint CX Solutions LLC and will not involve any financial transactions with end-use customers.

- 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.

Desiree Arnold, Owner  
2925 N Green Valley Pkwy. Ste C  
Henderson, NV 89014  
Phone: 866-363-1510  
Fax: N/A  
Email: Compliance@onpointcxsolutions.com

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

*All sections of the Tax Certification Statement must be completed. Submitting N/A on either the Sales Tax License Number or the Employer ID Number (items 7A and 7B) shall be accompanied by supporting documentation or an explanation validating the absence of such information.*

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

## 8. TECHNICAL FITNESS:

To ensure that the present quality and availability of service provided by electric utilities 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:
- Applicant's previous experience in the electricity industry.
  - Summary and proof of licenses as a supplier of electric 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.
  - Documentation of membership in PJM, ECAR, MAAC, other regional reliability councils, or any other membership or certification that is deemed appropriate to justify competency to operate as an EGS within the Commonwealth.
  - Any other information appropriate to ensure the technical capabilities of the Applicant.

SEE EXHIBIT 4

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

Applicant will receive compensation directly from licensed electric generation suppliers through broker agreements.

Fees will typically be structured as commissions based on customer enrollments, energy usage, or other mutually agreed-upon performance metrics, as outlined in our contracts with each supplier. These payments will be made by the supplier to OnPoint CX Solutions LLC and will not involve any financial transactions with end-use customers.

- 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.

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- Applicant's previous experience in the electricity industry.
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  - 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.
  - Documentation of membership in PJM, ECAR, MAAC, other regional reliability councils, or any other membership or certification that is deemed appropriate to justify competency to operate as an EGS within the Commonwealth.
  - Any other information appropriate to ensure the technical capabilities of the Applicant.

SEE EXHIBIT 4

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

- Internal – Applicant will use its own internal resources/employees for marketing
- External EGS – Applicant will contract with a PUC **LICENSED EGS** broker/marketer
- Affiliate – Applicant will use a **NON-EGS** affiliate marketing company and or individuals.
- External Third-Party – Applicant will contract with a **NON-EGS** third party marketing company and or individuals
- 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

If yes, describe the Applicant's verification procedures.

**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.

All agents will receive detailed training prior to engaging with customers. This includes instruction on regulatory requirements, proper scripting, customer rights, prohibited practices, third-party verification (TPV) procedures, and supplier-specific protocols. Training materials will be provided or approved by licensed EGS suppliers.

**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.

SEE EXHIBIT 5

**f. FERC FILING:** Applicant has:

- Filed an Application with the Federal Energy Regulatory Commission to be a Power Marketer.
- Received approval from FERC to be a Power Marketer at Docket or Case Number \_\_\_\_\_.
- Not applicable

## 9. DISCLOSURE STATEMENTS:

**Disclosure Statements:** If proposing to serve Residential and/or Small Commercial (under 25 kW) Customers, provide a Residential and/or Small Commercial disclosure statement. A sample disclosure statement is provided as Appendix J to this Application.

- Electricity 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*

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

## 10. VERIFICATIONS, ACKNOWLEDGEMENTS, AND AGREEMENTS

a. **PJM LOAD SERVING ENTITY REQUIREMENT:** As a prospective EGS, the applicant understands that those EGSs which provide retail electric supply service (i.e. takes title to electricity) must provide either:

- proof of registration as a PJM Load Serving Entity (LSE), or
- proof of a contractual arrangement with a registered PJM LSE that facilitates the retail electricity services of the EGS.

The Applicant understands that compliance with this requirement must be filed within 120 days of the Applicant receiving a license. As well, the Applicant understands that compliance with this requirement may be filed with this instant application.

*(Select only one of the following)*

- AGREED - Applicant has included compliance with this requirement in the instant application, labeled in correspondence with this section (10).
- AGREED - Applicant will provide compliance with this requirement within 120 days of receiving its license
- ACKNOWLEDGED - Applicant is not proposing to provide retail electric supply service at this time, and therefore is not presently obligated to provide such information

b. **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 § 54.43, as well as any future amendments.

AGREED

c. **REPORTING REQUIREMENTS:** Applicant agrees to provide the following information to the Commission or the Department of Revenue, as appropriate:

- Retail Electricity Choice Activity Reports: The regulations at 52 Pa. Code §§ 54.201--54.204 require that all active EGSs report sales activity information. An EGS will file an annual report reporting for customer groups defined by annual usage. Reports must be filed using the

appropriate report form that may be obtained from the PUC's Secretary's Bureau or the forms officer, or may be down-loaded from the PUC's internet web site.

- Reports of Gross Receipts: Applicant shall report its Pennsylvania intrastate gross receipts to the Commission on a quarterly and year to date basis no later than 30 days following the end of the quarter.
- The Treasurer or other appropriate officer of Applicant shall transmit to the Department of Revenue by March 15, an annual report, and under oath or affirmation, of the amount of gross receipts received by Applicant during the prior calendar year.
- Net Metering Reports: Applicant shall be responsible to report any Net Metering per the Standards on [http://www.puc.pa.gov/consumer\\_info/electricity/alternative\\_energy.aspx](http://www.puc.pa.gov/consumer_info/electricity/alternative_energy.aspx). Scroll down to the Net Metering Standards Section.
- Applicant shall report to the Commission the percentages of total electricity supplied by each fuel source on an annual basis per 52 Pa. Code § 54.39(b)(4).
- Applicant will be required to meet periodic reporting requirements as may be issued by the Commission to fulfill the Commission's duty under Chapter 28 of the Public Utility Code, 66 Pa.C.S. Chapt. 28, pertaining to reliability and to inform the Governor and Legislature of the progress of the transition to a fully competitive electric market.

**X**      AGREED

- d. **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. § 2809(D) and 52 Pa. Code § 54.41(a). Transferee will be required to file the appropriate licensing application.

**X**      AGREED

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

**X**      ACKNOWLEDGED

- f. **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 § 54.34.

**X**      AGREED

- g. **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. §§ 4902, 4903, and 4904, relating to perjury and falsification in official matters.

**X**      AGREED

h. **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 § 54.34.

AGREED

i. **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

j. **Electronic Data Interchange:** The Applicant acknowledges the Electronic Data Interchange (EDI) requirements and the relevant contacts for each EDC, as listed at Appendix M.

AGREED

k. **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

**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.
- b. **OPERATIONS AFFIDAVIT:** Provide an officially notarized affidavit stating that you will adhere to the reliability protocols of the North American Electric Reliability Council, the appropriate regional reliability council(s), and the Commission, and that you agree to comply with the operational requirements of the control area(s) within which you provide retail service. An example copy of this Affidavit can be found at Appendix B.

## 12. NEWSPAPER PUBLICATIONS

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

**All Applicants MUST include a Commission issued Docket Number in their publications.** Docket Numbers are issued to new applicants when an application packet is submitted to the PUC's Secretary's Bureau. **Newspaper publications published without a Commission issued Docket No. will be rejected.** For more information, see 52 Pa. Code § 54.35.

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 EDC. For example, an applicant that wants to operate in Penn Power 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.

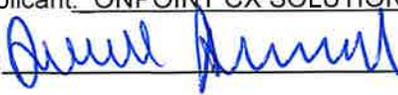
The only acceptable verification of this requirement is with Notarized Proofs of Publication, which may be requested from each newspaper and **must be supplied to the Commission before the applicant is licensed.**

	Erie Times-News	Harrisburg Patriot-News	Philadelphia Daily News or Philadelphia Inquirer	Pittsburgh Post-Gazette	Scranton Times-Tribune	Williamsport Sun-Gazette	Johnstown Tribune-Democrat
Citizens' Electric						X	
Duquesne				X			
Met Ed		X	X		X		
PECO			X				
Penelec	X	X			X	X	X
Penn Power	X			X			
Pike					X		
PPL		X	X		X	X	
UGI					X		
Wellsboro						X	
West Penn		X		X		X	X
Entire Commonwealth	X	X	X	X	X	X	X

(Newspaper Publication Templates are provided at Appendices K and L)

**13. SIGNATURE**

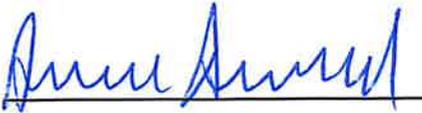
Applicant: ONPOINT CX SOLUTIONS LLC

By: 

Title: Owner

## 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 are complete.

Applicant: 

	<b>Signature</b>	
x	<b>Filing Fee (CERTIFIED CHECK OR MONEY ORDER ONLY)</b>	
x	<b>Application Affidavit</b>	
x	<b>Operations Affidavit</b>	
x	<b>Bond, Letter of Credit, or Parental/Affiliate Guarantee</b>	
x	<b>Tax Certification Statement</b>	
x	<b>Commonwealth Department of State Verification</b>	
x	<b>Certificate of Service</b>	

Applicant's Use

PUC Secretary's Bureau Use

Appendix A

APPLICATION AFFIDAVIT

State of California

: SS.

County of Orange

:

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

She is the Owner of OnPoint CX Solutions LLC;

That she is authorized to and does make this affidavit for said Applicant;

That the Applicant herein OnPoint CX Solutions LLC has the burden of producing information and supporting documentation demonstrating its technical and financial fitness to be licensed as an electric generation supplier pursuant to 66 Pa.C.S. § 2809 (b) and 52 Pa. Code § 54.37.

That the Applicant herein OnPoint CX Solutions LLC has answered the questions on the application correctly, truthfully, and completely and provided supporting documentation as required.

That the Applicant herein OnPoint CX Solutions LLC 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 OnPoint CX Solutions LLC 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.

Desiree Arnold  
Signature of Affiant

Sworn and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

See attached  
\_\_\_\_\_  
Signature of official administering oath

My commission expires \_\_\_\_\_.



**Appendix B**

**OPERATIONS AFFIDAVIT**

State of California:

: ss.

County of Orange

:

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

She is the Owner of OnPoint CX Solutions LLC;

That she is authorized to and does make this affidavit for said Applicant;

That OnPoint CX Solutions LLC, 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.

That OnPoint CX Solutions LLC, the Applicant herein, asserts that [he/she/it] possesses the requisite technical, managerial, and financial fitness to render electric 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.

That OnPoint CX Solutions LLC, 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 Code of 1971, 72 P.S. §§ 7101 et seq., and any tax imposed by Chapter 28 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 Gross Receipts and power 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).

As provided by 66 Pa.C.S. § 2810 (C)(6)(iv), 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)**

That OnPoint CX Solutions LLC, the Applicant herein, acknowledges that it has a statutory obligation to conform with 66 Pa.C.S. § 506, § 2807(c), § 2807(d)(2), § 2809(b) 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 Bureau of Public Liaison 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 \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

*see attached*

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

My commission expires \_\_\_\_\_.

**CALIFORNIA JURAT WITH AFFIANT STATEMENT**

**GOVERNMENT CODE § 8202**

- See Attached Document (Notary to cross out lines 1–6 below)
- See Statement Below (Lines 1–6 to be completed only by document signer[s], not Notary)

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

5 \_\_\_\_\_

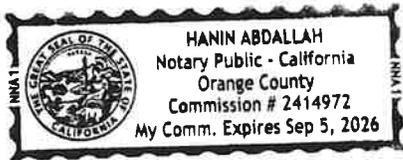
6 \_\_\_\_\_

*Signature of Document Signer No. 1*                      *Signature of Document Signer No. 2 (if any)*

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California  
 County of Orange

Subscribed and sworn to (or affirmed) before me  
 on this 4<sup>th</sup> day of August, 2025  
 by Desiree Jean Arnold  
 (1) \_\_\_\_\_



(and (2) \_\_\_\_\_),  
*Name(s) of Signer(s)*

proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

[Signature]  
 Signature \_\_\_\_\_  
*Signature of Notary Public*

*Place Notary Seal and/or Stamp Above*

**OPTIONAL**

*Completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.*

**Description of Attached Document**

Title or Type of Document: Operations Affidavit

Document Date: 8/4/2025                      Number of Pages: 2

Signer(s) Other Than Named Above: N/A

## Appendix C

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

### Example CERTIFICATE OF SERVICE

On this the 6th day of August 2015 I certify that a true and correct copy of the foregoing application form for licensing within the Commonwealth of Pennsylvania as an Electric Generation Supplier and all **NON-CONFIDENTIAL** attachments have been served, as either a hardcopy or a searchable PDF version on a cd-rom or a USB flash drive, upon the following:

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

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

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

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

Office of Small Business Advocate  
Forum Place  
555 Walnut Street, 1st Floor  
Harrisburg, PA 17101

Vice President – Energy Supply  
Corning Natural Gas Holding Corporation  
330 West William Street  
Corning, NY 14830

Legal Department  
West Penn Power d/b/a Allegheny Power  
800 Cabin Hill Drive  
Greensburg, PA 15601-1689

Manager Energy Acquisition  
PECO Energy Company  
2301 Market Street  
Philadelphia, PA 19101-8699

Regulatory Affairs  
Duquesne Light Company  
411 Seventh Street, MD 16-4  
Pittsburgh, PA 15219

Office of General Counsel  
Attn: Kimberly A. Klock  
PPL  
Two North Ninth Street (GENTW3)  
Allentown, PA 18101-1179

Legal Department  
First Energy  
2800 Pottsville Pike  
Reading PA, 19612

UGI Utilities, Inc.  
Attn: Rates Dept. – Choice Coordinator  
1 UGI Drive  
Denver, PA 17517

Citizens' Electric Company  
Attn: EGS Coordination  
1775 Industrial Boulevard  
Lewisburg, PA 17837

Wellsboro Electric Company  
Attn: EGS Coordination  
33 Austin Street  
P. O. Box 138  
Wellsboro, PA 16901

  
\_\_\_\_\_  
Desiree Arnold, Owner  
ONPOINT CX SOLUTIONS LLC

## Appendix D

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

### Electric Generation Supplier License Financial Instruments

Bonds or other financial instruments submitted in order to satisfy the licensing process must comply with the following:

The financial instrument, in the amount of \$250,000 for suppliers/aggregators or \$10,000 for brokers/marketers, should name the Pennsylvania Public Utility Commission as the obligee or beneficiary, and should contain the following unmodified language:

...“ in accordance with Section 2809(c)(1)(i) of the Public Utility Code, 66 Pa. C.S. 2809(c)(1)(i), to assure compliance with applicable provisions of the Public Utility Code, 66 Pa. C.S. 101, et seq. and the rules and regulation of the Pennsylvania Public Utility Commission by the Principal as a licensed electric generation supplier; to ensure the payment of Gross Receipts Tax as required by Section 2810 of the Public Utility Code, 66 Pa. C.S. 2810; to ensure the payment of annual fees as authorized by Act 155 of 2014; to adhere to the requirements of the Alternative Energy Portfolio Standards Act, 73 P.S. § 1648.1 et seq. and 52 Pa.Code 75.1 et seq.; and to ensure the supply of electricity at retail in accordance with contracts, agreements or arrangement. Payment of claims shall have the following priority: (I) The Commonwealth of Pennsylvania; (II) Electric Distribution Companies for the reimbursement of Gross Receipts Tax; and (III) Private Individuals. Proceeds of the bond may not be used to pay any penalties or fines levied against the Principal for violations of the law, or for the payment of any other tax obligations owed to the Commonwealth of Pennsylvania.”

The **ORIGINAL** financial instrument must be submitted, preferably by overnight delivery, to the Secretary of the Pennsylvania Public Utility Commission, 400 North Street, Keystone Building, Harrisburg, PA 17120. If the application is approved, the entry date of the Commission’s Order will be the effective date of the license.

**Applicants should CHOOSE ONE financial instrument template from Appendices E through H.**



0014699469



**COMMONWEALTH OF PENNSYLVANIA**  
 Department of State  
 Bureau of Corporations and Charitable Organizations  
 PO Box 8722  
 Harrisburg, Pennsylvania 17105-8722  
**AMENDMENT OF  
 FOREIGN REGISTRATION STATEMENT**  
 Fee: \$250

Pennsylvania Department of State  
**-FILED-**  
 Amendment #: 0014699469  
 Date Filed: 8/6/2025

B0908-3811 08/06/2025 12:12 PM Received by Pennsylvania Department of State

**DSCB:15-413 (rev. 2/2017)**

In compliance with the requirements of [15 Pa.C.S. § 413](#) (relating to amendment of foreign registration statement), the undersigned foreign association desires that its registration be amended to change the following information:

<b>Foreign Business Information</b>	
File number	0014553995
Current name	ONPOINT CX SOLUTIONS LLC
Filing type	Foreign Limited Liability Company
LLC filing subtype	Limited Liability Company
Jurisdiction of formation	DELAWARE
<b>Filing Type After Amendment</b>	
Change type of association with this amendment?	I do not want to change the type of association
<b>Effective Date</b>	
The filing shall be effective upon filing in the Department of State	
<b>Additional Information</b>	
Jurisdiction of Formation	I do not want to change the jurisdiction of formation
Series	The association may not have series.
<b>Current Registered Office or Commercial Registered Office Provider</b>	
Search for Commercial Registered Office Provider (CROP)	REPUBLIC REGISTERED AGENT LLC Commercial Registered Office Provider
Venue and Publication County	ALLEGHENY
<b>The street address of the association's principal office.</b>	
Current Principal Office Address	DESIREE ARNOLD 254 CHAPMAN RD STE 208 PMB 23485 NEWARK, DE 19702-5422
New Principal Office Address	DESIREE ARNOLD 2925 N GREEN VALLEY PKWY STE C HENDERSON, NV 89014-0418
<b>The mailing address of the association's principal office.</b>	
Current Mailing Address	DESIREE ARNOLD 2764 N GREEN VALLEY PKWY #503 HENDERSON, NV 89014
New Mailing Address	DESIREE ARNOLD 2925 N GREEN VALLEY PKWY STE C HENDERSON, NV 89014-0418
<b>Additional Changes (Optional)</b>	
Additional changes	There are no additional changes

Electronic Signature

IN TESTIMONY WHEREOF, the above-named association has caused this Amendment of Foreign Registration Statement to be signed by a duly authorized representative.

Full Name	Title	Date
Desiree Arnold	Owner	08/06/2025

Appendix L

NEWSPAPER PUBLICATION TEMPLATE FOR COMBINED EGS AND NGS

(Applicant must substitute appropriately for all bracketed areas)

(Applicant should choose 1 of the service options corresponding with Section 4.b of the applications)

PENNSYLVANIA  
PUBLIC UTILITY COMMISSION  
NOTICE

Applications of **[Applicant Name d/b/a Fictitious Name]** for Approval to Offer, Render, Furnish or Supply Natural Gas Supply Services at Docket No. **[A-20xx-xxxxxxx]** and Electricity or Electric Generation Services at Docket No. **[A-20xx-xxxxxxx]** to the public in The Commonwealth of Pennsylvania.

**[Applicant Name]** has filed an application with the Pennsylvania Public Utility Commission (“PUC”) for a license to provide natural gas supply services as **(1) a supplier or aggregator of natural gas services or (2) a broker/marketer engaged in the business of supplying natural gas services**. Additionally, **[Applicant Name]** has filed an application with the PUC for a license to supply electricity or electric generation services as **(1) a supplier of electricity, (2) a broker/marketer engaged in the business of supplying electricity services, or (3) an aggregator engaged in the business of supplying electricity**. **[Applicant Name]** proposes to sell electricity, natural gas, and related services in **[List NGDCs and EDCs here or the entire Commonwealth of PA]** under the provisions of the 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 **[Applicant Name]** may be filed within 15 days of the date of this notice with the Secretary of the PUC, 400 North Street, Harrisburg, PA 17120. Please include the respective NGS or EGS Docket Nos. above on the protest.

Additionally, please send copies of any protest to **[Applicant Name’s]** attorney at the address listed below.

**[Attorney’s Name  
Applicant Name  
Street Address  
City, State, Zip Code  
Phone  
Email]**

# EXHIBIT 1

## **2B-1: BUSINESS ENTITIY AND DEPARMTNET OF STATE FILINGS:**

**Provide proof of compliance with appropriate Department of State filing requirements as indicated above.**

Attached please find the Applicant's foreign registration with the Commonwealth of Pennsylvania, Department of State.

## EXHIBIT 2

### **2B-2: BUSINESS ENTITIY AND DEPARMTNET OF STATE FILINGS:**

**Provide the state in which the business is incorporated/organized/formed and provide a copy of the Applicant's charter documentation.**

Attached please find the Applicant's certificate of formation and certificate of good standing in the state of Delaware.

**STATE of DELAWARE  
CERTIFICATE of FORMATION  
A LIMITED LIABILITY COMPANY**

**ARTICLE I.**

The name of this limited liability company is ONPOINT CX SOLUTIONS LLC.

**ARTICLE II.**

Its registered office in the State of Delaware is to be located at 262 Chapman Rd, Ste 240, Newark DE 19702. The registered agent in charge thereof is REPUBLIC REGISTERED AGENT LLC.

**ARTICLE III.**

The period of duration of the limited liability company shall be perpetual.

**ARTICLE IV.**

The purpose of the limited liability company is to engage in any lawful act or activity for which limited liability companies may be organized under the Delaware Limited Liability Company Act.

**ARTICLE V.**

The name and address of each initial member of the limited liability company is:

Desiree Arnold - 254 CHAPMAN RD, STE 208 #23485, NEWARK, DELAWARE 19702

I, the undersigned, for the purpose of forming a limited liability company under the laws of the State of Delaware, do make, file and record this Certificate, and do certify that the facts herein stated are true, and I have accordingly hereunto set my hand and executed this Certificate of Formation on the date below.

**Dated:** June 20, 2025



Lovette Dobson, Organizer

# Delaware

Page 1

The First State

I, CHARUNI PATIBANDA-SANCHEZ, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "ONPOINT CX SOLUTIONS LLC" IS DULY FORMED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE THIRTIETH DAY OF JUNE, A.D. 2025.



10235178 8300

SR# 20253216981

You may verify this certificate online at [corp.delaware.gov/authver.shtml](http://corp.delaware.gov/authver.shtml)

*C. B. Sanchez*

Cheruni Patibanda-Sanchez, Secretary of State

Authentication: 204078726

Date: 06-30-25

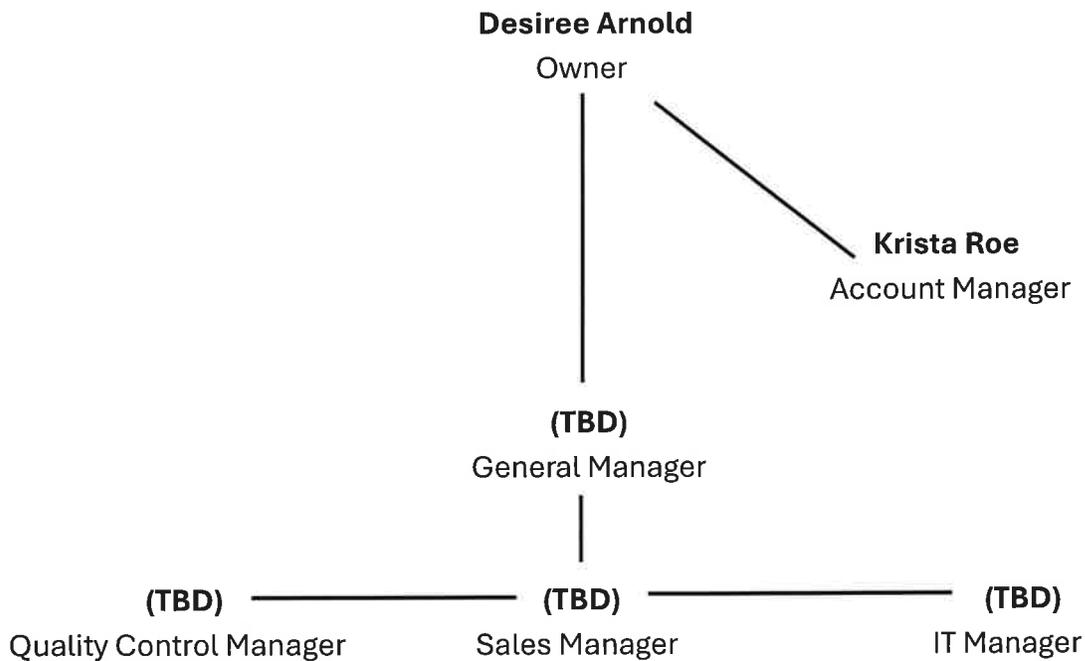
# EXHIBIT 3

## 7B: FINANCIAL RECORDS, STATEMENTS, AND RATINGS:

- **Actual (or proposed) organizational structure including parent, affiliated or subsidiary companies.**

The Applicant, OnPoint CX Solutions, LLC, was formed on June 20, 2025 and as such has a very limited organizational structure at this time. The Applicant does not have any parent, affiliate or subsidiary companies. The Applicant is owned by Desiree Arnold (100%).

Proposed Organizational Structure:



# EXHIBIT 4

## **8A. EXPERIENCE, PLAN, STRUCTURE:**

### **-Applicant's previous experience in the electricity industry.**

OnPoint CX Solutions, LLC was formed on June 20, 2025 for the purpose of being a broker/telemarketer in natural gas and electricity. The Applicant is currently registered as a telemarketer in New Jersey and Pennsylvania. The Applicant does not currently hold any electricity broker license in any other state. The Applicant will be calling commercial, industrial and residential accounts representing licensed Electric Generation Suppliers (EGS) in the Commonwealth of Pennsylvania. The Applicant will not be taking title to the electricity.

The Owner, Desiree Arnold, brings over 15 years of experience in the deregulated energy sector and business process outsourcing (BPO) industry. She has supported large-scale operations of over 500 employees, with a focus on energy marketing campaigns. Ms. Arnold has extensive expertise in compliance with energy market regulations, agent training, and operational support for energy brokers and suppliers. Her strong foundation in human resources complements her hands-on management of workforce integrity within utility sales operations.

### **-Summary and proof of licenses as a supplier of electric services in other states or jurisdictions.**

N/A

### **-Type of customers and number of customers Applicant currently serves in other jurisdictions.**

The Applicants role will be limited to facilitating agreements between licensed electricity suppliers and end-use customers. The Applicant does not serve customers in any jurisdiction and does not maintain customer accounts.

### **-Staffing structure and numbers as well as employee training commitments.**

The Applicant is in the process of recruiting experienced agents with backgrounds in the deregulated energy market. While hiring is ongoing, the Applicant's entire staff will undergo comprehensive training using materials provided by licensed EGS suppliers. Training covers calling regulations, industry protocols, customer interactions, and compliance with Commonwealth of Pennsylvania requirements. Our Quality Control department will conduct regular monitoring to ensure full adherence to regulatory and supplier standards.

# EXHIBIT 4

## **-Business plans for operations within the Commonwealth.**

The Applicant is a newly established entity applying for licensure as an Electric Generation Supplier (EGS) in the Commonwealth of Pennsylvania. The Applicant seeks approval to operate solely as a Broker/Marketer.

The Applicant will not take title to the electricity or natural gas being supplied and will not be involved in billing.

## **-Documentation of membership in PJM, ECAR, MAAC, other regional reliability councils, or any other membership or certification that is deemed appropriate to justify competency to operate as an EGS within the Commonwealth.**

The Applicant has already obtained telemarketing registrations in other states, demonstrating its understanding of compliance requirements and its ability to meet regulatory obligations. Through a combination of regulatory experience, industry knowledge and structured planning, Applicant is well-positioned to provide services in a manner that maintains the quality and availability of service provided by electric utilities.

## **Any other information appropriate to ensure the technical capabilities of the Applicant.**

In addition to the experience and compliance measures already outlined, OnPoint CX Solutions LLC offers the following information to further support the Applicant's technical capabilities:

- **Leadership Experience:** The company is led by Desiree Arnold, who brings over 15 years of compliance experience in the deregulated energy sector. Her background includes supporting large-scale BPO teams and energy marketing campaigns, ensuring strict adherence to utility and supplier requirements in regulated markets.
- **Industry Familiarity:** The Applicant has a deep understanding of energy market operations, including third-party verification (TPV), scripting compliance, customer disclosure requirements, and Public Utility Commission (PUC) regulations. This knowledge base is critical to maintaining compliant and ethical marketing practices.
- **Operational Readiness:** Although newly established, the Applicant is actively building infrastructure to support electric generation supplier operations as a broker/marketer. This includes finalizing telemarketing registrations, broker licenses, and foreign business qualifications in several states.

## EXHIBIT 4

- **Compliance-Focused Systems:** The Applicant is implementing internal compliance and quality assurance protocols—including agent training programs, call monitoring, and escalation procedures—to ensure full regulatory adherence in all customer interactions.

These combined qualifications demonstrate that the Applicant is prepared to operate responsibly and technically fit to fulfill its obligations as a licensed broker/marketer in the Commonwealth of Pennsylvania.

# EXHIBIT 5

**8E. 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.**

## **Desiree Arnold - Professional Profile**

Results-oriented and highly organized Human Resources and Operations leader with over 15 years of experience in the deregulated energy sector and business process outsourcing (BPO) industry. Proven track record in supporting and managing large-scale teams, ensuring compliance with energy regulations, and developing high-impact training programs. Expert in aligning HR and operational practices with regulatory and business requirements. Recognized for integrity, attention to detail, and ability to navigate complex organizational challenges.

### **Areas of Expertise**

- Deregulated Energy Operations
  - Energy Compliance & PUC Regulations
  - Employee Relations & HR Leadership
  - Sales Agent Training & Performance Management
  - Recruiting & Workforce Development
  - EDD, FMLA, Disability, Workers’ Compensation
  - HRIS & Payroll Administration
  - Regulatory Reporting & Documentation
- 

## **Owner – OnPoint CX Solutions LLC**

*Henderson, NV | June 2025 – Present*

Founded an energy services company that is focused on telemarketing and broker/marketer services that connect customers with licensed electricity and gas suppliers in deregulated markets. Currently in the process of obtaining necessary foreign registrations, telemarketing licenses and broker licenses across multiple U.S. states and territories to support business expansion and regulatory compliance.

---

# EXHIBIT 5

## **Human Resources Generalist – AGR Group Nevada, LLC**

*Henderson, NV | February 2021 – June 2025*

Managed all aspects of employee administration, including onboarding, offboarding, employee records, payroll support, benefits administration and employee relations. Collaborated with sales agents representing electricity and gas suppliers in deregulated markets. Ensured all HR policies aligned with regulatory bodies and supplier compliance requirements. Designed and led recurring training programs for sales agents covering key topics such as scripting, customer disclosures, third-party verification (TPV), and legal/regulatory compliance. Served as a liaison between external energy clients and internal leadership teams to implement real-time updates to policies, regulatory changes, and process improvements.

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## **Human Resources Director – AGR Group**

*Santa Ana, CA | December 2002 – June 2016*

Led HR operations for a high-volume energy sales organization with over 500 employees, supporting both inbound and outbound deregulated energy campaigns. Ensured compliance with labor laws, oversaw HR strategy, and supported organizational growth through talent acquisition and employee relations management.

### **Key Responsibilities & Achievements:**

- **HR Strategy & Leadership:** Advised executives on HR policy, employee relations, performance management, and investigations. Implemented revised job descriptions and performance review systems.
- **Recruitment & Hiring:** Conducted full-cycle recruitment including sourcing, screening, interviews, and onboarding. Streamlined recruitment pipelines and evaluated effectiveness of advertising channels.
- **Compliance Management:** Administered complex documentation related to EDD, FMLA, Disability, Workers' Compensation, COBRA, and unemployment claims. Represented company during hearings and audits.
- **HR Administration:** Developed and maintained HRIS systems to manage employee data and track corrective actions. Ensured confidentiality in all personnel and legal documentation.
- **Training Programs:** Launched supervisor training and employee recognition programs including "Employee of the Month" to improve morale and retention.