

Stevens & Lee

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November 10, 2025

VIA ELECTRONIC FILING

Secretary Matthew Homsher
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

**Re: Application of Citadel BPO Solutions LLC d/b/a The Energy Center USA for
Approval to Offer, Render, Furnish or Electricity Generation Supply Services as a
Broker Marketer
Docket No. A-2025-3058125**

Dear Secretary Homsher

Enclosed for filing please find the following application updates of Citadel BPO Solutions LLC d/b/a The Energy Center USA, along with a verification page:

- Updated Exhibit 1 to Application
- Updated Exhibit 3 to Application

Should you have any questions or concerns regarding this application, please contact me by email at michael.gruin@stevenslee.com or by phone at 717-255-7365.

Sincerely,
STEVENS & LEE



Michael A. Gruin, Esq.

Enclosures

Attachment 1
Charter documentation and proof of compliance
with Department of State filing requirements for
foreign LLCs



0014848169



COMMONWEALTH OF PENNSYLVANIA
 Department of State
 Bureau of Corporations and Charitable Organizations
 PO Box 8722
 Harrisburg, Pennsylvania 17105-8722
STATEMENT OF CORRECTION
 Fee: \$70

Pennsylvania Department of State
-FILED-
 Amendment #: 0014848169
 Date Filed: 9/24/2025

B0935-9623 09/24/2025 1:25 PM Received by Pennsylvania Department of State

<u>DSCB:15-138 (rev. 1/2023)</u>	
In compliance with the requirements of <u>15 Pa.C.S. § 138</u> (relating to statement of correction), the undersigned association or other person, desiring to correct an inaccurate, defective or erroneous record, hereby states that:	
Record Information	
File number	0014006685
Current name	CITADEL BPO SOLUTIONS LLC
Original file date	11/12/2024
Filing Type	Foreign Limited Liability Company
Filing Subtype	Limited Liability Company
The statute by or under which the association was formed (or the preceding filing was made) is	Business Corporation Law of 1988
Document with Inaccuracy or Defect to be Corrected	
Form name and number	Foreign Registration Statement
Date filed	11/12/2024
Inaccuracy or Defect	
Corrections in wizard or text/upload	The correction(s) are set forth in this form (i.e. name, address, registered office, incorporators/organizer corrections).
If the document was erroneously executed, check one of the following:	
Association Name	
The full and proper name of the foreign association as registered in its jurisdiction of formation is	CITADEL BPO SOLUTIONS LLC
New business name in Pennsylvania	Citadel BPO Solutions LLC
Effective Date Corrections	
Effective date correction	No change to effective date
The street address of the association's principal office.	
Current Principal Office Address	331 CLEVELAND ST APT 2503 CLEARWATER, FL 33755-4038
The mailing address of the association's principal office.	
Current Mailing Address	1475 S NOVA RD DAYTONA BEACH, FL 32114-7338
Current Registered Office or Commercial Registered Office Provider	
Current Registered Office Selection	The name of the commercial registered office provider and the county of venue is
Search for Commercial Registered Office Provider (CROP)	Corporation Service Company Commercial Registered Office Provider
Venue and Publication County	DAUPHIN
Agents	
There are no parties to be updated for this filing type.	
Home Jurisdiction	

Jurisdiction of Formation	FLORIDA	
Inaccuracy Describe the Inaccuracy below:	The name was inadvertently capitalized on the original filing	
Electronic Signature	IN TESTIMONY WHEREOF, the undersigned association or other person has caused this Statement of Correction to be signed by a duly authorized officer thereof or otherwise in its name.	
<u>Attorney</u>	<u>Michael A. Guin</u>	<u>09/24/2025</u>
Signer's Capacity	Sign Here	Date



Pennsylvania Department of State
Bureau of Corporations and Charitable Organizations
PO Box 8722 | Harrisburg, PA 17105-8722
T: 717.787.1057
dos.pa.gov/BusinessCharities

September 25, 2025

Corporation Service Company
5235 NORTH FRONT STREET
HARRISBURG, PA 17110

Entity Name: Citadel BPO Solutions LLC
Amendment Date: September 24, 2025
Amendment Number: 0014848169
Amendment Type: Statement of Correction

The Bureau of Corporations and Charitable Organizations is happy to send your filed document. The Bureau is here to serve you and we would like to thank you for doing business in Pennsylvania.

Beginning in 2025, annual reports are required for all domestic filing entities, limited liability general partnerships and registered foreign associations. More information will be forthcoming from the Bureau. However, to ensure that you receive notice of how and when to make annual reports, keep all information on file with the Bureau up-to-date, particularly registered office address.



0014006685



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

Pennsylvania Department of State

-FILED-

File #: 0014006685
 Date Filed: 11/12/2024

B0752-6080 11/12/2024 9:07 AM Received by Pennsylvania Department of State

DSCB:15-412 (rev. 2/2017)	
In compliance with the requirements of 15 Pa.C.S. § 412 (relating to foreign registration statement), the undersigned foreign association hereby states that:	
Foreign Business Type Filing type LLC filing type	Foreign Limited Liability Company Limited Liability Company
Association Name The full and proper name of the foreign association as registered in its jurisdiction of formation is Business name in Pennsylvania	CITADEL BPO SOLUTIONS LLC CITADEL BPO SOLUTIONS LLC
Effective Date The filing shall be effective when filed with the Department of State	
Additional Information Jurisdiction of Formation Select one of the following	FLORIDA The association may not have series.
The street address of the association's principal office. Principal Office Address	331 CLEVELAND ST APT 2503 CLEARWATER, FL 33755-4038
The mailing address of the association's principal office. Mailing Address	1475 S NOVA RD DAYTONA BEACH, FL 32114-7338
Home Jurisdiction Addresses Select one	The association's home jurisdiction does not require the association to maintain a street and mailing address in that jurisdiction.
Registered Office The name of the commercial registered office provider and the county of venue is Corporation Service Company Commercial Registered Office Provider Venue and Publication County	DAUPHIN
Additional provisions, if any Additional provisions	
<input type="checkbox"/> I qualify for a veteran/reservist-owned small business fee exemption (see help)	

Electronic Signature

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

Full Name	Title	Date
Matt Judkin	Manager	11/12/2024



May 17, 2023

FLORIDA DEPARTMENT OF STATE
Division of Corporations

CITADEL BPO SOLUTIONS LLC
1581 FRANKLIN AVENUE
MINEOLA, NY 11501US

The Articles of Organization for CITADEL BPO SOLUTIONS LLC were filed on May 16, 2023, and assigned document number L23000241423. Please refer to this number whenever corresponding with this office.

This document was electronically received and filed under FAX audit number H23000182066.

To maintain "active" status with the Division of Corporations, an annual report must be filed yearly between January 1st and May 1st beginning in the year following the file date or effective date indicated above. If the annual report is not filed by May 1st, a \$400 late fee will be added. It is your responsibility to remember to file your annual report in a timely manner.

A Federal Employer Identification Number (FEI/EIN) will be required when this report is filed. Apply today with the IRS online at:

<https://sa.www4.irs.gov/modiein/individual/index.jsp>.

Please be aware if the limited liability company address changes, it is the responsibility of the limited liability company to notify this office.

Should you have any questions regarding this matter, please contact this office at the address given below.

Joel G Pollock
Regulatory Specialist II
New Filing Section
Division of Corporations

Letter Number: 423A00011257

ARTICLES OF ORGANIZATION FOR FLORIDA LIMITED LIABILITY COMPANY

ARTICLE I - Name:

The name of the Limited Liability Company is:

CITADEL BPO SOLUTIONS LLC

(Must end with the words "Limited Liability Company, "L.L.C.," or "LLC.")

ARTICLE II - Address:

The mailing address and street address of the principal office of the Limited Liability Company is:

Principal Office Address:

Mailing Address:

1581 Franklin Avenue
Mineola, NY 11501

1581 Franklin Avenue
Mineola, NY 11501

ARTICLE III - Registered Agent, Registered Office, & Registered Agent's Signature:

(The Limited Liability Company cannot serve as its own Registered Agent. You must designate an individual or another business entity with an active Florida registration.)

The name and the Florida street address of the registered agent are:

JOANNE GENTILE

Name

331 CLEVELAND STREET, UNIT 2503

Florida street address (P.O. Box **NOT** acceptable)

CLEARWATER

FL

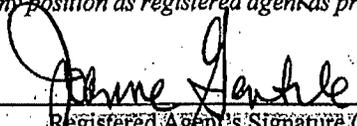
33755

City

State

Zip

Having been named as registered agent and to accept service of process for the above stated limited liability company at the place designated in this certificate, I hereby accept the appointment as registered agent and agree to act in this capacity. I further agree to comply with the provisions of all statutes relating to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent as provided for in Chapter 605, F.S..


Registered Agent's Signature (REQUIRED)

(CONTINUED)

ARTICLE IV-

The name and address of each person authorized to manage and control the Limited Liability Company:

Title:

"AMBR" = Authorized Member

"MGR" = Manager

AMBR _____

Name and Address:

ENERGY BPO LLC
4968 FM 794 GONZALES, TX 78629

AMBR _____

IWL HOLDINGS LLC
2040 S RIDGEWOOD AVENUE
SOUTH DAYTONA, FL 32119

(Use attachment if necessary)

ARTICLE V: Effective date, if other than the date of filing: _____ (OPTIONAL)

(If an effective date is listed, the date must be specific and cannot be more than five business days prior to or 90 days after the date of filing.)

Note: If the date inserted in this block does not meet the applicable statutory filing requirements, this date will not be listed as the document's effective date on the Department of State's records.

ARTICLE VI: Other provisions, if any.

REQUIRED SIGNATURE:



Signature of a member or an authorized representative of a member.
This document is executed in accordance with section 605.0203 (1) (b), Florida Statutes.
I am aware that any false information submitted in a document to the Department of State
constitutes a third degree felony as provided for in s.817.155, F.S.

JOANNE GENTILE

Typed or printed name of signee

Filing Fees:

- \$125.00 Filing Fee for Articles of Organization and Designation of Registered Agent
- \$ 30.00 Certified Copy (Optional)
- \$ 5.00 Certificate of Status (Optional)

Attachment 3

List of Officers and Summary of Experience and Fitness

Citadel BPO Solutions LLC, d/b/a The Energy Center USA

Summary of Technical Fitness

Citadel BPO Solutions LLC d/b/a The Energy Center USA (“Applicant” or “The Energy Center”) is managed by a team of professionals with over 50 combined years of experience working with retail energy suppliers and retail energy customers. The Energy Center is a Florida Limited Liability Company.

The Applicant currently holds licenses or certificates as a broker in the states of Illinois, New York and New Jersey, copies of which are attached.

The President of the Energy Center is Matt Judkin. Mr. Judkin has been a leader in the energy field for most of his professional life and has extensive experience in sales compliance, back office and operations, third party verifications and contact data generation. He routinely speaks at industry conferences regarding best practices for energy sales and brokering.

A copy of Mr. Judkin’s resume is attached.

In addition, Matt founded Energy Professionals in 2007, a leading energy broker and consulting firm based in Clearwater, Florida, that services more than 12,000 commercial-only customers throughout North America. Matt is also the founder of Energycare, a Las Vegas-based energy-only BPO formed in 2015 that provides customer service and support for utilities and deregulated energy suppliers in North America. Previously, Matt served as SVP of Sales and Marketing for Mueller Worldwide, a full-service sales and marketing organization serving Fortune 500 clients.

Jim Warrick has served as the Chief Sales Officer of The Energy Center from 2023 to the present. Jim started his career in the retail energy industry when he joined a start-up company Utility Marketing Group with less than ten employees. He played an instrumental role in growing the company to over 1,400 employees while acting as the VP of sales through 2014. During his tenure he also helped start an energy brokerage firm Energy Professionals in 2008 which subsequently grew to become one of the top five retail energy brokers in the country.

A copy of Mr. Warrick’s resume is attached.

Both Mr. Judkin and Mr. Warrick are also executives with Horizon Power & Light, LLC, a retail electricity and natural gas supplier licensed in Pennsylvania, Maryland, District of Columbia, and Illinois. Horizon Power & Light is not a corporate affiliate of Citadel BPO Solutions LLC and have separate ownership structures.

The Energy Center has retained the law firm of Stevens & Lee as its regulatory and compliance counsel. Stevens & Lee provides legal and regulatory support to The Energy Center on utility coordination issues, regulatory compliance and reporting, ISDA negotiation, REC compliance, and general legal compliance.

The Energy Center maintains a fully staffed customer service center which customers may reach by telephone, mail or email, Monday through Friday from 9 am to 5 pm (Eastern Time).

The Energy Center intends to market its brokerage services to a wide range of small and medium sized commercial customers, and intends to enter into formal relationships with large, well known, credible established retail energy suppliers. These relationships with suppliers will allow the Energy Center to maximize offers and options that it can bring to its customers.

The Energy Center's Officers are listed below:

Matt Judkin, President 714-878-9772 matt@energybpo.com

Jim Warrick Chief Sales Officer 727-424-9658 jim@energybpo.com

Joanne Gentile 516-375-6113 joanne@energybpo.com

Justin Andresen ,Head of Operations 714-401-8123 justin@energybpo.com

Mike Austin, Head of call center 386-747-9012

James Gentile – CFO - james@energybpo.com - 516-662-3000

The Address for all of the above is:

**330 Central Ave., Suite 1220
St. Petersburg, FL 33701**

Matt Judkin

SUMMARY

Matt offers unique expertise in leadership, industry knowledge, dynamic energy and professional salesmanship which has earned him the respect and admiration of clients, employees and colleagues alike. Matt's mission is to make clients' priorities his own, and to exceed expectations at every turn.

SKILLS

- Business Strategy
- Leadership
- Residential and Commercial Sales
- Customer Service
- Brokerage Services
- Telemarketing
- Direct Marketing
- Digital Marketing
- Strategic Consulting
- New Business Development

EXPERIENCE

Horizon Power and Light
President

June 2024-Current

- Acquired retail energy supplier platform which serves approximately 8,000 RCEs
- Construct sales plans to enroll customers in existing licensed markets
- Design expansion plans to increase service territory

Energy BPO / Citadel BPO
President & Founder

February 2021-Current

- Operate call center which makes outbound sales calls and manages internal customer service calls for portfolio of clients
- Hire new agents and manage existing team for optimal productivity using creative incentive plans and marketing campaigns

Executive Energy Management
Chief Executive Officer & Founder

January 2016-May 2020

- Provided management services and strategic direction to leading sales and service brands across the energy industry

AGR Group
CEO/President/Founder

March 2002-December 2015

- Co-Founded company leveraging compliance, sales and operational expertise to build an original book of business
- Deployed direct sales campaigns to commercial and residential prospects

Energycare

Founder

2015

- A Vegas-based energy-only BPO formed in 2015 that provides customer service and support for distribution utilities and deregulated energy suppliers in North America

Energy Professionals

Founder

2007

- A leading energy broker and consulting firm that services more than 12,000 commercial-only customers throughout North America

Senior VP Business Development, Mueller Worldwide

March 2001-March 2002

- Launched retail energy division for privately held direct marketing company
- Raised funds for international nonprofits and socio-economic issues

Jim Warrick

Professional Summary

Results-driven energy industry executive with over 20 years of leadership experience spanning sales, operations, and renewable energy development. Proven success in building and scaling organizations, optimizing performance, and leading strategic initiatives that drive growth and profitability.

Professional Experience

- Chief Marketing Officer (CMO)

Energy BPO/Citadel BPO | 2023 – Present

- Lead all marketing, branding, and strategic communications initiatives
- Oversee the design and implementation of marketing campaigns to enhance client acquisition and retention.
- Collaborate with executive leadership to align sales and marketing strategy with business growth objectives.
- Implement data-driven marketing approaches to improve lead generation and conversion performance.

- Managing Director

Excel Network Group | 2015 – 2022

- Directed company operations focused on the development and financing of renewable energy projects.
- Built partnerships with developers, EPC contractors, and energy investors to expand renewable infrastructure.
- Managed due diligence, project feasibility assessments, and performance optimization for energy assets.
- Oversaw business development and led cross-functional teams across multiple states.

- Vice President of Operations

Energy Professionals | 2010 – 2015

- Oversaw all sales and operations for one of the nation's leading retail energy consulting firms.
- Managed a multi-state sales force and implemented performance metrics to drive accountability and productivity.
- Streamlined operational processes, reducing overhead costs while improving efficiency and client satisfaction.
- Supported strategic partnerships and expansion initiatives in deregulated energy markets.

- Director of Sales

AGR Group | 2002 – 2010

- Directed regional and national sales initiatives within the retail energy sector.
- Recruited, trained, and led a high-performing sales team that consistently exceeded revenue goals.
- Built and maintained relationships with key commercial and industrial clients.
- Pioneered the company's growth strategy during the early stages of deregulation in several U.S. markets.

Skills

- Strategic Leadership & Team Building
- Sales Management & Revenue Growth
- Marketing & Brand Strategy
- Operations Management
- Business Development
- Renewable Energy Project Development
- Contract Negotiation & Client Relations
- Process Optimization & Performance Metrics
- CRM & Data Analytics Tools (HubSpot, Salesforce)
- Public Speaking & Executive Communications

VERIFICATION

I, Michael Gruin, Counsel for Citadel BPO Solutions, LLC dba The Energy Center USA verify that the information provided in the attached amendments to Electric Generation Supplier Application are true and correct to the best of my knowledge, information, and belief and that I expect to be able to prove the same at a hearing held in this matter. I understand that false statements herein are made subject to the penalties of 18 Pa. C.S.A. § 4904, relating to unsworn falsifications to authorities.



Michael Gruin

Date: November 10, 2025