



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

November 13, 2025

Docket No. A-2025-3058125  
Utility Code: 1127895

**CERTIFIED**

JAMES WARRICK CHIEF SALES OFFICER  
CITADEL BPO SOLUTIONS LLC DBA THE ENERGY CENTER USA  
330 CENTRAL AVE STE 1220  
ST PETERSBURG FL 33701

RE: Electric Generation Supplier License Application

Dear Mr. Warrick:

On September 30, 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. On October 29, 2025, the Commission served a Deficiency Secretarial Letter requesting missing or incomplete information. On November 10, 2025, Citadel BPO Solutions LLC dba The Energy Center USA filed response(s) to the Deficiency Secretarial Letter. In order for us to complete our analysis of Citadel BPO Solutions LLC dba The Energy Center USA's EGS Application, the Commission's Energy Industry Group requires answers to the attached question(s).

Please use overnight delivery service to submit the requested information to the Secretary of the Commission **within 30 days** from the date of this letter.

For filings that contain confidential material, you are required to either file by overnight delivery or submit to the Secretary's Share Point File system to ensure the timely filing of your submission. Filers should contact the Secretary's Bureau in advance to gain access to the Share Point 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.

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

Matthew L. Homsher, Secretary  
Pennsylvania Public Utility Commission  
400 North Street, 2<sup>nd</sup> Floor  
Harrisburg, PA 17120

**Your answers should be verified per 52 Pa Code § 1.36.** Accordingly, you must provide the following statement with your responses:

*I, [print name of appropriate company representative], hereby state that the facts above set forth 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 the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).*

Signature \_\_\_\_\_  
Title \_\_\_\_\_  
Date \_\_\_\_\_

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

If Citadel BPO Solutions LLC dba The Energy Center USA has decided to withdraw its Application, please reply notifying the Commission of such a decision.

Finally, in order to expedite the Application review process, please send a copy of your response to Stephen Jakab at [sjakab@pa.gov](mailto:sjakab@pa.gov). If any problems arise that prevent a full timely response or if any clarification of these data requests is needed, please contact Stephen Jakab of the Bureau of Technical Utility Services via e-mail at [sjakab@pa.gov](mailto:sjakab@pa.gov).

Sincerely,



Matthew L. Homsher  
Secretary

Enclosure

Cc: Michael Gruin  
Email: [Michael.gruin@stevenslee.com](mailto:Michael.gruin@stevenslee.com)

Docket No. A-2025-3058125  
Citadel BPO Solutions LLC dba The Energy Center USA  
Data Request

1. Reference Application, Section 7.b, Financial Fitness – Applicant provided minimal documentation to demonstrate its financial fitness. Please provide additional financial fitness documentation for Citadel BPO Solutions LLC dba The Energy Center USA, that includes: a full year financial statement for 2024 and at least three recent consecutive months of bank statements.