

Energy Rewards

6555 Sierra Drive
Irving, TX 75039

May 4, 2020

Sent via Electronic Filing

Commission Secretary
Attn: Brinda Westbrook-Sedgwick
District of Columbia Public Service Commission
1325 G Street NW, Suite 800
Washington, DC 20005

RE: 2020 Annual License Update
Everyday Energy, LLC d/b/a Energy Rewards - Electric Supplier License Case No. EA 2015-15
Everyday Energy, LLC d/b/a Energy Rewards – Natural Gas Supplier License Case No. GA 2015-06

Dear Executive Secretary,

Everyday Energy, LLC d/b/a Energy Rewards ("Energy Rewards") was licensed as an Electric Supplier and Natural Gas Supplier on December 30, 2015 in Order No. 18071 by the Public Service Commission of the District of Columbia. Energy Rewards presents this letter as its Annual Update to the information required under 15 DCMR section 4607.1. The changes to the information previously filed are detailed below:

On August 13, 2019 Energy Rewards filled notification with the Commission updates to its application due Vistra Energy Corp. ("Vistra") acquiring Energy Rewards' ultimate parent company Crius Energy Trust on July 15, 2019.

On November 1, 2019, Energy Rewards' ultimate parent company, Vistra acquired Ambit Energy ("Ambit"). Ambit is a natural gas and electric supplier in the state of Maryland. With the closing of the Acquisition, Energy Rewards now has additional affiliates.

5. Affiliates

Please see Attachment A for updates made to Energy Rewards' Affiliates.

6. Actions Against Licenses

Please see Attachment B for updates made to Energy Rewards' Actions Against Licenses.

8. Technical Fitness

Please see Attachment C for updates made to Energy Rewards' Technical Fitness.

Energy Rewards

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Please contact me at 214-812-2134 or by email at dorian.moore@vistraenergy.com if you have questions or require additional information regarding this filing.

Respectfully,

A handwritten signature in blue ink, appearing to read "Dorian Moore".

Dorian Moore
Manager, Retail Compliance

Energy Rewards

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Everyday Energy, LLC d/b/a Energy Rewards

District of Columbia Public Service Commission Annual License Update

Attachment A

5. Affiliates

Energy Rewards

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Attachment A

State	Affiliate	Description
California	Everyday Energy, LLC d/b/a Energy Rewards	Gas
California	Viridian Energy PA, LLC	Gas
California	Ambit California, LLC	Gas
Connecticut	Connecticut Gas & Electric, Inc.	Electric
Connecticut	Everyday Energy, LLC d/b/a Energy Rewards	Electric
Connecticut	Public Power, LLC	Electric
Connecticut	Viridian Energy, LLC	Electric
Connecticut	Ambit Northeast, LLC	Electric
D.C.	Everyday Energy, LLC	Electric
D.C.	Everyday Energy, LLC	Gas
D.C.	Public Power, LLC	Electric
D.C.	Viridian Energy PA, LLC	Electric
D.C.	Viridian Energy PA, LLC	Gas
D.C.	Viridian Network, LLC	Electric
D.C.	Viridian Network, LLC	Gas
D.C.	Ambit Northeast, LLC	Electric
D.C.	Ambit Northeast, LLC	Gas
D.C.	Energy Services Providers, Inc.	Electric
Delaware	Everyday Energy, LLC	Electric
Delaware	Viridian Energy PA, LLC	Electric
Delaware	Viridian Network, LLC	Electric
Delaware	Ambit Northeast, LLC	Electric
Georgia	Everyday Energy, LLC d/b/a Energy Rewards	Gas
Illinois	Dynegy Energy Services, LLC	Electric
Illinois	Everyday Energy, LLC	Gas
Illinois	Everyday Energy, LLC	Electric
Illinois	Illinois Power Marketing Company	Electric
Illinois	Public Power, LLC	Electric
Illinois	Public Power, LLC	Electric
Illinois	TriEagle Energy, LP	Electric
Illinois	U.S. Gas & Electric, Inc.	Gas
Illinois	Viridian Energy PA, LLC	Electric
Illinois	Viridian Energy PA, LLC	Gas
Illinois	Ambit Northeast, LLC	Electric
Illinois	Ambit Illinois, LLC	Gas
Illinois	Energy Services Providers, Inc.	Electric
Indiana	Everyday Energy, LLC	Gas
Indiana	U.S. Gas & Electric, Inc.	Gas
Indiana	Viridian Energy PA, LLC	Gas
Indiana	Ambit Midwest, LLC	Gas
Kentucky	U.S. Gas & Electric, Inc.	Gas
Maine	Dynegy Marketing and Trade	Electric
Maine	Energy Rewards, LLC	Electric

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Attachment A

State	Affiliate	Description
California	Everyday Energy, LLC d/b/a Energy Rewards	Gas
California	Viridian Energy PA, LLC	Gas
California	Ambit California, LLC	Gas
Connecticut	Connecticut Gas & Electric, Inc.	Electric
Connecticut	Everyday Energy, LLC d/b/a Energy Rewards	Electric
Connecticut	Public Power, LLC	Electric
Connecticut	Viridian Energy, LLC	Electric
Connecticut	Ambit Northeast, LLC	Electric
D.C.	Everyday Energy, LLC	Electric
D.C.	Everyday Energy, LLC	Gas
D.C.	Public Power, LLC	Electric
D.C.	Viridian Energy PA, LLC	Electric
D.C.	Viridian Energy PA, LLC	Gas
D.C.	Viridian Network, LLC	Electric
D.C.	Viridian Network, LLC	Gas
D.C.	Ambit Northeast, LLC	Electric
D.C.	Ambit Northeast, LLC	Gas
D.C.	Energy Services Providers, Inc.	Electric
Delaware	Everyday Energy, LLC	Electric
Delaware	Viridian Energy PA, LLC	Electric
Delaware	Viridian Network, LLC	Electric
Delaware	Ambit Northeast, LLC	Electric
Georgia	Everyday Energy, LLC d/b/a Energy Rewards	Gas
Illinois	Dynegy Energy Services, LLC	Electric
Illinois	Everyday Energy, LLC	Gas
Illinois	Everyday Energy, LLC	Electric
Illinois	Illinois Power Marketing Company	Electric
Illinois	Public Power, LLC	Electric
Illinois	Public Power, LLC	Electric
Illinois	TriEagle Energy, LP	Electric
Illinois	U.S. Gas & Electric, Inc.	Gas
Illinois	Viridian Energy PA, LLC	Electric
Illinois	Viridian Energy PA, LLC	Gas
Illinois	Ambit Northeast, LLC	Electric
Illinois	Ambit Illinois, LLC	Gas
Illinois	Energy Services Providers, Inc.	Electric
Indiana	Everyday Energy, LLC	Gas
Indiana	U.S. Gas & Electric, Inc.	Gas
Indiana	Viridian Energy PA, LLC	Gas
Indiana	Ambit Midwest, LLC	Gas
Kentucky	U.S. Gas & Electric, Inc.	Gas
Maine	Dynegy Marketing and Trade	Electric
Maine	Energy Rewards, LLC	Electric

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State	Affiliate	Description
New York	Public Power, LLC	Electric
New York	Public Power, LLC	Gas
New York	U.S. Gas & Electric, Inc.	Gas
New York	Viridian Energy NY, LLC	Electric
New York	Viridian Energy PA, LLC	Gas
New York	Viridian Energy PA, LLC	Gas
New York	Ambit New York, LLC	Electric
New York	Energy Services Providers, Inc.	Electric
Ohio	Cincinnati Bell Energy, LLC	Gas
Ohio	Cincinnati Bell Energy, LLC	Electric
Ohio	Dynegy Energy Services (East), LLC	Electric
Ohio	Everyday Energy, LLC d/b/a Energy Rewards	Gas
Ohio	Everyday Energy, LLC d/b/a Energy Rewards	Electric
Ohio	Public Power, LLC	Electric
Ohio	TriEagle Energy, LP	Electric
Ohio	U.S. Gas & Electric, Inc.	Gas
Ohio	Viridian Energy PA, LLC	Gas
Ohio	Viridian Energy PA, LLC	Electric
Ohio	Ambit Northeast, LLC	Gas
Ohio	Ambit Northeast, LLC	Electric
Ohio	Energy Services Providers, Inc.	Electric
Pennsylvania	Dynegy Energy Services (East), LLC	Electric
Pennsylvania	Everyday Energy, LLC d/b/a Energy Rewards	Electric
Pennsylvania	Everyday Energy, LLC d/b/a Energy Rewards	Gas
Pennsylvania	Public Power, LLC	Electric
Pennsylvania	TriEagle Energy, LP	Electric
Pennsylvania	U.S. Gas & Electric, Inc.	Gas
Pennsylvania	Viridian Energy PA, LLC	Electric
Pennsylvania	Viridian Energy PA, LLC	Gas
Pennsylvania	Ambit Northeast, LLC	Electric
Pennsylvania	Ambit Northeast, LLC	Gas
Pennsylvania	Energy Services Providers, Inc.	Electric
Rhode Island	Public Power, LLC	Electric
Rhode Island	Viridian Energy, LLC	Electric
Rhode Island	Ambit Northeast, LLC	Electric
Texas	TriEagle Energy, LP	Electric
Texas	TXU Energy Retail Company LLC	Electric
Texas	Value Based Brands LLC	Electric
Texas	Ambit Texas, LLC	Electric
Virginia	Viridian Energy PA, LLC	Gas
Virginia	Ambit Northeast, LLC	Gas
Canada	Ambit Energy Canada, ULC	Electric
Canada	Ambit Energy Canada, ULC	Gas

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Everyday Energy, LLC d/b/a Energy Rewards

District of Columbia Public Service Commission Annual License Update

Attachment B

6. Actions Against Licenses

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Attachment B

Ambit Northeast, LLC – Ohio Case No. 19-0556-EL-UNC (October 2018)

The Ohio Public Utility Commission (“OH PUC”) sent a Notice of Probable Non-Compliance to Ambit Northeast regarding alleged invalid enrollments by Ambit Independent Consultants on October 19, 2018. All the corrective actions proposed by the OH PUC were implemented, and Ambit agreed to a forfeiture of \$21,000. The settlement was approved and filed on March 11, 2019.

Ambit New York, LLC – New York, Docket #18-155 (May 2015)

On May 21, 2015, the New York Department of Public Service (“NYDPS”) formally opened an investigation due to a spike in complaints received against Ambit New York, LLC. This issue was officially closed with the NYDPS on January 20, 2016 with a voluntary payment to New York customers by Ambit of \$1.2 million.

On March 25, 2015, the New York Attorney General issued a subpoena duces tecum regarding its investigation into the practices of Ambit New York, LLC which was related to the same issues and complaints raised by the NYDPS’s Investigation. A settlement was reached December 20, 2018, and Ambit New York, LLC agreed to pay a penalty in the amount of \$1.5 million.

Ambit Texas, LLC – Texas Docket #48859 (December 2017)

The Texas Public Utility Commission (“PUCT”) opened an investigation into Ambit Texas, LLC regarding Ambit’s Standard Plan product. Ambit voluntarily terminated the Ambit Standard Plan effective December 21, 2017. A settlement was reached and approved on November 18, 2018 which required Ambit to pay a penalty of \$160,000.

U.S. Gas & Electric, Inc., Energy Services Providers, Inc. – Maryland, Case No. 9615 (May 2019)

On May 15, 2019, the Technical Staff of the Maryland Public Service Commission (“PSC”) filed a complaint against Energy Services Providers, Inc. d/b/a Maryland Gas & Electric and U.S. Gas & Electric, Inc. d/b/a Maryland Gas & Electric (collectively, the “Company”) alleging that the Company had violated Maryland law governing retail suppliers’ activities, and specifically citing 33 consumer complaints received in 2018. On June 18, 2019, Company filed an answer and response with the PSC and on July 12, 2019, the PSC delegated the matter to the Public Utility Law Judge (“PULJ”) for review. The PULJ broadened the scope to all consumer complaints filed with the PSC from January 2016 – June 2019. The procedural schedule was suspended on April 7, 2020 and the parties will file a status update by June 7, 2020.

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Attachment C

8. Technical Fitness

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Attachment C

Claudia J. Morrow

Vistra Energy Corp.
Senior Vice President, Origination & Pricing

Claudia J. Morrow is Vice President, Origination & Pricing for Vistra Energy Corp. (Vistra). Claudia is responsible for commodity cost forecasting and portfolio management of the commodity price risk associated with Vistra's subsidiaries' retail electricity sales through procurement of power and power related products. The portfolio value is in the range of \$3 billion dollars. She also leads a retail gas sales team with large industrial and commercial customers across the state of Texas.

Claudia joined Vistra's predecessor (TXU Corp.) in July of 2001 with multiple years of experience in commodities markets at JP Morgan Chase and Morgan Stanley.

Claudia has a bachelor's degree from Texas A&M University.

Margaret Pirtle

Vistra Energy Corp.
Director, Customer Advocacy Services

Margaret Pirtle is the Director of Customer Advocacy Services for Vistra Energy Corp. (Vistra). Margaret joined Vistra's predecessor (TXU Corp.) in April 2007 and has over 12 years of experience in the competitive electricity industry. When she joined the company, Margaret was responsible for establishing the operations policy and procedures team, which implemented and ensured compliance with operational policies. In her current role, she is responsible for driving improved customer experiences by managing all lines of customer escalations including those to the state commissions, Attorney General's office, and the Better Business Bureau. She also oversees the Energy Assistance program that provides financial support to customers in need. Additionally, Margaret is responsible for managing the relationships with the Transmission and Distribution Utilities, ERCOT, and the state commissions to ensure operational readiness.

Margaret has a bachelor's degree in business administration from Texas Tech University – Rawls College of Business.

Eric Wurzbach

Vistra Energy Corp.
Senior Director of Natural Gas

Eric Wurzbach is the Senior Director of Natural Gas at Vistra and has over 20 years of experience in the natural gas industry having worked in the areas risk analyst, gas scheduling, and gas trading.

Eric has a B.B.A., Economics, International Business, and Business from Baylor University – Hankamer School of Business, and an MBA from University of Houston, C.T. Bauer College of Business, Certificates of Energy Risk Management, Energy Investment Analysis, and Energy Accounting & Finance.

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Attachment C

John Duessel

Vistra Energy Corp.

Senior Vice President, Chief Customer Officer

John Duessel is a Vice President and the Chief Customer Officer for Vistra and has over 9 years of experience in the competitive electricity industry. John joined Vistra's predecessor (Energy Future Holdings Corp. (EFH)) in April 2010 and has been the Chief Customer Officer for Vistra since October 2016. In his current role, John leads the customer experience services organizations that are responsible for delivering exceptional experiences to customers for Vistra's subsidiary, TXU Energy Retail Company LLC.

Prior to his role as the Chief Customer Officer, John was a Senior Director and then a Vice President of the revenue operations division, and, in those roles, he led teams dedicated to delivering seamless customer experiences across all core revenue cycle management functions. John began at the company as a Director in the credit, collections, and bad debt management department, where he was responsible for credit assessment / credit management and collections functions across all lines of the business.

John received a master's in business administration in finance degree from Southern Methodist University – Cox School of Business and has a juris doctor degree from Columbus School of Law.

Jeff Ellis

Vistra Energy Corp.

Director, Customer Operations & Support Services

Jeff Ellis is the Director of Customer Operations & Support Services at Vistra and has 20 years of experience in the competitive electricity industry. In his current role with Vistra, Jeff oversees contact center operations, including customer experience execution as well as contact center support functions such as process optimization, learning and development, quality insights, and compliance. Jeff will perform a similar role for Ambit.

Jeff began his career with Vistra's predecessor (TXU Corp.) in 1999, supporting customer system enhancements that prepared TXU Corp. to transition into the Texas competitive retail electric market. Jeff subsequently worked for a consulting firm that managed customer operations for several other Texas retail electric providers, before returning to Vistra's predecessor (then EFH) in 2009.

Jeff has a degree in management information systems and business management from University of Oklahoma – Price College of Business