

Carl R. Shultz  
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cshultz@eckertseamans.com

January 12, 2017

**Via Hand Delivery**

Rosemary Chiavetta, Secretary  
PA Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

RECEIVED  
2017 JAN 12 AM 10:59  
PA PUC  
SECRETARY'S BUREAU

Re: **Notice of Change to Billing System and Internal Customer Migration**  
Direct Energy Business, LLC (A-110025)  
Direct Energy Business Marketing LLC (A-2013-2368464) **L-00030143**

Dear Secretary Chiavetta:

Please accept this letter as notice that Direct Energy is consolidating its billing system. As part of that consolidation, Direct Energy is migrating the business customers of Direct Energy Business, LLC (Utility Code 110025) to Direct Energy Business Marketing LLC (Utility Code 1115809). This is an internal change, *inter alia*, for billing purposes and will affect only non-residential/commercial & industrial customers.

Direct Energy has discussed the consolidation and migration with the Office of Competitive Market Oversight ("OCMO"), which recommended a notice be filed with the Commission, even though the migration is not a conventional "assignment of contract."

Direct Energy anticipates that customers will be informed of the billing system changes and migration in the next couple of weeks by way of the attached notice(s) with final migration slated for February/March 2017.

If you have any questions or comments, please contact me or Diana Swisher Burckhart (of Direct Energy) at 484.523.3495. Thank you.

Sincerely,



Carl R. Shultz

CRS/jls

Enclosures

cc: Diana Swisher Burckhart, Government and Regulatory Affairs, Direct Energy  
Daniel J. Mumford, Director of Office of Competitive Market Oversight



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2017 JAN 12 AM 11:00  
PA PUC  
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January 11, 2017

<<Company>>  
<<Contact>>  
<<Address 1>> <<Address 2>>  
<<City>>, <<State>> <<Zip>>

2-00030163

**Important Changes Are Coming to Your Electricity Bill & Payment Options**

Dear Valued Customer,

Thank you for trusting Direct Energy Business with your energy supply—it's a pleasure to be serving your business. We have some important information about your electricity bill and payment options—which are changing and expanding in February/March 2017.

**Why are there changes and what can I expect?**

We recently consolidated our billing systems and you will soon be billed from a different system, which will bring with it some positive changes. You can expect to see:

- **A new invoice design:** The most noticeable change you will see is the look and feel of your invoice. We'll send you a preview of the new invoice in advance and show you how it compares to your current invoice and line items.
- **Expanded payment options:** You will have expanded bill payment options—pay your bill online or over the phone at no extra charge.
- **A new account number(s):** Your account number and remittance address will also change and we'll provide your new account number prior to mailing your first invoice in the new format so that you can update your accounts payable function with the new data.
- **Expanded options in MyAccount:** If you are currently registered for MyAccount, you can continue to use it just like you always have however you'll notice new features when you're logged in, including the option to pay your bill and move to paperless billing.

**Additional items of importance:**

Because we must notify your local utility that we're moving your account(s) from one billing system to another, you could receive an automated "drop notice" from them. This **does not mean you're being dropped from electricity supply service with us and you don't need to take action.**

In a few short weeks, we'll be sending another communication with more detailed information and helpful educational materials. If you have any questions in the meantime, please do not hesitate to contact us.

Warmest Regards,

Direct Energy Business  
Customer Relations  
888.925.9115  
CustomerRelations@directenergy.com



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2017 JAN 12 AM 11:00  
PA PUC  
SECRETARY'S BUREAU

January 11, 2017

<<Company>>  
<<Contact>>  
<<Address 1>> <<Address 2>>  
<<City>>, <<State>> <<Zip>>

## Important Changes Are Coming to Your Electricity Bill & Payment Options

Dear Valued Customer,

Thank you for trusting Direct Energy Business with your energy supply—it's a pleasure to be serving your business. We have some important information about your account number, invoice design, and bill payment options—which are changing and expanding in February/March 2017.

### **Why are there changes and what can I expect?**

We recently consolidated our billing systems and you will now be billed from a different system. As a result, you'll notice changes to your:

- **Invoice design:** The most noticeable change you will see is the look and feel of your invoice. Please refer to the enclosed *How to Read Your Invoice* sheet for a preview of the invoice and helpful details on what each line item means.
- **Account number(s):** Your account number is changing and we'll provide your new account number prior to mailing your first invoice in the new format. Once you receive it, please be sure to update/notify your accounts payable function with this information.
- **Your legal name:** Your legal name, which appears on your invoice, may be shortened to meet a 60-character maximum in the new billing system. This will not impact the receipt of your bill or remittance against your accounts however you may need to update your accounts payable system with the new legal name.
- **Our legal entity name:** Under the new billing system, our legal entity is Direct Energy Business—not Direct Energy Business Marketing, as it is in the system you're currently billed from. As a result, you will need to update your accounts payable function with this information, which impacts the "remit to payee" field.
- **Payment options:** You will have expanded options for paying your bill, including online and by phone, which are free-of-charge. If you typically mail in your payment, you can continue to do so but **please take note of the new remittance address when you receive your new invoice and be sure to include your remittance slip(s) with your payment.** More information on this can be found on the enclosed sheet, *Helpful Information is Just a Click Away*.

**Note to customers paying by ACH:** If you have been paying via ACH, your ACH payment will not automatically continue once your accounts are moved into the new billing system. We recommend that you follow the instructions on the enclosed sheet and log into our online portal, MyAccount, to set up automatic payments instead. If your company requires ACH, please contact our Customer Relations team at 888.925.9115 to obtain additional information.

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***Find Everything You Need Quickly Using MyAccount***

Attached is a quick reference sheet with helpful information about logging into MyAccount, myaccount.directenergy.com, our online customer portal, where you can:

- Access all of your account information, including bill payment information
- Pay invoices
- Find information on filing for tax exemption
- Access important forms
- Move to paperless billing
- And, much more!

If you are currently registered for MyAccount, you can continue to use it just like you always have however you'll notice new features when you're logged in, including the option to pay your bill and move to paperless billing.

***Additional items of importance:***

- **Potential notification from your local utility:** Because we must notify your local utility that we're moving your account(s) from one billing system to another, you may receive a "drop notice" from them. This **does not mean you're being dropped from electricity supply service with us and you don't need to take action**—it simply means that we're enrolling your account(s) under a new account number in a different billing system.
- **Remittance tips:** There could be some overlap when you receive your last invoice in the current format and your first invoice in the new format. **Because the remittance processes and methods are different between the billing systems, please be sure to follow the remittance instructions for each specific invoice.**
- **Dual commodity customers:** If you are receiving electricity and natural gas supply from Direct Energy Business, please be aware that each commodity will have separate remittance options and payment addresses for remitting by mail. Please follow the specific remittance instructions noted on each invoice type.
- **The terms of your agreement with us have not changed.**

If you have any questions about these changes, please do not hesitate to contact us. As noted above, you can expect another communication shortly with your new account number(s).

Warmest Regards,

Direct Energy Business  
Customer Relations  
888.925.9115  
CustomerRelations@directenergy.com



January 11, 2017

<<Company>>  
<<Contact>>  
<<Address 1>> <<Address 2>>  
<<City>>, <<State>> <<Zip>>

## REMINDER: Important Changes Are Coming to Your Electricity Bill

Your New Account Number is: <<account number>>

Your Product is: <<product>>

Dear Valued Customer,

Thank you for trusting Direct Energy Business with your energy supply—it's a pleasure to be serving your business. As noted in our previous communications, during your next billing cycle, **you will be billed from a new billing system**. As a result, you'll notice changes to your:

- **Invoice design:** The most noticeable change you will see is the look and feel of your invoice. Please refer to the enclosed *How to Read Your Invoice* sheet for a preview of the invoice and helpful details on what each line item means.
- **Account number(s):** Your account number is changing and your new number is noted above. Please be sure to update/notify your accounts payable function with this information.
- **Your legal name:** Your legal name may be shortened to meet a 60-character maximum in the new billing system. This will not impact the receipt of your bill or remittance against your accounts however you may need to update your accounts payable system with the new legal name.
- **Our legal entity name:** Under the new billing system, our legal entity is Direct Energy Business—not Direct Energy Business Marketing, as it is in the system you're currently billed from. As a result, you will need to update your accounts payable function with this information, which impacts the "remit to payee" field.
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Direct Energy Business  
P.O. Box 70220  
Philadelphia, PA 19176-0220

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***Additional items of importance:***

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- **Dual commodity customers:** If you are receiving electricity and natural gas supply from Direct Energy Business, please be aware that each commodity will have separate remittance options and payment addresses for remitting by mail. Please follow the specific remittance instructions noted on each invoice type.
- **Neither your contract nor the terms of your agreement with us are changing** due to this billing system change.

If you have any questions about these changes, please do not hesitate to contact us. We look forward to providing enhanced features and options to your business through the new billing platform.

Warmest Regards,

Direct Energy Business  
Customer Relations  
888.925.9115  
CustomerRelations@directenergy.com

ECKERT SEAMANS  
CHERIN & MELLOTT, LLC

*213 Market Street  
8<sup>th</sup> Floor  
Harrisburg, PA 17101*

Rosemary Chiavetta, Secretary  
PA Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

**ECKERT  
SEAMANS**  
ATTORNEYS AT LAW

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