

## BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Application of Protocall Communications Inc., d/b/a \_\_\_\_\_, for approval to offer, render, furnish, or supply electricity or electric generation services as a(n) [as specified in item #4b below] 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:  
Protocall Communications Inc.  
204 Main Street Laurel MD 20707  
www.protocall.net  
301-361-1122
- 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.  
Paracorp Incorporated  
600 North Second Street Harrisburg PA 17101
- 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 should be addressed.  
Deborah Liebel  
President  
204 Main Street Laurel MD 20707  
301-361-1122  
deb@protocall.net
- 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.  
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.

Deborah Liebel  
President  
204 Main Street Laurel MD 20707  
301-361-1122  
deb@protocall.net

Ellen Kleinknecht  
CFO  
204 Main Street Laurel MD 20707  
301-361-1125  
ellen@protocall.net

## 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 PA-953.

**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. §4124 relating to Department of State filing requirements.

**OR**

The Applicant is a:

- domestic general partnership (\*)
- domestic limited partnership (15 Pa. C.S. §8511)
- foreign general or limited partnership (15 Pa. C.S. §4124)
- domestic limited liability partnership (15 Pa. C.S. §8201)
- foreign limited liability general partnership (15 Pa. C.S. §8211)
- foreign limited liability limited partnership (15 Pa. C.S. §8211)

- 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. §4124.

**OR**

The Applicant is a:

- domestic corporation (15 Pa. C.S. §1308)
- foreign corporation (15 Pa. C.S. §4124)
- domestic limited liability company (15 Pa. C.S. §8913)
- foreign limited liability company (15 Pa. C.S. §8981)
- Other (Describe):

- Provide proof of compliance with appropriate Department of State filing requirements as indicated above.
- Provide the state in which the business is incorporated/organized/formed and provide a copy of the Applicant's charter documentation.
- Give name and address of officers.

### 3. AFFILIATES AND PREDECESSORS

*(both in state and out of state)*

- a. **AFFILIATES:** Give name and address of any affiliate(s) currently doing business and state whether the affiliate(s) 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.

Applicant has no affiliates.

- b. **PREDECESSORS:** Identify the predecessor(s) of the Applicant and provide the name(s) under which the Applicant has operated within the preceding five (5) years, including address, web address, and telephone number, if applicable. If the Applicant does not have any predecessors that have done business, explicitly state so.

Applicant has no predecessors.

#### 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)*:

- Generator of electricity
- 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.

Sell electric as licensed broker in PA.

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

- |  |  |
|--|--|
| <input type="checkbox"/> Citizens' Electric        | <input type="checkbox"/> Pike                      |
| <input checked="" type="checkbox"/> Duquesne Light | <input checked="" type="checkbox"/> PPL            |
| <input checked="" type="checkbox"/> Met-Ed         | <input checked="" type="checkbox"/> UGI Utilities  |
| <input checked="" type="checkbox"/> PECO           | <input type="checkbox"/> Wellsboro                 |
| <input checked="" type="checkbox"/> Penelec        | <input checked="" type="checkbox"/> West Penn      |
| <input checked="" type="checkbox"/> Penn Power     | <input type="checkbox"/> Entire Commonwealth of PA |

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

- Residential Customers
- Small Commercial Customers - (25 kW and Under)
- Residential and Small Commercial as Mixed Meter **ONLY (CANNOT BE TAKEN WITH RESIDENTIAL AND/OR SMALL COMMERCIAL ABOVE)**
- Large Commercial Customers - (Over 25 kW)
- Industrial Customers
- Governmental Customers
- All of above (Except Mixed Meter)
- Other (Describe):

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

Upon licensure

**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. no

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.

Neither the applicant nor any affiliates, predecessor or persons identified on the application have been or are currently the defendant of a criminal or civil proceeding in last 5 years.

- b. **SUMMARY:** If applicable; provide a statement as to the resolution or present status of any such proceedings listed above.

Not applicable

- c. **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. None

There are no formal or escalated actions or complaints in the Commonwealth of Pennsylvania or any state filed with or by a customer, regulatory agency or persecutory agency against the applicant, affiliate, predecessor of either, or a person identified in this application for the prior 5 years including but not limited to customers, utility commissions and consumer protection agencies.

- d. **SUMMARY:** If applicable; provide a statement as to the resolution or present status of any actions listed above.

Not applicable

## 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 Section 5.14 of the Commission's Regulations, 52 Pa. Code §5.14, 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 the Small Business Advocate  
Commerce Building, Suite 202  
300 North Second Street  
Harrisburg, PA 17101

- b. **EDCs:** Pursuant to Sections 1.57 and 1.58 of the Commission's Regulations, 52 Pa. Code §§1.57 and 1.58, provide Proof of Service of the Application and attachments upon each of the Electric Distribution Companies the Applicant proposed 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.

**Pike County Light & Power Company:**  
Vice President – Energy Supply  
Corning Natural Gas Holding Corporation  
330 West William Street  
Corning, NY 14830

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

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

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

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

**Met-Ed, Penelec, and Penn Power:**  
Legal Department  
First Energy  
2800 Pottsville Pike  
Reading PA, 19612

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

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

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

## 7. FINANCIAL FITNESS

- a. **BONDING:** In accordance with 66 Pa. C.S. Section 2809(c)(1)(i), 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.

### 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, Applicant should contact Stephen Jakab at [sjakab@pa.gov](mailto:sjakab@pa.gov) to determine the appropriate bonding amount based on a percentage of Applicant's gross receipts resulting from the sale of generated electricity consumed in Pennsylvania. Once the amount has been determined, Applicant 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, 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.
- Published Applicant or parent company financial and credit information (i.e. 10Q or 10K). (SEC/EDGAR web addresses are sufficient)
- Applicant's accounting statements, including balance sheet and income statements for the past two years.
- 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.
- 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.
- Audited financial statements exhibiting accounts over a minimum two year period.
- Bank account statement, tax returns from the previous two years, or any other information that demonstrates Applicant's financial fitness.

See attached

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.

Not applicable- Applicant is acting as a broker only

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

Applicant is paid by the supplier. No fee is collected directly from the customer.

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.

Ellen Kleinknecht  
CFO  
204 Main St Laurel MD  
20707 301-361-1125  
ellen@protocall.net

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

*All sections of the Tax Certification Statement must be completed. Absence (submitting N/A) of any of the TAX identification numbers (items 7A through 7C) shall be accompanied by supporting documentation or an explanation validating the absence of such information.*

*Items 7A and 7C on the Tax Certification Statement are 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: see attached

- 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.

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

See Attachment

- 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. See Attachment

Attachment following this page.

- 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.

Ellen Kleinknecht CFO  
Deborah Liebel President  
Scott Kleinknecht Manager

See attached for resumes

- 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.

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

N/A - applicant is broker only

## 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.

## Verification Procedures

All sales will be verified either in signature of contract or third-party verification

1. Customers will sign a written agreement either electronically or paper contract
2. Those who cannot sign a contract will do a verbal verification through a third-party verification company of the supplier's choice.

Both choices will verify Customer Name, address, authorized decision maker, rate and term and termination fee if applicable

In addition, we will also do a customer care outreach to all sales and attempt three times to make sure the process was followed by asking again

Are you the authorized decision maker?

Ask if there are any additional questions? If there are additional questions, we will stop the enrollment and answer all questions and have the customer re verify to ensure they understand what they are contracting for.

IN addition, we will also Verify that the number dialed answered as the business and that decision maker was there

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(d).
- 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 pertaining to reliability and to inform the Governor and Legislature of the progress of the transition to a fully competitive electric market.

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. Section 2809(D). Transferee will be required to file the appropriate licensing application.

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.

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.

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. §§4903 and 4904, relating to perjury and falsification in official matters.

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 twenty (20) 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.** See attached

- 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

see attached

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

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 with this application. Applicants do not need a docket number in their publication. Docket numbers will be issued when all criteria on the item 14 checklist (see below) are satisfied.

	Erie Times-News	Harrisburg Patriot-News	Philadelphia Daily News	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

*(Example Publications are provided at Appendices K and L)*

**13. SIGNATURE**

Applicant:  9/20/20  
 By: Deborah Liebel  
 Title: President

**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: Protocall Communications Inc.

x	<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>Proof of Publication</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

## **Exhibit A**

Business information

**CORPORATE CHARTER APPROVAL SHEET**  
**\*\*EXPEDITED SERVICE\*\*      \*\* KEEP WITH DOCUMENT \*\***

DOCUMENT CODE 09A      BUSINESS CODE \_\_\_\_\_

# D06575815

Close \_\_\_\_\_ Stock \_\_\_\_\_ Nonstock \_\_\_\_\_

P.A. \_\_\_\_\_ Religious \_\_\_\_\_

Merging (Transferor) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Surviving (Transferee) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



Affix Barcode Label Here

ID # D06575815 ACK # 1000361999079878  
 PAGES: 0004  
 PROTOCOL COMMUNICATIONS, INC.

MAIL  
BACK

12/14/2009 AT 09:45 A WO # 0001805733

New Name \_\_\_\_\_

FEES REMITTED

Base Fee:	<u>100</u>
Org. & Cap. Fee:	_____
Expedite Fee:	<u>10</u>
Penalty:	_____
State Recordation Tax:	_____
State Transfer Tax:	_____
Certified Copies	_____
Copy Fee:	<u>23</u>
Certificates	_____
Certificate of Status Fee:	_____
Personal Property Filings:	_____
Mail Processing Fee:	<u>5</u>
Other:	_____
<b>TOTAL FEES:</b>	_____

- Change of Name
- Change of Principal Office
- Change of Resident Agent
- Change of Resident Agent Address
- \_\_\_\_ Resignation of Resident Agent
- \_\_\_\_ Designation of Resident Agent and Resident Agent's Address
- \_\_\_\_ Change of Business Code
- \_\_\_\_ Adoption of Assumed Name
- \_\_\_\_ Other Change(s)

Credit Card \_\_\_\_\_ Check \_\_\_\_\_ Cash \_\_\_\_\_

\_\_\_\_\_ Documents on \_\_\_\_\_ Checks

Code \_\_\_\_\_

Attention: \_\_\_\_\_

Mail: Name and Address

Approved By: \_\_\_\_\_

Keyed By: \_\_\_\_\_

COMMENT(S):

Ellen P. Klemknecht, Resident Agent  
5504 Lambeth Road  
Bethesda, MD 20814

Stamp Work Order and Customer Number HERE

CUST ID: 0002362695  
 WORK ORDER: 0001805733  
 DATE: 12-14-2009 09:45 AM  
 ART. PAID: \$198.00

ARTICLES OF AMENDMENT  
OF  
NOVO 1, INC.

(CHANGE OF NAME, PRINCIPAL OFFICE  
AND RESIDENT AGENT)

NOVO 1, INC., a Maryland corporation, having its principal office located at 312 Marshall Avenue, 9th Floor, Laurel, Maryland 20707 (hereinafter referred to as the "Corporation"), hereby certifies to the State Department of Assessments and Taxation of Maryland (hereinafter referred to as the "Department"), as follows:

FIRST: The Articles of Incorporation of the Corporation shall be, and hereby are, amended to change the name of the Corporation from NOVO 1, INC. to Protocall Communications, Inc. ✓ (being the name of the Corporation prior to the Articles of Amendment heretofore filed with the Department on December 23, 2004, changing the name of the Corporation from Protocall Communications, Inc. to NOVO 1, INC.).

SECOND: The post office address of the principal address of the Corporation in this State shall be, and hereby is, changed/corrected from 94312 Marshall Avenue, Laurel, Maryland 20707 (as incorrectly set forth in Articles of Revival heretofore filed with the Department on May 23, 2008) to 312 Marshall Avenue, 9th Floor, Laurel, Maryland 20707. ✓

---

THIRD: The name and post office address of the Resident Agent of the Corporation in this State shall be, and hereby is, changed from The Corporation Trust Incorporated, 300 E. Lombard Street, Baltimore, Maryland 21202, to Ellen P. Kleinknecht, 5504 Lambeth Road, Bethesda, Maryland 20814. Said resident agent is an individual actually residing in this State.

FOURTH: By written informal action unanimously taken by the Board of Directors of the Corporation pursuant to and in accordance with Section 2-408(c) of the Corporations And Associations Article of the Annotated Code Of Maryland, the Board of Directors of the Corporation duly advised the foregoing amendments and by written informal action unanimously taken by the stockholders of the Corporation in accordance with Section 2-505 of the Corporations And Associations Article of the Annotated Code Of Maryland, the stockholders of the Corporation duly approved said amendments.

IN WITNESS WHEREOF, NOVO 1, INC. has caused these Articles Of Amendment to be signed in its name and on its behalf by its President and witnessed and attested by its Secretary on this 11<sup>th</sup> day of December, 2009, and its President hereby acknowledges under the penalties of perjury that these Articles Of Amendment are the act and deed of NOVO 1, INC., and that the matters and facts set forth herein with respect to authorization

and approval are true and correct in all material respects to the best of her knowledge, information and belief.

WITNESS:

NOVO 1, INC.

*Scott N. Kleinknecht*  
SCOTT N. KLEINKNECHT

BY: *Deborah E. Liebel* (SEAL)  
DEBORAH E. LIEBEL,  
PRESIDENT

CONSENT OF RESIDENT AGENT

I, Ellen P. Kleinknecht, hereby consent to be the Resident Agent of NOVO 1, INC., a Maryland corporation.

*Ellen P. Kleinknecht*  
ELLEN P. KLEINKNECHT

STATE OF MARYLAND

:

TO WIT:

COUNTY OF *Baltimore*

:

I HEREBY CERTIFY that on this *11th* day of December, 2009, before me, the subscriber, a Notary Public of the State of Maryland, in and for the County aforesaid, personally appeared ELLEN P. KLEINKNECHT, known to me or satisfactorily proven to be the person whose name is subscribed to the within instrument, and acknowledged that she executed the same for the purposes therein contained.

WITNESS my Hand and Notarial Seal.

*Luciana Luik Garcia*  
Notary Public  
My Commission Expires: *2-11-13*

# CORPORATE CHARTER APPROVAL SHEET

**\*\*EXPEDITED SERVICE\*\***

**\*\* KEEP WITH DOCUMENT \*\***

DOCUMENT CODE 18 BUSINESS CODE \_\_\_\_\_

# 006525815



1000361995471714

Close \_\_\_\_\_ Stock \_\_\_\_\_ Nonstock \_\_\_\_\_

P.A. \_\_\_\_\_ Religious \_\_\_\_\_

Merging (Transferor) \_\_\_\_\_

ID # 006575815 ACK # 1000361995471714  
PAGES: 0004  
NOV 1, INC.

Surviving (Transferee) \_\_\_\_\_

05/23/2008 AT 08:00 A-MO # 0001581267

New Name \_\_\_\_\_

### FEES REMITTED

Base Fee: \_\_\_\_\_  
Org. & Cap. Fee: \_\_\_\_\_  
Expedite Fee: \_\_\_\_\_  
Penalty: \_\_\_\_\_  
State Recordation Tax: \_\_\_\_\_  
State Transfer Tax: \_\_\_\_\_  
Certified Copies \_\_\_\_\_  
Copy Fee: \_\_\_\_\_  
Certificates \_\_\_\_\_  
Certificate of Status Fee: \_\_\_\_\_  
Personal Property Filings: \_\_\_\_\_  
Mail Processing Fee: \_\_\_\_\_  
Other: \_\_\_\_\_  
**TOTAL FEES:** \_\_\_\_\_

\_\_\_\_\_ Change of Name  
\_\_\_\_\_ Change of Principal Office  
\_\_\_\_\_ Change of Resident Agent  
\_\_\_\_\_ Change of Resident Agent Address  
\_\_\_\_\_ Resignation of Resident Agent  
\_\_\_\_\_ Designation of Resident Agent  
and Resident Agent's Address  
\_\_\_\_\_ Change of Business Code  
  
\_\_\_\_\_ Adoption of Assumed Name  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Other Change(s)  
\_\_\_\_\_  
\_\_\_\_\_

Credit Card \_\_\_\_\_ Check \_\_\_\_\_ Cash \_\_\_\_\_

Code \_\_\_\_\_

\_\_\_\_\_ Documents on \_\_\_\_\_ Checks

Attention: \_\_\_\_\_

Mail: Name and Address

Approved By: \_\_\_\_\_

**SCHROEDER GROUP S C ATTYS AT LAW  
THE CROSSROADS CORPORATE CTR STE 475  
20800 SWENSON DR  
WAUKESHA WI 53186-2058**

Keyed By: \_\_\_\_\_

COMMENT(S):

*Laurel TEL 7/07/08  
PG. G. ITCC -> 6.30.08  
Comptroller Clearance*

Stamp Work Order and Customer Number HERE

CUST ID: 0002138229  
WORK ORDER: 0001581267  
DATE: 05-28-2008 07:53 PM  
AMT. PAID: \$150.00

573.08 - 800 au

RECEIVED  
DEPARTMENT OF  
ASSESSMENTS & TAXATION  
- 9 A 11: 43

ARTICLES OF REVIVAL

FOR

Novo 1, Inc.

(Insert exact name of corporation as it appears on records of the State Department of Assessments and Taxation)

FIRST: The name of the corporation at the time the charter was forfeited was \_\_\_\_\_

Novo 1, Inc.

SECOND: The name which the corporation will use after revival is \_\_\_\_\_

Novo 1, Inc.

THIRD: The address of the principal office in this state is \_\_\_\_\_

94312 Marshall Avenue, Laurel, Maryland 20707

FOURTH: The name and address of the resident agent is \_\_\_\_\_

The Corporation Trust, Inc., 300 East Lombard street, Baltimore, Maryland 21202

FIFTH: These Articles of Revival are for the purpose of reviving the charter of the corporation.

SIXTH: At or prior to the filing of these Articles of Revival, the corporation has (a) Paid all fees required by law; (b) Filed all annual reports which should have been filed by the corporation if its charter had not been forfeited; (c) Paid all state and local taxes, except taxes on real estate, and all interest and penalties due by the corporation or which would have become due if the charter had not been forfeited whether or not barred by limitations.

I hereby consent to my designation in this document as resident agent for this corporation.

**Kelly Snedden  
Asst. Secretary**

SIGNED Kelly Snedden  
Resident Agent

**(Use A for signatures. If that procedure is unavailable, use B. If A & B are not available, use C. ONLY SIGN UNDER ONE SECTION.)**

A. The undersigned who were respectively the last acting president (or vice president) and secretary (or treasurer) of the corporation severally acknowledge the Articles to be their act.

[Signature]  
Last Acting President/Vice President

[Signature]  
Last Acting Secretary/Treasurer

**(Use if A cannot be signed/acknowledged)**

B. The last acting president, vice president, secretary, and treasurer are unwilling or unable to sign and acknowledge these Articles; therefore, the undersigned who represent the lessor of a majority or 3 of the last acting directors of the corporation severally acknowledge the Articles to be their act.

\_\_\_\_\_  
Last Acting Director

\_\_\_\_\_  
Last Acting Director

\_\_\_\_\_  
Last Acting Director

**(Use if A and B cannot be signed/acknowledged)**

C. The last acting president, vice president, secretary, and treasurer of the corporation are unable or unwilling to sign the Articles. There are less than the required number of directors able and willing to sign the Articles, therefore, the undersigned who were elected as directors for the purpose of reviving the charter of the corporation severally acknowledge the Articles to be their act.

\_\_\_\_\_  
Director

\_\_\_\_\_  
Director

\_\_\_\_\_  
Director

AFFIDAVIT

STATE OF MARYLAND )  
PRINCE WILLIAM COUNTY )

I, MICHAEL L. HENNER, of Novo1, Inc. hereby declare that the previously mentioned corporation has paid all State and local taxes except taxes on real estate, and all interest and penalties due by the corporation or which would have become due if the charter had not been forfeited whether or not barred by limitations.



Name: MICHAEL L. HENNER

I, hereby certify that on the <sup>Wisconsin</sup> 2<sup>nd</sup> day of May, 2008, before me, the subscriber, a notary public of the State of Maryland, in and for Waukesha County personally appeared Michael Henner (name of affiant) and made oath under the penalties of perjury that the matters and facts set forth in this affidavit are true to the best of his/her knowledge, information and belief.

As witness my hand and notarized seal



My Commission Expires 1/29/12



CUST ID:0002130229  
WORK ORDER:0001581267  
DATE:05-29-2008 07:53 PM  
AMT. PAID:\$150.00

# CORPORATE CHARTER APPROVAL SHEET

**\*\* KEEP WITH DOCUMENT \*\***

DOCUMENT CODE 210 BUSINESS CODE \_\_\_\_\_

# D06575815



1000361996464685

ID #: D06575815 RCK #: 1000361996464685  
PAGES: 0002  
NOVO 1, INC.

05/19/2008 AT 08:30 A MO #: 0001580474

Close \_\_\_\_\_ Stock \_\_\_\_\_ Nonstock \_\_\_\_\_

P.A. \_\_\_\_\_ Religious \_\_\_\_\_

Merging (Transferor) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Surviving (Transferee) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

New Name \_\_\_\_\_

### FEES REMITTED

Base Fee: \_\_\_\_\_  
Org. & Cap. Fee: \_\_\_\_\_  
Expedite Fee: \_\_\_\_\_  
Penalty: \_\_\_\_\_  
State Recordation Tax: \_\_\_\_\_  
State Transfer Tax: \_\_\_\_\_  
Certified Copies \_\_\_\_\_  
Copy Fee: \_\_\_\_\_  
Certificates \_\_\_\_\_  
Certificate of Status Fee: \_\_\_\_\_  
Personal Property Filings: \_\_\_\_\_  
Other: \_\_\_\_\_  
TOTAL FEES: NA

Change of Name \_\_\_\_\_  
Change of Principal Office \_\_\_\_\_  
Change of Resident Agent \_\_\_\_\_  
Change of Resident Agent Address \_\_\_\_\_  
Resignation of Resident Agent \_\_\_\_\_  
Designation of Resident Agent and Resident Agent's Address \_\_\_\_\_  
Change of Business Code \_\_\_\_\_  
Adoption of Assumed Name \_\_\_\_\_  
Other Change(s) \_\_\_\_\_

Credit Card \_\_\_\_\_ Check \_\_\_\_\_ Cash \_\_\_\_\_

Documents on \_\_\_\_\_ Checks \_\_\_\_\_

Approved By: \_\_\_\_\_

Keyed By: \_\_\_\_\_

COMMENT(S): \_\_\_\_\_

Code \_\_\_\_\_  
Attention: \_\_\_\_\_  
Mail to Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CUST ID: 0002137436  
WORK ORDER: 0001580474  
DATE: 05-28-2008 05:55 PM  
AMT. PAID: \$0.00

GROUP WORK ORDER WITH CUSTOMER NUMBER 0001580474



Peter Franchot  
Comptroller

James T. Loftus  
Director  
Compliance Division

## Memorandum

To: Mr. Paul Anderson / SDAT / Legal  
From: Ms. Victoria Stultz / Comptroller Of MD / Compliance  
Date: May 19, 2008  
Subject: Charter Revival

---

The Comptroller of MD has no objection to the revival of the following charter:

Name: Novo 1, Inc  
ID No.: D06575815

Department of Assessments and Taxation



ROBERT L. BEECHER, JR.  
Governor

C. John Sullivan, Jr.  
Director

Paul B. Anderson  
Administrator

Charter Division

THE CORPORATION TRUST INCORPORATED  
300 E LOMBARD ST  
BALTIMORE MD 21202-3219

Date: 12-28-2004

This letter is to confirm acceptance of the following filing:

ENTITY NAME : NOVO 1, INC.  
 DEPARTMENT ID : D06575815  
 TYPE OF REQUEST : ARTICLES OF AMENDMENT / NAME CHANGE  
 DATE FILED : 12-23-2004  
 TIME FILED : 03:39-PM  
 RECORDING FEE : \$100.00  
 EXPEDITED FEE : \$50.00  
 FILING NUMBER : 1000361990734422  
 CUSTOMER ID : 0001547602  
 WORK ORDER NUMBER : 0000990764

PLEASE VERIFY THE INFORMATION CONTAINED IN THIS LETTER. NOTIFY THIS DEPARTMENT IN WRITING IF ANY INFORMATION IS INCORRECT. INCLUDE THE CUSTOMER ID AND THE WORK ORDER NUMBER ON ANY INQUIRIES.

Charter Division  
Baltimore metro area (410)767-1801  
Outside metro area (888)246-5941

ENTITY TYPE: ORDINARY BUSINESS - STOCK  
STOCK: Y  
CLOSE: N  
EFFECTIVE DATE: 12-23-2004  
PRINCIPAL OFFICE: 9TH FL  
312 MARSHALL AVE  
LAUREL MD 20707  
RESIDENT AGENT: THE CORPORATION TRUST INCORPORATED  
300 E LOMBARD ST.  
BALTIMORE MD 21202-3219

COMMENTS:

THIS AMENDMENT RECORD INDICATES THE NAME CHANGE  
FROM: PROTOCOL COMMUNICATIONS, INC.  
TO: NOVO 1, INC..

## NOTICE: Effective January 1, 2004

As a result of a change in State law, the annual report fee for most legal entities (including LLCs and LLPs) has increased to \$300. This fee is for the privilege of maintaining a legal entity's existence in Maryland, and is due and payable with the filing of the personal property return. The increase is effective for any return, regardless of year, filed after 12/31/2003.

There continues to be no annual report fee for non-stock corporations, business trusts, churches, foreign interstate companies, foreign insurance companies, sole proprietorships, and general partnerships, but these entities must still file a personal property return annually.

ARTICLES OF AMENDMENT

Protocall Communications, Inc.

(1)

(2) Protocall Communications, Inc.

a Maryland corporation hereby certifies to the State Department of Assessments and Taxation of Maryland that:

(3) The charter of the corporation is hereby amended as follows:

The name of the corporation is "NOVO 1, Inc."

This amendment of the charter of the corporation has been approved by

(4) written consent of its shareholders and directors

We the undersigned President and Secretary swear under penalties of perjury that the foregoing is a corporate act.

(5) T.M.O. Reilly  
Secretary

(5) George J. Smith  
President

(6) Return address of filing party:

Michelle H. Fullerton, c/o Godfrey & Kahn, S.C.

N21 W23350 Ridgeview Parkway

Waukesha, WI 53188

**CT CORPORATION SYSTEM**

January 22, 2002

Ms. Brenda L. Lindsay  
Godfrey & Kahn  
780 North Water Street  
Milwaukee, WI 53202-3590

**RE: Status Report for: 5058521  
Merger(s)  
PROTOCOL COMMUNICATIONS, INC. MERGING INTO: CSC  
ACQUISITION CORP.**

Dear Ms. Lindsay:

As instructed, we enclosed the following document(s), as issued by the Maryland State Department of Assessments and Taxation:

**Merger(s)  
Filed on 01/18/02  
One (1) Certified Copy of the filing**

If you have any questions concerning this order, please contact Beverlee Stuewe in our Chicago office. Thank you for this opportunity to be of service.

Sincerely yours,  
Matthew Bartynski  
**CT Baltimore**

Via: Fax/FedEx  
414-273-5198

300 East Lombard Street, Suite 1400  
Baltimore, MD 21202  
Tel. 410 539 2837  
Fax 410 332 1178

STATE OF MARYLAND  
I hereby certify that this is a true and complete copy of the 5  
page document on file in this office. DATED: 11/18/2003  
STATE DEPARTMENT OF ASSESSMENTS AND TAXATION  
BY: *William C. James*, Custodian  
This stamp replaces our previous certification system. Effective: 6/95

*gm*

1-18-2  
307 gm

ARTICLES OF MERGER  
OF  
PROTOCOL COMMUNICATIONS, INC.  
WITH AND INTO  
CSC ACQUISITION CORP.

FIRST: Protocall Communications, Inc. and CSC Acquisition Corp., being the corporations which are the parties to these Articles of Merger, do hereby agree to effect a merger of said corporations upon the terms and conditions herein set forth in accordance with Sections 3-101 through 3 - 117, inclusive of the Maryland General Corporation Law.

SECOND: The name of the successor corporation is CSC Acquisition Corp., (sometimes hereinafter referred to as the "Surviving Corporation" and sometimes referred to as "CSC") which is a corporation incorporated in the State of Maryland under the provisions of the Maryland General Corporation Law with its principal office in the State of Maryland located in the City of Laurel, Prince Georges County, and which will continue its corporate existence under the name Protocall Communications, Inc. pursuant to the provisions of the Maryland General Corporation Law.

THIRD: The name of the corporation to be merged into the successor corporation is Protocall Communications, Inc., (hereinafter referred to sometimes as the "Merged Corporation" and sometimes referred to as "Protocall") which is a corporation incorporated in the State of Maryland under the provisions of the Maryland General Corporation Law with its principal office in the State of Maryland located in the City of Laurel, Prince Georges County, and the corporate existence of which will cease upon the effective date of the merger pursuant to the provisions of the Maryland General Corporation Law.

FOURTH: The Merged Corporation owns no interest in land in the State of Maryland.

FIFTH: The Articles of Incorporation of CSC shall be and remain the Articles of Incorporation of the Surviving Corporation. The amendment to the charter of CSC which is to be effected as part of the merger is to strike out Article I of said charter and to substitute the following new Article:

ARTICLE I

The name of the corporation is Protocall Communications, Inc.

SIXTH: The authorized share structure of each of the corporations which is a party to these Articles of Merger at the time of execution thereof is as follows:

	<u>Protocall Communications, Inc.</u>	<u>CSC Acquisition Corp.</u>
Total number of shares of all classes:	600,000 shares of Common Stock	10,000 Shares of Common Stock
Number and par value of shares of each class:	par value \$.001	par value \$.01
Number of shares without par value of each class:	None	None
Aggregate par value of all shares with par value:	\$ 600.00	\$100.00

SEVENTH: Upon payment of the purchase price (the "Payment"), each issued and outstanding share of stock of Protocall (the "Subject Shares") shall be converted into the right to receive (i) that number of shares of stock of Call\_Solutions.com, Inc., a Wisconsin corporation, as is equal to the quotient of (a) the quotient of forty percent (40%) of the Payment *divided by* five (5), *divided by* (b) the number of Subject Shares, and (ii) that amount of cash as is equal to the quotient of sixty percent (60%) of the Payment less the related expenses of the Protocall shareholders assumed by CSC divided by the number of Subject Shares. Each share of Protocall capital stock held in treasury by Protocall immediately prior to the Effective Time (as hereinafter defined), if any, shall be cancelled and extinguished and no cash or other consideration shall be delivered or be deliverable in exchange therefor. No shares of Protocall capital stock shall be deemed to be outstanding or to have any rights other than as set forth in this section after the Effective Time. From and after the Effective Time, all Subject Shares shall no longer be outstanding and shall automatically be cancelled and retired and shall cease to exist. Until surrender to CSC, each outstanding certificate which, immediately prior to the Effective Time, represented a Subject Share shall, after the Effective Time, be deemed for all purposes to represent the right only to receive the consideration described herein in the manner set forth herein and shall not represent any right as a shareholder of Protocall. After the Effective Time, there shall be no further registry of transfer on the records of the Surviving Corporation of shares of stock of Protocall and, if a certificate which theretofore represented outstanding shares of stock of Protocall is presented to the Surviving Corporation for transfer, such certificate shall be cancelled in exchange for the consideration to which such shares were converted pursuant to the merger. Each share of stock of CSC issued and outstanding as of the Effective Time shall remain outstanding and such shares shall not be changed or converted by virtue of the merger.

EIGHTH: The terms and conditions of the merger herein set forth were advised, authorized, and approved by each corporation that is a party to the Articles of Merger in the manner and by the vote required by its charter and the provisions of the Maryland General Corporation Law, and the said merger was approved in the manner hereinafter set forth.

NINTH: The merger was duly advised by the Board of Directors of CSC in the following manner. The Board of Directors of CSC adopted a resolution declaring that the merger of Protocall into CSC is advisable on substantially the terms and conditions set forth or referred to in said resolution. Said resolution of the Board of Directors was adopted without a meeting by a written consent signed on January 18, 2002 by all of the members of the Board of Directors.

TENTH: The merger was duly advised by the Board of Directors of Protocall in the following manner. The Board of Directors of Protocall adopted a resolution declaring that the merger of Protocall into CSC is advisable on substantially the terms and conditions set forth or referred to in said resolution. Said resolution of the Board of Directors was adopted without a meeting by a written consent signed on January 18, 2002 by all of the members of the Board of Directors.

ELEVENTH: The merger and the aforesaid terms and conditions were duly approved by the stockholders of Protocall in the following manner. All of the stockholders entitled to vote thereon approved the same without a meeting by a unanimous written consent signed by them.

TWELFTH: The merger and the aforesaid terms and conditions were duly approved by the sole stockholder of CSC in the following manner. The sole stockholder entitled to vote thereon approved the same without a meeting by written consent.

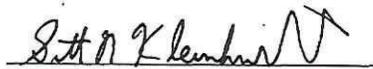
THIRTEENTH: The effective time and date of the merger herein provided for shall be 1-18-02 (the "Effective Time").

[Signatures contained on following page]

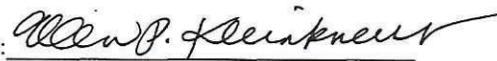
IN WITNESS WHEREOF, these Articles of Merger are hereby signed for and on behalf of Protocol Communications, Inc. by its President and are hereby signed in the name and on behalf of CSC by its President.

Dated January 15, 2002

ATTEST:

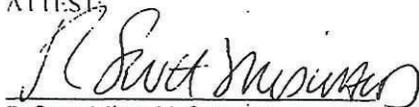
  
Scott N. Kleinknecht, Secretary

PROTOCOL COMMUNICATIONS, INC.

By:   
Ellen P. Kleinknecht, President

Dated January 18, 2002

ATTEST:

  
R. Scott Miswald, Secretary

CSC ACQUISITION CORP.

By:   
George D. Dalton, President

THE UNDERSIGNED, President of Protocol Communications, Inc., who executed on behalf of said corporation the foregoing Articles of Merger, of which this certificate is made a part, hereby acknowledges, in the name and on behalf of said corporation, the foregoing Articles of Merger to be the corporate act of said corporation and further certifies that, to the best of her knowledge, information and belief, the matters and facts set forth therein with respect to the approval thereof are true in all material respects, under the penalties of perjury.

  
Ellen P. Kleinknecht, President

THE UNDERSIGNED, President of CSC Acquisition Corp., who executed on behalf of said corporation the foregoing Articles of Merger, of which this certificate is made a part, hereby acknowledges, in the name and on behalf of said corporation, the foregoing Articles of Merger to be the corporate act of said corporation and further certifies that, to the best of his knowledge, information and belief, the matters and facts set forth therein with respect to the approval thereof are true in all material respects, under the penalties of perjury.

  
George D. Dalton, President

# CORPORATE CHARTER APPROVAL SHEET

**\*\* EXPEDITED SERVICE \*\***

**\*\* KEEP WITH DOCUMENT \*\***

DOCUMENT CODE 11A BUSINESS CODE \_\_\_\_\_

# \_\_\_\_\_

Close \_\_\_\_\_ Stock \_\_\_\_\_ Nonstock \_\_\_\_\_

P.A. \_\_\_\_\_ Religious \_\_\_\_\_

Merging (Transferor) Protocall  
Communications, Inc.

W 6491294

Surviving (Transferee) CSC Acquisition  
Corp.  
W 6575815



1000361986563785

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ID # D06575815 ACK # 1000361986563785  
LIBER: B00335 FOLIO: 1113 PAGES: 0005  
PROTOCOLL COMMUNICATIONS, INC.

---

01/18/2002 AT 03:07 P MO # 0000542883

New Name Protocall  
Communications, Inc.

### FEES REMITTED

Base Fee: 20  
 Org. & Cap. Fee: \_\_\_\_\_  
 Expedite Fee: 70  
 Penalty: \_\_\_\_\_  
 State Recordation Tax: \_\_\_\_\_  
 State Transfer Tax: \_\_\_\_\_  
 Certified Copies  
 \_\_\_\_\_ Certificates  
 Copy Fee: 9  
 Certificate of Status Fee: \_\_\_\_\_  
 Personal Property Filings: \_\_\_\_\_  
 Other: \_\_\_\_\_  
 TOTAL FEES: 99

- Change of Name
- \_\_\_\_\_ Change of Principal Office
- \_\_\_\_\_ Change of Resident Agent
- \_\_\_\_\_ Change of Resident Agent Address
- \_\_\_\_\_ Resignation of Resident Agent
- \_\_\_\_\_ Designation of Resident Agent and Resident Agent's Address
- \_\_\_\_\_ Change of Business Code
- \_\_\_\_\_ Adoption of Assumed Name
- \_\_\_\_\_ Other Change(s)

edit Card \_\_\_\_\_ Check  Cash \_\_\_\_\_

1 Documents on 2 Checks

pr by: JW 013

red By: \_\_\_\_\_

COMMENT(S):

Code 107

Attention: \_\_\_\_\_

Mail to Address:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Stamp Work Order and Customer Number HERE

CUST ID: 0000797130  
 WORK ORDER: 0000542883  
 DATE: 01-22-2002 01:22 PM  
 AMT. PAID: \$99.00

**CT CORPORATION SYSTEM**

December 13, 2001

Ms. Brenda Lindsay  
Godfrey & Kahn S C  
780 No. Water Street  
Milwaukee, WI 53202

**RE: Status Report for: 4982115**  
Incorporation / Formation  
**CSC ACQUISITION CORP.**

Dear Ms. Lindsay :

As instructed, we enclosed the following document(s), as issued by the Maryland State Department of Assessments and Taxation:

**Incorporation / Formation**  
**Filed on 12/13/01**  
**One (1) Certificate of Good Standing**

If you have any questions concerning this order, please contact Beverlee Stuewe in our Chicago office. Thank you for this opportunity to be of service.

Sincerely yours,  
Kelly D. Stephens  
CT Baltimore

Via: Fax/FedEx  
414-273-5198

300 East Lombard Street, Suite 1400  
Baltimore, MD 21202  
Tel. 410 539 2837  
Fax 410 332 1178

State of Maryland  
Department of  
Assessments and Taxation

Charter Division



Parris N. Glendening  
Governor

Ronald W. Wineholt  
Director

Paul B. Anderson  
Administrator

THE CORPORATION TRUST INCORPORATED  
300 E LOMBARD ST  
BALTIMORE MD 21202-3219

Date: 12-13-2001

This letter is to confirm acceptance of the following filing:

ENTITY NAME: . . . . CSC ACQUISITION CORP.  
DEPARTMENT ID : D06575815  
TYPE OF REQUEST : ARTICLES OF INCORPORATION  
DATE FILED : 12-13-2001  
TIME FILED : 10:22-AM  
RECORDING FEE : \$20.00  
ORG. & CAP FEE : \$20.00  
EXPEDITED FEE : \$59.00  
FILING NUMBER : 1000361986429888  
CUSTOMER ID : 0000773257  
WORK ORDER NUMBER : 0000528748

PLEASE VERIFY THE INFORMATION CONTAINED IN THIS LETTER. NOTIFY THIS DEPARTMENT  
IN WRITING IF ANY INFORMATION IS INCORRECT. INCLUDE THE CUSTOMER ID AND THE WORK  
ORDER NUMBER ON ANY INQUIRIES.

301 West Preston Street, Baltimore, Maryland 21201  
Telephone (410) 767-1350  
MRS (Maryland Relay Service) (800) 735-2258 TT/Voice  
Fax (410) 333-7097

0001589193

chtacc

ENTITY TYPE: ORDINARY BUSINESS - STOCK  
STOCK: Y  
CLOSE: N  
EFFECTIVE DATE: 12-13-2001  
PRINCIPAL OFFICE: 9TH FL  
312 MARSHALL AVE  
LAUREL MD 20707  
RESIDENT AGENT: THE CORPORATION TRUST INCORPORATED  
300 E LOMBARD ST.  
BALTIMORE MD 21202-3219

ARTICLES OF INCORPORATION

OF

CSC ACQUISITION CORP.

The undersigned Patricia Falb, whose address is 780 North Water Street, Milwaukee, Wisconsin 53202, being at least eighteen years of age, does hereby form a corporation under the laws of the State of Maryland.

ARTICLE I

The name of the corporation is CSC Acquisition Corp.

ARTICLE II

The period of existence of the corporation shall be perpetual.

ARTICLE III

The corporation is authorized to engage in any lawful activity for which corporations may be organized under the Maryland General Corporation Law ("MGCL"), including, without limitation the operation and management of call centers and all activities in connection therewith.

ARTICLE IV

The aggregate number of shares which the corporation shall have authority to issue is Ten Thousand (10,000) shares of stock consisting of one class only, designated as "common stock" having a par value of One Cent (\$.01) each.

ARTICLE V

The street address of the principal office of the corporation in Maryland is 312 Marshall Avenue, 9<sup>th</sup> Floor, Laurel, Maryland 20707.

2001 DEC 1  
A00 23

ARTICLE VI

The name of the resident agent of the corporation in Maryland is The Corporation Trust Incorporated, whose address is 300 East Lombard Street, Baltimore, Maryland 21202.

ARTICLE VII

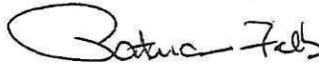
The number of directors constituting the initial Board of Directors of the corporation shall be two (2). The number of directors of the corporation may be changed from time to time by the By-Laws of the corporation, but in no case shall be less than one (1). The names of the individuals who will serve as initial directors until their successors are elected are George D. Dalton and Terrence M. O'Reilly.

ARTICLE VIII

The Corporation shall, to the fullest extent permitted by Section 2-418 of the MGCL, including any amendments thereto (but in the case of any such amendment, only to the extent such amendment permits or requires the Corporation to provide broader indemnification rights than prior to such amendment), unless the Corporation and its Directors or Officers have agreed otherwise in writing to the contrary, indemnify its Directors and Officers against any and all Liabilities (as hereinafter defined), and advance any and all reasonable Expenses incurred thereby in any proceeding to which any Director or Officer is a Party because such Director or Officer is a Director or Officer of the Corporation. The Corporation may indemnify its employees and authorized agents, acting in their Official Capacity and within the scope of their duties as such, to the same extent as Directors or Officers hereunder. The rights to indemnification granted hereunder shall not be deemed exclusive of any other rights to indemnification against Liabilities or the advancement of Expenses that such person may be

entitled under any written agreement, board resolution, vote of the stockholders, the MGCL, or otherwise. For purposes hereof, "Liabilities" include the obligation to pay a judgment, penalty, fine, settlement and reasonable expenses. All capitalized terms used in this Article VIII not otherwise defined herein shall have the meaning set forth in Section 2-418 of the MGCL. Any repeal or modification of this Section by the stockholders of the Corporation shall be prospective only, and shall not adversely affect any limitation on the personal liability of a director of the Corporation with regard to actions taken or omitted before such repeal or modification.

Executed this 11 day of December, 2001.



Patricia Falb, Incorporator

**SIGNATURE OF RESIDENT AGENT:**

I hereby consent to my designation in this document as resident agent for this corporation.

THE CORPORATION TRUST INCORPORATED

By: \_\_\_\_\_



James M. Halpin  
Assistant Secretary

MW573103\_3.DOC

**STATE OF MARYLAND**  
**Department of Assessments and Taxation**

I, PAUL ANDERSON OF THE STATE DEPARTMENT OF ASSESSMENTS AND TAXATION OF THE STATE OF MARYLAND, DO HEREBY CERTIFY THAT THE DEPARTMENT, BY LAWS OF THE STATE, IS THE CUSTODIAN OF THE RECORDS OF THIS STATE RELATING TO THE FORFEITURE OR SUSPENSION OF CORPORATIONS, OR OF CORPORATIONS TO TRANSACT BUSINESS IN THIS STATE, AND THAT I AM THE PROPER OFFICER TO EXECUTE THIS CERTIFICATE.

I FURTHER CERTIFY THAT CSC ACQUISITION CORP. IS A CORPORATION DULY INCORPORATED AND EXISTING UNDER AND BY VIRTUE OF THE LAWS OF MARYLAND AND THE CORPORATION HAS FILED ALL ANNUAL REPORTS REQUIRED, HAS NO OUTSTANDING LATE FILING PENALTIES ON THOSE REPORTS, AND HAS A RESIDENT AGENT. THEREFORE, THE CORPORATION IS AT THE TIME OF THIS CERTIFICATE IN GOOD STANDING WITH THIS DEPARTMENT AND DULY AUTHORIZED TO EXERCISE ALL THE POWERS RECITED IN ITS CHARTER OR CERTIFICATE OF INCORPORATION, AND TO TRANSACT BUSINESS IN MARYLAND.

IN WITNESS WHEREOF, I HAVE HEREUNTO SUBSCRIBED MY SIGNATURE AND AFFIXED THE SEAL OF THE STATE DEPARTMENT OF ASSESSMENTS AND TAXATION OF MARYLAND AT BALTIMORE ON THIS DECEMBER 13, 2001.



Paul B. Anderson  
Charter Division



301 West Preston Street, Baltimore, Maryland 21201  
Telephone Balto. Metro (410) 767-1340 / Outside Balto. Metro (888) 246-5941 0001589551  
MRS (Maryland Relay Service) (800) 735-2258 TT/Voice  
Fax (410) 333-7097

THE CORPORATION TRUST INCORPORATED  
300 E LOMBARD ST.  
BALTIMORE

MD 21202-3219

Owners and Officers ProtoCall Communications Inc.

1. Deborah Liebel, President

204 Main Street  
Laurel, MD 20707  
40% owner

2. Ellen Kleinknecht

204 Main Street  
Laurel, MD 20707  
40% owner

3. Scott Kleinknecht

204 Main Street  
Laurel, MD 20707  
20% owner

COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF STATE

09/25/2020

TO ALL WHOM THESE PRESENTS SHALL COME, GREETING:

I DO HEREBY CERTIFY THAT,

Protocall Communications Inc.

is duly registered to do business under the laws of the Commonwealth of Pennsylvania and remains a registered Foreign Business Corporation so far as the records of this office show, as of the date herein.

I DO FURTHER CERTIFY THAT this Certificate of Registration shall not imply that all fees, taxes and penalties owed to the Commonwealth of Pennsylvania are paid.



IN TESTIMONY WHEREOF, I have hereunto set my hand and caused the Seal of the Secretary's Office to be affixed, the day and year above written

*Katly Bookman*

Secretary of the Commonwealth

Certification Number: TSC200925192069-1

Verify this certificate online at <http://www.corporations.pa.gov/orders/verify>

**Exhibit B**  
Proof of Service

## Appendix C

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

10  
30 **CERTIFICATE OF SERVICE**

On this the 9 day of 9 2020, 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, upon the following:

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

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

Small Business Advocate  
Commerce Building, Suite 202  
300 North Second Street  
Harrisburg, PA 17101

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

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

Legal Department  
First Energy  
2800 Pottsville Pike  
Reading PA, 19612

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

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

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

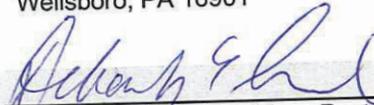
Vice President – Energy Supply  
Corning Natural Gas Holding Corporation  
330 West William Street  
Corning, NY 14830

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

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

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

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

  
**Deborah Liebel, President Protocol  
Communications Inc.**

## **Exhibit C**

### Bond

Original sent directly to PA PUC

## **Exhibit D**

Financial Fitness

Confidential-  
sent to PA PUC

## **Exhibit E**

Tax Certification- sent directly to PA PUC

## **Exhibit F**

### Technical Fitness

Owners and Officers ProtoCall Communications Inc.

1. Deborah Liebel, President

204 Main Street  
Laurel, MD 20707  
40% owner

2. Ellen Kleinknecht

204 Main Street  
Laurel, MD 20707  
40% owner

3. Scott Kleinknecht

204 Main Street  
Laurel, MD 20707  
20% owner

## All About Protocall 8 A experience, plan, structure

Protocall is a unique sales organization comprised of an inside sale and an outside sales team specializing in delivering top quality results for our clients. Our executive team has 100 years of combined experience in sales and building quality sales teams.

Protocall Communications has been in business since 1998.

We understand the importance of training. We invest in our people continually as they represent us in the market place. We have developed numerous training programs including sales, leadership, back office and quality control, all of which we currently use in our current business model.

Protocall is a multi- awarding winning sales organization, specializing in deregulated sales of telecom and energy since the year 2000. Our clients have included Verizon, AT&T, Bell South, Comcast and Constellation Energy to name a few.

## Protocall Management Team

- Deborah Liebel, President – Has over 35 years in sales and marketing experience, with the last 10 years focusing on energy sales for businesses and consumers.
- Ellen Kleinknecht, CFO and Human Resource Director – Has over 30 years' experience building a financially responsible business that allows for growth responsibly. Her years of experience in HR allows us to recruit and retain some of the best sale professionals, all the while keep a keen eye on compliance and awareness of the organization.
- Scott Kleinknecht, COO - Has over 35 years in building a technologically sound business to be able to handle the complexities of compliance for employees working from home and or in the field.

## Plan for Brokerage

Protocall's decision to enter into the broker space is based on where we feel our future success, especially in these current economic circumstances. Currently we sell in the energy space for our client. We do not contract directly with customers; we are only contracted with our client to represent our client. We do not have title to supply. We do not have agreements with PJM or utilities and we do not sell supply directly. We also do not contract with the small business customers directly.

Our plan is to launch in Pennsylvania with home agents to start, following all TCPA guidelines and then, launch a door-to-door channel. Our vision is to create a home-based professional who can contact customers and set appointments for our sales professionals to assist with presenting the product and closing the sale. We also believe the home-based agent can grow into a sales professional role and possibly a leadership role within the organization allowing for opportunity to rise through the organization. By having the sale professional role to help with closing appointments, it ensures the customer receives all information accurately and professionally while training the new upcoming home agents. We believe we can create a best in class model for others to follow.

## Sales Process Overview

1. Home based agent makes the call with the goal of arranging an appointment for the sales professional to meet over the phone and/or in person.
2. Sale professional and home agent present to customer and customer decides to take advantage of the offer. Customer then contracts with Protocall for a specific supplier. Contract will follow supplier guidelines: third party verified, paper contract, or electronic contract.
3. Once the contract is finalized, sale will be input into our tracking system. This will allow us to track all steps of the sale and ensure all quality checks are in followed, as well as tracking for agents. The system will que customer care.
4. Our customer care will call the customer to verify all information, customer name, address, authorized decision maker, rate and term again. This call will be recorded and marked pass or fail accordingly.
5. If the sale passes quality assurance, it will que the administrator who will then process the sale and send it to the supplier with all necessary agreements and or recordings.
6. If the call fails quality assurance, depending on the nature of the fail (i.e. Customer has questions, confusion around offer etc.), the customer will be given the choice to call the sales agent directly or be warm transferred. The sale will be coded as failed in our system, and will not proceed until a clean customer care is made and recorded.

## Protocall' Organizational Structure

### Proposed Structure



# **Protocall Communications, Inc.**

## *Business Plan*

**Deb Liebel, Ellen Kleinknecht and Scott Kleinknecht**  
**Owners**

**August 1, 2020**

# **Executive Summary**

## **Product**

Protocall Communications brokers energy supply from leading third-party suppliers to small- and medium-sized companies. Our services include shopping for the best supplier and product to help small to medium size businesses manage cost and risk for electricity and natural gas supply needs.

## **Customers**

The target audience for Protocall is business owners with 5 to 500 employees who want to reduce their operating costs and manage their risks for their energy supply. Protocall specializes in understanding the market conditions and product offerings in real time. We do the work for them in shopping for the best price and product to fit their business needs.

## **Future of the Company**

Energy supply costs continue to evolve. In response, Protocall will continue to work towards providing the best available energy fit for small to medium size business. We will operate in three states to start but plan to operate in every deregulated market as we continue to grow.

# **Company Description**

## **Protocall Mission Statement**

To provide quality services to our clients that will help them manage their cost and risk for their energy supply needs.

## **Principal Members**

Deb Liebel                      President

Ellen Kleinknecht          CFO

Scott Kleinknecht          COO

## **Legal Structure**

Protocall Communications is a Maryland based LLC.

# **Market Research**

## **Industry**

Protocall will join the energy broker space helping small to medium size businesses. Generally, brokers tend to fall into two categories: either they add energy to their existing portfolio of products to offer their current clients, or they go after larger customer acquisitions. Brokers structured like ours work with the small and medium size customers often overlooked by other brokers. We believe that in the current environment, this strategy is more important than ever for businesses trying to survive and save their bottom line. We are able to do the research, and provide competitive pricing and products for the businesses without them having to invest any of their time.

## **Detailed Description of Customers**

Protocall's target customers are business owners with 5 to 500 employees who want to reduce overhead costs for energy and protect their rates moving forward. Specifically, when energy suppliers are forced to compete for business, businesses can potentially save money. Many suppliers will offer a lower price to brokers because they know they are competing for the business.

## **Company Advantages**

Because Protocall Communications has been focused on the energy market for more than 10 years, we understand the market. We understand industry specific terms and conditions, and most importantly, we understand what power and natural gas supplies should cost. We take the customer's burden of the time needed to procure a good rate and favorable terms. Also because of our success as a vendor for the leading retail suppliers, we have a level of knowledge and expertise that is far and above our competitors.

# **Service Line**

## **Product/Service**

Services Include:

- Electric supply
- Natural gas supply

# Marketing & Sales

## Growth Strategy

To grow the company, Protocall Communications will do the following:

- Recruit and train agents to represent Protocall to serve small to medium size businesses for their energy needs
- Provide Best-in-Class sales training to provide a knowledgeable and trustworthy sales staff to our target audience
- Provide ongoing customer service to serve as a conduit between the supplier of choice and the customer

## Communicate with the Customer

Protocall Communications will communicate with its customers by:

- Meeting with local business owners face to face
- Conduct Telesales to engage customers
- Create leads via website and Telesales
- Communicate with businesses in whatever method of choice the customer prefers: email, text, chat, phone or face to face
- Follow all regulations and requirements of both the government and the supplier

## How to Sell

Protocall will provide best-in-class training for sales and product information. Protocall will market door to door, via social media and via Telesales. All transactions will be either third party verified or paper contract. Once tablet technology is available, we will utilize electronic contracts via the tablet.

## Sales Process Overview

1. All agents will be trained on product and compliance. A test will be administered to ensure they understand the information and the importance of doing business ethically and honestly.
2. Once passed the test the agent will be assigned a trainer (whether in the field or over the phone) The trainer will assist them in learning every process and selling practice. The trainer will be present for the new agents first 3 deals to ensure they understand exactly how to transact business.
3. Home based agent makes the call with the goal of arranging an appointment for the sales professional to meet over the phone and/or in person.
4. Sale professional and home agent present to customer and customer decides to take advantage of the offer. Customer then contracts with Protocall for a specific supplier. Contract will follow supplier guidelines: third party verified, paper contract, or electronic contract.
5. Once the contract is finalized, sale will be input into our tracking system. This will allow us to track all steps of the sale and ensure all quality checks are in followed, as well as tracking for agents. The system will que customer care.
6. Our customer care will call the customer to verify all information, customer name, address, authorized decision maker, rate and term again. This call will be recorded and marked pass or fail accordingly.
7. If the sale passes quality assurance, it will que the administrator who will then process the sale and send it to the supplier with all necessary agreements and or recordings.
8. If the call fails quality assurance, depending on the nature of the fail (i.e. Customer has questions, confusion around offer etc.), the customer will be given the choice to call the sales agent directly or be warm transferred. The sale will be coded as failed in our system, and will not proceed until a clean customer care is made and recorded.

## Oversight

1. All Telesales agents will be recorded on 100% of their calls following all tcpa guidelines. Each agent will be monitored each week by quality assurance to ensure following all guidelines. IF they are found to not follow guidelines corrective action will be taken up to and including termination.
2. All Door to Door agents will receive random field visits to ensure they are following all guidelines. IF they are found to not follow guidelines corrective action will be taken up to and including termination.
3. In addition, we will make three attempts to contact the customer with a customer care follow up call to ensure they understand the offer and the contract terms. We will also verify that the business does exist and that the decision maker does work there and make the decisions.
4. All sales will be verified by either written contract, electronic contract and or Third-party verification.

## **DEBORAH E. LIEBEL**

### **SUMMARY:**

Results-oriented, executive sales director with over 25 years experience in the following key areas: executive level leadership, strategic planning and execution, financial accountability, mentoring, sales aptitude, training & development, performance management, project management, competitive analysis, problem solving, analytical aptitude, adaptability, organized, team player.

### **EXPERIENCE:**

**Protocall Communications, Laurel, MD**  
**President**

**Dec 2009-present**

**Manage 400 plus employees to generate positive results for our clients and our business model.**

- Developed business plan to grow organic revenue by 10% and add additional clients to grow revenues by 25%
- Created key list of potential industries and clients to solicit
- Recruited and hired key leadership personnel to implement our strategy
- Developed a process to measure effectiveness and track accomplishments
- Identified key areas of opportunities and developed plan of action to ensure success
- Landed 3 of our 5 clients needed to grow our revenue stream
- Currently concentrating on growing our B to B and Consumer business

**NOVO 1, Inc.**  
**Chief Operating Officer**

**2001-Dec 2009**

**Manage our day to day operations of 400 + employees**

- Brought on AT&T SE and grew it to 30% of our revenue
- Grew AT&T relationship to add consumer business producing over 3M in additional revenue
- Develop strong process for order entry, reconciliation that resulted in our being able to offer to all clients creating an additional revenue stream
- Developed and implemented a process for leadership team to analyze performance and develop an action plan resulting in an award winning culture of performance for our clients
- Implemented leadership development program to ensure development of all sales representatives who desire to be leaders
- Analyzed and implemented comp plans to ensure success in our ability to meet client needs consistently
- Designed and implemented department level standards to which everyone strives to meet
- Designed and implemented process improvement within our clients to allow us to generate organic growth consistently over first 9 years
- Created sales process to use for prospective clients
- Manage day to day departments, clients and employees

**Protocall Communications**

**2000-2001**

**Director of Operations**

**Manage day to day operations and grow Verizon business**

- Recruited, hired, and developed sales representatives to deliver results
- Grew Verizon from 15 reps to 100 within 2 years
- Grew sales management team and leadership team
- Designed and implemented management training
- Designed reporting structure to ensure client results
- Designed departments to implement efficiencies and maintain costs while growing results

**MCI Mass Markets, Linthicum, MD**

**1998-2000**

**Commercial Sales Manager, Small Business**

Manage five commercial outbound sales teams to obtain sales/revenue objectives. Recruit, hire and maintain all minimum headcount levels. Develop and implement strategy to maximize results. Set and communicate clear objectives and standards of performance for all one hundred employees. Monitor, develop and train five call center supervisors daily. Consistently analyze process and implement improvements,

- Developed and implemented a process for supervisors to analyze performance and develop an action plan resulting in an increase in performance of 25%
- Implemented peak performance to ensure development of all sales representatives and supervisors
- Analyzed and implemented a process to ensure success in recruiting, resulting in 60% of our new hires achieving over quota their first two weeks on the floor
- Recruited, trained, and developed three supervisors within six weeks
- Designed a reporting process to drive accountability for the supervisors and the representatives

**Supervisor, Small Business**

**1998**

Manage outbound commercial sales team, of up to twenty representatives, to achieve sales goals. Set and maintain high standards. Develop, coach and monitor all sales representatives to ensure success. Daily feedback and training sessions to optimize sales. Design sales contest to drive results. Encouraged reward recruiting efforts. Schedule, coordinate, and implement strategy to obtain results.

- Applied sales strategies which resulted in the team moving from the bottom 20% to the top 20% in the first two weeks as a supervisor
- Analyzed and implemented a strategy to develop sales professionals to increase production
- Implemented process to build a winning team resulting in a team award for the new recruits

**AT&T CAPITAL CORPORATION, Towson, MD**

**1990 - 1998**

**Team Manager, Consumer Direct Sales and Operations, Automotive Division**

Managed call center day-to-day problem solving in a fast-paced environment. Managed performance for consumer team. Develop and implement all training, procedures and policies for team. Manage resources for expenses and manpower budgets according to finance volumes. Monitor industry change and competition. Maintain and establish relationships with affinity partners and vendors. Active participant in RFP's for vendors in billing, customer service and end of term.

- Lead person on launch of most successful affinity partner and first venture into small business markets with finance volumes of 19M
- Developed and applied sales strategies to meet business goals which resulted in organic growth volumes of 88M from 74M in 1996.
- Designed and implemented lease training for 40 consumer team members
- Researched, designed, tested, trained and implemented the new Regulation M lease for all 50 states
- Active role in redesigning the organization and process management
- Analyzed and implemented a process improvement resulting in increased efficiencies of 70% on factory orders and 60% on out-of-stock acquisitions
- Through implementation of call management systems and monitoring, increased call handling capability from 250 calls to 500 calls per day and customer satisfaction results from 94% to 98%

## Ellen P Kleinknecht

### Work Experience

- 2009- present  
Protocall Communications, Inc.  
Chief Financial Officer and Co-Owner  
Maintain complete financial responsibility, as well as responsibilities including strategic direction, marketing, sales, budgeting, payroll, and Human Resources policy development.
- 2002-December 2009  
NOVO 1, Inc.  
Chief Financial Officer  
Responsible for leadership and management of all financial operations, as well as all legal and Human Resource functions. Developed and implemented strategic marketing and business development plans to achieve corporate initiatives. Work closely with sales function. Responsible for all personnel issues, payroll, accounts payable and receivable.
- 1995 – January 2002  
Protocall Communications, LLC  
Managing Partner, Co-owner  
Responsibilities in all aspects of company, including strategic direction, marketing, sales, budgeting, payroll, Human Resources policy development, and program management. Implemented cafeteria plans for benefit coverage. Helped to grow firm from startup to highly profitable company that was sold to Call Solutions of Waukesha, WI (later called NOVO 1).
- 1993 - April 1995  
Computing Devices International (formerly Control Data Corporation)  
Manager of Legislative Affairs, Washington DC  
Conveyed corporate position to congressional members and staff regarding proposed and existing legislative actions. Assessed impact of congressional testimony on company's strategic plans. Liaison with congressional staffs and members' office staff. Performed staff functions with the company's Political Action Committee Board.
- 1991 - 1993  
Computing Devices International  
Shipboard SubSurface Team Leader, Washington, DC  
Served as leader of this strategic market segment. Coordinated technology transfer from avionics to shipboard subsurface market segment. Worked with both government and prime contractor procurement offices. Quota averaged \$20 million a year. Achieved 100% Club every year eligible.
- 1986 - 1991  
Computing Devices International  
Program Marketing Manager, Washington, DC  
Identified, qualified, and developed program opportunities for both avionics and shipboard applications for this international corporation. Developed and implemented pursuit plans and strategies. Quota averaged \$15 million a year. Achieved 100% Club every year eligible.
- 1984 - 1986  
Mainsale Marketing Inc.  
Office Manager, Austin, Texas  
Managed real estate marketing office. Interviewed, hired and trained job candidates; formed and maintained liaison with local merchants; managed payroll for 25 people.

### Education

- 1982 - 1986  
University of Texas at Austin; BBA - Marketing
- 1990 - 1992  
George Washington University; MBA - Management of Science, Technology & Innovation

### Professional Organizations

BWCC Chamber of Commerce

Greater Washington Society of Association Executives (past member of Technical Committee)  
Computing Devices International Women's Leadership Council - founding board member  
American Defense Preparedness Association (ADPA) - Executive Board (elected position),  
Publicity Chair (ASW Division),  
Electronics Industry Association (EIA) - Defense, Domestic Subcommittees

### **Areas of Expertise**

Telecommunications Operations  
Defense Marketing  
Six Sigma Certified  
Strong written and public speaking skills

### **Interests**

Music, SCUBA, biking, Tex-Mex cooking

### **References**

Upon request

## Scott N Kleinknecht

### Work Experience

1988 – present

Protocall Communications, Inc.

VP Marketing & Sales, Co-Owner

Responsible for coordination of all sales and marketing, development of strategic marketing plan, development of advertising/PR plan, and management of future additional sales representatives.

Protocall Communications, LLC. (later acquired by NOVO 1)

Member, Co-owner

Responsible for coordination of all sales and marketing, development of strategic marketing plan, development of advertising/PR plan, and management of future additional sales representatives.  
Responsible for developing and managing budgets for commissions and sales incentives.

Grew the business from a startup answering service to a technically advanced inbound, outbound and call center with automated capabilities with 350 employees, and sales of approximately \$12M annually.

1983 - 1988

Johnston Lemon and Company

Investment Banker, Washington DC

Traded stocks and bonds. Served as Partnership Coordinator for the Washington branch. Exceeded sales revenues for every year of service.

1979 - 1983

Wall Covering Service, Inc.

President, Suitland MD

Responsible for staffing, inventory, financing of this exclusive wall covering store. Grew from a startup to employing 20 employees. Grew revenues to \$1.2 million.

1974 – 1978

### Education

Newberry College; BBA - Business and Accounting

1978 - 1979

Winthrop College; Graduate level courses, Finance

### Professional Organizations

American Telemarketing Association

Direct Marketing Association of Washington

Greater Washington Society of Association Executives

### Areas of Expertise

Telecommunications Operations

Finance

Marketing

### References

Upon request

# **Exhibit G**

## Affidavits

Appendix A

APPLICATION AFFIDAVIT

[Commonwealth/State] of Maryland :

: ss.

County of Prince George :

Deborah Liebel, Affiant, being duly [sworn/affirmed] according to law, deposes and says that: Protocal Communications Inc.

[He/she is the President (Office of Affiant) of (Name of Applicant);]

[That he/she is authorized to and does make this affidavit for said Applicant;]

That the Applicant herein Protocal Communications Inc. 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).

That the Applicant herein Protocal Communications Inc. has answered the questions on the application correctly, truthfully, and completely and provided supporting documentation as required.

That the Applicant herein Protocal Communications Inc. 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 Protocal Communications Inc. 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.

[Handwritten Signature]
Signature of Affiant

Sworn and subscribed before me this 9 day of 9, 2020

[Handwritten Signature]
Signature of official administering oath

My commission expires [Notary Seal: ELLEN P. KLEINKNECHT, Notary Public-Maryland, Anne Arundel County, My Commission Expires May 18, 2024]

5-24-20

Appendix B

OPERATIONS AFFIDAVIT

[Commonwealth/State] of \_\_\_\_\_ Maryland \_\_\_\_\_ :

: ss.

County of \_\_\_\_\_ Prince George \_\_\_\_\_ :

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

[He/she is the President (Office of Affiant) of Protocall Communications Inc. (Name of Applicant);]

[That he/she is authorized to and does make this affidavit for said Applicant;]

Protocall Communications Inc.  
That \_\_\_\_\_, 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.

Protocall Communications Inc.  
That \_\_\_\_\_, 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.

Protocall Communications Inc.  
That \_\_\_\_\_, 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 Act of 1971 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).

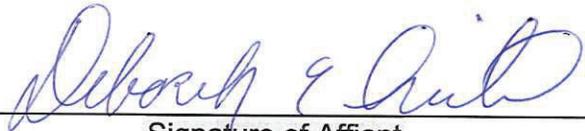
As provided by 66 Pa. C.S. §2810 (C)(6)(iv), Applicant, by filing of this application waives confidentiality with respect to its state tax information in the possession of the Department of Revenue, regardless of the source of the information, and shall consent to the Department of Revenue providing that information to the Pennsylvania Public Utility Commission.

**Appendix B (Continued)**

That Protocall Communications Inc., 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 9 day of 9, 2020.

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

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

ELLEN P. KLEINKNECHT  
Notary Public-Maryland  
Anne Arundel County  
My Commission Expires  
May 18, 2024

5-18-24

# **Exhibit H**

## Publications

PROOF OF PUBLICATION  
In  
THE ERIE TIMES-NEWS  
COMBINATION EDITION

LICENSE LOGIX  
140 GRAND ST SUITE 300  
WHITE PLAINS NY 10601

REFERENCE: 122994 414198  
PUC Notice

STATE OF PENNSYLVANIA)  
COUNTY OF ERIE ) SS:

Lorri Stefanelli, being duly sworn, deposes and says that: (1) he/she is a designated agent of the Times Publishing Company (TPC) to execute Proofs of Publication on behalf of the TPC; (2) the TPC, whose principal place of business is at 205 W. 12th Street, Erie, Pennsylvania, owns and publishes the Erie Times-News, established October 2, 2000, a daily newspaper of general circulation, and published at Erie, Erie County Pennsylvania; (3) the subject notice or advertisement, was published in the regular edition(s) of said newspaper on the date(s) referred to below. Affiant further deposes that he/she is duly authorized by the TPC, owner and publisher of the Erie Times-News, to verify the foregoing statement under oath, and affiant is not interested in the subject matter of the aforesaid notice or advertisement, and that all allegations in the foregoing statement as to time, place and character of publication are true.

PUBLISHED ON: 10/09/20

TOTAL COST: \$610.00 AD SPACE: 0 Lines

FILED ON: 10/09/20

PENNSYLVANIA  
PUBLIC UTILITY COMMISSION  
NOTICE

*Applications of **Protocall Communications Inc.** For Approval To Offer, Render, or Furnish Services as a Supplier, Aggregator, and Marketer/Broker Engaged In The Business Of Supplying Natural Gas Supply Services and Electricity Supply or Electric Generation Services, To The Public In The Commonwealth Of Pennsylvania.*

**Protocall Communications Inc.** will be filing an application with the Pennsylvania Public Utility Commission ("PUC") for a license to provide natural gas supply services as a broker/marketer engaged in the business of providing natural gas services. **Protocall Communications Inc.** will also be filing an application with the PUC for a license to supply electricity or electric generation services as a broker/marketer engaged in the business of supplying electricity. **Protocall Communications Inc.** proposes to sell electricity, natural gas, and related services throughout all of Pennsylvania under the provisions of the new 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 **Protocall Communications Inc.** may be filed within 15 days of the date of this notice with the Secretary of the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265. You should send copies of any protest to **Protocall Communications Inc.** attorney at the address listed below.

**Protocall Communications Inc.**  
204 Main Street  
Laurel, MD 20707  
301-361-1122

EP-414198

Sworn to and subscribed before me this 10th day of October 2020

Affiant: Lorri Stefanelli

NOTARY: Barbara J Moore

Commonwealth of Pennsylvania - Notary Seal  
Barbara J. Moore, Notary Public  
Erie County  
My commission expires March 23, 2024  
Commission number 1114860  
Member, Pennsylvania Association of Notaries



AD#: 0009754978

Commonwealth of Pennsylvania,) ss  
County of Cumberland)

Sheryl Leggore being duly sworn, deposes that he/she is principal clerk of PA Media Group; that The Patriot News is a public newspaper published in the city of Mechanicsburg, with general circulation in Cumberland and Dauphin and surrounding counties, and this notice is an accurate and true copy of this notice as printed in said newspaper, was printed and published in the regular edition and issue of said newspaper on the following date(s):

The Patriot News 10/08/2020

  
Principal Clerk of the Publisher

Sworn to and subscribed before me this 8th day of October 2020

  
Notary Public

Commonwealth of Pennsylvania - Notary Seal  
Crystal B. Rosensteel, Notary Public  
Dauphin County  
My commission expires June 27, 2024  
Commission number 1299212  
Member, Pennsylvania Association of Notaries

**PENNSYLVANIA  
PUBLIC UTILITY COMMISSION  
NOTICE**

**Applications of Protocall Communications Inc.** For Approval To Offer, Render, or Furnish Services as a Supplier, Aggregator, and Marketer/Broker Engaged In The Business Of Supplying Natural Gas Supply Services and Electricity Supply or Electric Generation Services, To The Public In The Commonwealth Of Pennsylvania.

**Protocall Communications Inc.** will be filing an application with the Pennsylvania Public Utility Commission ("PUC") for a license to provide natural gas supply services as a broker/marketer engaged in the business of providing natural gas services. **Protocall Communications Inc.** will also be filing an application with the PUC for a license to supply electricity or electric generation services as a broker/marketer engaged in the business of supplying electricity. **Protocall Communications Inc.** proposes to sell electricity, natural gas, and related services throughout all of Pennsylvania under the provisions of the new 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 **Protocall Communications Inc.** may be filed within 15 days of the date of this notice with the Secretary of the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265. You should send copies of any protest to **Protocall Communications Inc.** attorney at the address listed below.

**Protocall Communications Inc.**  
204 Main Street  
Laurel, MD 20707  
301-361-1122

COMMONWEALTH OF PENNSYLVANIA }  
 County of Cambria } SS

PENNSYLVANIA  
 PUBLIC UTILITY COMMISSION  
 NOTICE

Applications of Protocall Communications Inc. For Approval To Offer, Render, or Furnish Services as a Supplier, Aggregator, and Marketer/Broker Engaged In The Business Of Supplying Natural Gas Supply Services and Electricity Supply or Electric Generation Services, To The Public In The Commonwealth Of Pennsylvania.

Protocall Communications Inc. will be filing an application with the Pennsylvania Public Utility Commission ("PUC") for a license to provide natural gas supply services as a broker/marketer engaged in the business of providing natural gas services. Protocall Communications Inc. will also be filing an application with the PUC for a license to supply electricity or electric generation services as a broker/marketer engaged in the business of supplying electricity. Protocall Communications Inc. proposes to sell electricity, natural gas, and related services throughout all of Pennsylvania under the provisions of the new 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 Protocall Communications Inc. may be filed within 15 days of the date of this notice with the Secretary of the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265. You should send copies of any protest to Protocall Communications Inc. attorney at the address listed below.

**Protocall Communications Inc.**  
 204 Main Street, Laurel, MD 20707  
 301-361-1122

publis  
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 of The  
 in the  
 of said

On this 14th day of October A.D. 2020, before me, the subscriber, a Notary Public in and for said County and State, personally appeared Christine Marhefka, who being duly sworn according to law, deposes and says as Sales Manager / Major Accounts of the Tribune-Democrat, Johnstown, PA, a newspaper of general circulation as defined by the "Newspaper Advertising Act", a merger September 8, 1952, of the Johnstown Tribune, established December 7, 1853; and of the Johnstown Democrat, established March 5, 1863,

ounty of Cambria, and Commonwealth of Pennsylvania and above matter published in said publication in the regular issues PA, on October 8, 2020; and that the Affiant is not interested and that all of the allegations as to time, place and character

*Christine Marhefka*

STATEMENT OF ADVERTISING COSTS

Signed and sworn to before me on 14th day of October, 2020, by Christine Marhefka making the statement.

*Vivian Ohs*

0.00 Lines @ \$2.50 per line	0.00
7 Inches @ \$25.00 per inch	168.75
Notary Fee	5.00
<u>Clerical Fee</u>	<u>2.50</u>
<b>Total Cost</b>	<b>176.25</b>

Commonwealth of Pennsylvania - Notary Seal  
 Vivian Ohs, Notary Public  
 Cambria County  
 My commission expires December 6, 2020  
 Commission number 1123017  
 Member, Pennsylvania Association of Notaries

To The Tribune-Democrat, Johnstown, PA  
 For publishing the notice or publication attached hereto on the above stated dates.

PUBLISHER'S RECEIPT FOR ADVERTISING COSTS

\_\_\_\_\_ for publisher of \_\_\_\_\_  
 a newspaper of general circulation, hereby acknowledges receipt of the aforesaid and publication costs and certifies that the same has been duly paid.

\_\_\_\_\_  
 (Name of Newspaper)

By \_\_\_\_\_

Proof of Publication in The Philadelphia Daily News  
Under Act. No 587, Approved May 16, 1929

STATE OF PENNSYLVANIA  
COUNTY OF PHILADELPHIA

Helene Sweeney being duly sworn, deposes and says that **The Philadelphia Daily News** is a newspaper published daily, except Sunday, at Philadelphia, Pennsylvania, and was established in said city in 1925, since which date said newspaper has been regularly issued in said County, and that a copy of the printed notice of publication is attached hereto exactly as the same was printed and published in the regular editions and issues of the said newspaper on the following dates:

October 9, 2020

Affiant further deposes and says that she is an employee of the publisher of said newspaper and has been authorized to verify the foregoing statement and that she is not interested in the subject matter of the aforesaid notice of publication, and that all allegations in the foregoing statement as to time, place and character of publication are true.

Sworn to and subscribed before me this 9th day of  
October, 2020.

*Helene Sweeney*

*Katharine V. Harley*  
\_\_\_\_\_  
Notary Public

My Commission Expires:

Commonwealth of Pennsylvania • Notary Seal  
KATHERINE V. HARLEY, Notary Public  
Philadelphia County  
My Commission Expires May 25, 2021  
Commission Number 1312839

Copy of Notice of Publication

**PENNSYLVANIA  
PUBLIC UTILITY COMMISSION  
NOTICE**  
Applications of **Protocall Communications Inc.** For Approval To Offer, Render, or Furnish Services as a Supplier, Aggregator, and Marketer/Broker Engaged in The Business Of Supplying Natural Gas Supply Services and Electricity Supply or Electric Generation Services, To The Public In The Commonwealth Of Pennsylvania. **Protocall Communications Inc.** will be filing an application with the Pennsylvania Public Utility Commission ("PUC") for a license to provide natural gas supply services as a broker/ marketer engaged in the business of providing natural gas services. **Protocall Communications Inc.** will also be filing an application with the PUC for a license to supply electricity or electric generation services as a broker/marketer engaged in the business of supplying electricity. **Protocall Communications Inc.** proposes to sell electricity, natural gas, and related services throughout all of Pennsylvania under the provisions of the new 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 **Protocall Communications Inc.** may be filed within 15 days of the date of this notice with the Secretary of the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265. You should send copies of any protest to **Protocall Communications Inc.** attorney at the address listed below.  
**Protocall Communications Inc.**  
204 Main Street  
Laurel, MD 20707  
301-361-1122

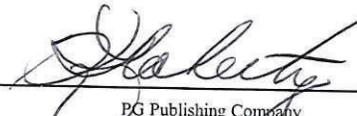
# Proof of Publication of Notice in Pittsburgh Post-Gazette

Under Act No 587, Approved May 16, 1929, PL 1784, as last amended by Act No 409 of September 29, 1951

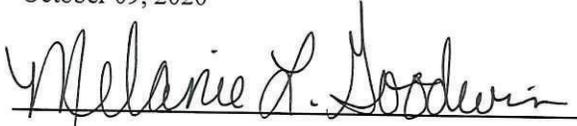
Commonwealth of Pennsylvania, County of Allegheny, ss K. Flaherty, being duly sworn, deposes and says that the Pittsburgh Post-Gazette, a newspaper of general circulation published in the City of Pittsburgh, County and Commonwealth aforesaid, was established in 1993 by the merging of the Pittsburgh Post-Gazette and Sun-Telegraph and The Pittsburgh Press and the Pittsburgh Post-Gazette and Sun-Telegraph was established in 1960 and the Pittsburgh Post-Gazette was established in 1927 by the merging of the Pittsburgh Gazette established in 1786 and the Pittsburgh Post, established in 1842, since which date the said Pittsburgh Post-Gazette has been regularly issued in said County and that a copy of said printed notice or publication is attached hereto exactly as the same was printed and published in the \_\_\_\_\_ regular \_\_\_\_\_ editions and issues of the said Pittsburgh Post-Gazette a newspaper of general circulation on the following dates, viz:

**09 of October, 2020**

Affiant further deposes that he/she is an agent for the PG Publishing Company, a corporation and publisher of the Pittsburgh Post-Gazette, that, as such agent, affiant is duly authorized to verify the foregoing statement under oath, that affiant is not interested in the subject matter of the afore said notice or publication, and that all allegations in the foregoing statement as to time, place and character of publication are true.

  
\_\_\_\_\_  
PG Publishing Company

Sworn to and subscribed before me this day of:  
October 09, 2020

  
\_\_\_\_\_  
Melanie L. Goodwin

Commonwealth of Pennsylvania - Notary Seal  
Melanie L. Goodwin, Notary Public  
Allegheny County  
My commission expires May 12, 2022  
Commission number 1255781  
Member, Pennsylvania Association of Notaries

### COPY OF NOTICE OR PUBLICATION

**PENNSYLVANIA PUBLIC UTILITY COMMISSION NOTICE**  
Applications of Protocall Communications Inc. For Approval To Offer, Render, or Furnish Services as a Supplier, Aggregator, and Marketer/Broker Engaged In The Business Of Supplying Natural Gas Supply Services and Electricity Supply or Electric Generation Services, To The Public In The Commonwealth Of Pennsylvania.  
Protocall Communications Inc. will be filing an application with the Pennsylvania Public Utility Commission ("PUC") for a license to provide natural gas supply services as a broker/marketer engaged in the business of providing natural gas services. Protocall Communications Inc. will also be filing an application with the PUC for a license to supply electricity or electric generation services as a broker/marketer engaged in the business of supplying electricity. Protocall Communications Inc. proposes to sell electricity, natural gas, and related services throughout all of Pennsylvania under the provisions of the new 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 Protocall Communications Inc. may be filed within 15 days of the date of this notice with the Secretary of the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265. You should send copies of any protest to Protocall Communications Inc. attorney at the address listed below.  
**Protocall Communications Inc.**  
204 Main Street  
Laurel, MD 20707  
301-361-1122

### STATEMENT OF ADVERTISING COSTS

LicenseLogix LLC  
140 GRAND ST STE 300  
ATTN: Shayna Desai  
WHITE PLAINS NY 10601-4840

To PG Publishing Company

Total ----- \$472.75

### Publisher's Receipt for Advertising Costs

PG PUBLISHING COMPANY, publisher of the Pittsburgh Post-Gazette, a newspaper of general circulation, hereby acknowledges receipt of the aforesaid advertising and publication costs and certifies that the same have been fully paid.

Office  
2201 Sweeney Drive  
CLINTON, PA 15026  
Phone 412-263-1338

PG Publishing Company, a Corporation, Publisher of  
Pittsburgh Post-Gazette, a Newspaper of General Circulation

By \_\_\_\_\_

I hereby certify that the foregoing is the original Proof of Publication and receipt for the Advertising costs in the subject matter of said notice.

The Scranton Times (Under act P.L. 877 No 160. July 9, 1976)  
Commonwealth of Pennsylvania, County of Lackawanna

LICENSELOGIX  
SUITE 300  
140 GRAND STREET WHITE PLAINS NY 10601

Account # 629558  
Order # 82479924  
Ad Price: 278.45

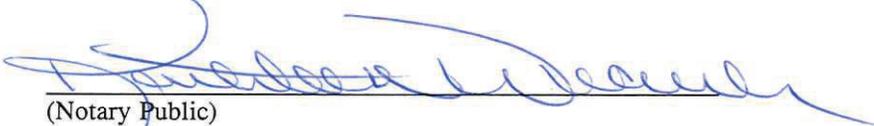
PROTOCOL COMMUNICATIONS

Being duly sworn according to law deposes and says that (s)he is Billing clerk for The Scranton Times, owner and publisher of The Scranton Times, a newspaper of general circulation, established in 1870, published in the city of Scranton, county and state aforesaid, and that the printed notice or publication hereto attached is exactly as printed in the regular editions of the said newspaper on the following dates:

10/08/2020

Affiant further deposes and says that neither the affiant nor The Scranton Times is interested in the subject matter of the aforesaid notice or advertisement and that all allegations in the foregoing statement as time, place and character or publication are true Samantha Gregory

Sworn and subscribed to before me  
this 8th day of October A.D., 2020



(Notary Public)

COMMONWEALTH OF PENNSYLVANIA  
NOTARIAL SEAL  
Kathleen Weaver, Notary Public  
City of Scranton, Lackawanna County  
My Commission Expires June 14, 2021

LEGAL NOTICE

**PENNSYLVANIA PUBLIC UTILITY COMMISSION NOTICE**  
*Applications of Protocall Communications Inc. For Approval To Offer, Render, or Furnish Services as a Supplier, Aggregator, and Marketer/ Broker Engaged In The Business Of Supplying Natural Gas Supply Services and Electricity Supply or Electric Generation Services, To The Public In The Commonwealth Of*

*Pennsylvania.*

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The PUC may consider this application without a hearing. Protests directed to the technical or financial fitness of **Protocall Communications Inc.** may be filed within 15 days of the date of this notice with the Secretary of the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265. You should send copies of any protest to **Protocall Communications Inc.** attorney at the address listed below.

**Protocall Communications Inc.**  
204 Main Street  
Laurel, MD 20707  
301-361-1122

PROOF OF PUBLICATON OF NOTICE IN THE WILLIAMSPORT  
SUN-GAZETTE UNDER ACT NO. 587, APPROVED MAY 16, 1929

STATE OF PENNSYLVANIA

COUNTY OF LYCOMING

SS:

Robert O. Rollev, Jr., Publisher of the Sun-Gazette LLC publishers of the Williamsport Sun-Gazette, successor to the Williamsport Sun and the Gazette & Bulletin, both daily newspapers of general circulation, published at 252 West Fourth Street, Williamsport, Pennsylvania, being duly sworn, deposes and says that the Williamsport sun was established in 1870 and the Gazette & Bulletin was established in 1801, since which dates said successor, the Williamsport Sun-Gazette, has been regularly issued and published in the County of Lycoming aforesaid, and that a copy of the printed notice is attached hereto exactly as the same was printed and published in the regular editions of said Williamsport Sun-Gazette on the following dates, viz:

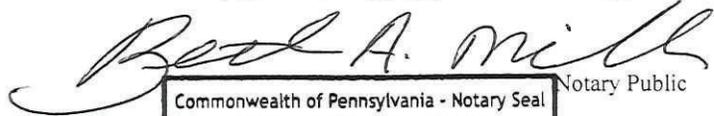
October 9, 2020

Affiant further deposes that he is an officer daily authorized by the Sun-Gazette LLC, publisher of the Williamsport Sun-Gazette, to verify the foregoing statement under oath and declare that affiant is not interested in the subject matter of the aforesaid notice of publication, and that all the allegations in the foregoing statement as to time, place and character of publication are true.

  
SUN-GAZETTE LLC

Sworn to and subscribed before me

The 13<sup>th</sup> day of October 20 20

  
Notary Public

Commonwealth of Pennsylvania - Notary Seal  
BETH A MILLER - Notary Public  
Lycoming County  
My Commission Expires Jun 4, 2024  
Commission Number 1297751

STATEMENT OF ADVERTISING COSTS

To the Sun-Gazette LLC, Dr.:

For publishing the notice attached

Hereto on the above state dates.....\$ 283.36

Probated same.....\$

Total.....\$ 283.36

PUBLISHER'S RECEIPT FOR ADVERTISING COSTS

THE SUN-GAZETTE LLC hereby acknowledges receipt of the aforesaid advertising and publication costs and certifies that the same have been fully paid

SUN-GAZETTE LLC

BY Robert O. Rollev, Jr.

**PENNSYLVANIA PUBLIC UTILITY COMMISSION NOTICE**

Applications of Protocall Communications Inc. For Approval To Offer, Render, or Furnish Services as a Supplier, Aggregator, and Marketer/Broker Engaged In The Business Of Supplying Natural Gas Supply Services and Electricity Supply or Electric Generation Services, To The Public In The Commonwealth Of Pennsylvania.

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poses to sell electricity, natural gas, and related services throughout all of Pennsylvania under the provisions of the new 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 Protocall Communications Inc. may be filed within 15 days of the date of this notice with the Secretary of the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265. You should send copies of any protest to Protocall Communications Inc. attorney at the address listed below.

**Protocall Communications Inc.**  
204 Main Street  
Laurel, MD 20707  
301-361-1122