EOE-9

Refer to Section B-4.

The Company indicated, “M&L Service Providers, LLC will be compensated through standard supplier-paid commissions for providing electric brokerage services. These commissions are paid when a customer voluntarily enrolls in a plan offered by a licensed retail electric supplier. No markups are added to customer electricity rates.”

a. Please explain in detail this statement, specifically indicating if the supplier is paying M&L for its services to the supplier or if the supplier is passing through a fee paid by the customer and included in the customer’s rate. M&L is compensated through a fee paid by the customer and included in the customer’s rate.

b. Please refer to Section B-4(g). Please provide all contracts and/or supplier agreements M&L has with suppliers. M&L has provided the applicable supplier agreements currently available with the following suppliers: Direct Energy, Constellation, NextEra, and Major Energy.

c. Please provide examples of all types of contracts M&L has with customers, and/or please provide examples of all communications M&L has with customers in which it explains how it receives compensation and the amount of compensation it will receive. M&L does not maintain separate written contracts with customers for brokerage services. Customers enter into agreements directly with the applicable retail electric supplier using that supplier’s standard contract documentation. With respect to compensation, M&L does not maintain customer-facing agreements that separately identify the commission amount included in each supplier contract. In certain circumstances, M&L participates in a competitive bidding process with other brokers, and commission amounts are not separately disclosed unless requested by the customer. In other circumstances, where M&L works with a customer on an exclusive basis, the applicable compensation arrangement is discussed verbally with the customer.