EAH ENERGY LLC

Docket No. 26-08-11

Responses to Interrogatories EOE-1 through EOE-13

EAH Energy LLC ("EAH" or the "Company") submits the following responses to Interrogatories EOE-1 through EOE-13 issued by the Connecticut Public Utilities Regulatory Authority, Office of Education, Outreach and Enforcement.

EOE-1

Question: Did any suppliers inform the Company that it had to file said application? Provide all correspondence from all suppliers to that effect.

Response: No. No electric supplier informed EAH Energy LLC that it was required to file the Connecticut Electric Aggregator application. Accordingly, there is no supplier correspondence responsive to this request.

EOE-2

Question: Does EAH currently have any customers in Connecticut? If so, please indicate which suppliers serve those customers, in what capacity EAH served those customers, by what method EAH contacted/enrolled those customers, if those customers are commercial or residential, and when those customers were last contracted or renewed.

Response: No. EAH Energy LLC does not currently have any customers in Connecticut and has not commenced aggregation activities in Connecticut. Accordingly, there are presently no Connecticut customers, suppliers serving such customers through EAH, enrollment methods, customer classifications, or contract/renewal dates to report.

EOE-3

Question: Refer to Section A-16. Please confirm that the Company is not currently an agent for and/or representing any electric suppliers.

Response: EAH Energy LLC confirms that it is not currently an agent for, and does not represent, any electric supplier. EAH does not have authority to bind an electric supplier, execute customer contracts on behalf of an electric supplier, or otherwise create obligations on behalf of an electric supplier.

EAH maintains contractual relationships with independent electric suppliers for purposes including obtaining competitive pricing and facilitating customer energy procurement transactions. These contractual relationships do not grant EAH authority to act as an agent of those suppliers. EAH acts independently in assisting customers with energy procurement and supplier selection.

The ENGIE agreement included with EAH's application specifically states that the agreement does not create an agency relationship and that neither party has the right to bind the other or represent that it has authority to enter into binding obligations on the other's behalf.

EOE-4

Question: Refer to Exhibit A-13. The applicant identified "No" to this question. Please clarify if the Company operates in any capacity within other states. If so, please identify the states and provide the information requested in A-13 regarding each state.

Response: EAH Energy LLC clarifies its prior response to Exhibit A-13. EAH operates, or is registered or licensed to operate, in multiple competitive energy markets outside Connecticut. EAH's activities are generally conducted as an energy broker, energy consultant, aggregator, or similar energy procurement intermediary, depending upon the terminology and regulatory requirements of the applicable jurisdiction.

EAH has obtained regulatory authority in jurisdictions including Texas, New York, Ohio, New Jersey, and the District of Columbia, as documented by licensing and registration materials previously submitted with the application. The application materials include, among other items, Texas broker registration, New York Energy Consultant eligibility, Ohio Power Broker certification, New Jersey Energy Agent and Energy Consultant registrations, and a District of Columbia electricity supplier license.

EAH acknowledges that its original "No" response to Exhibit A-13 was incomplete and provides this response to clarify and supplement the record. EAH will provide or reference the applicable state licensing and registration documentation already contained in the application record.

EOE-5

Question: Refer to Section B-4.
(a) For every customer, does EAH solicit bids from every supplier with which it has a contract?
(b) If no, how does EAH select which suppliers it will solicit?
(c) If no, on average, from how many suppliers does EAH solicit bids for each customer?
(d) Does EAH solicit bids from any supplier with whom it does not have a contract?
(e) Describe the process EAH employs once it receives offers from suppliers for a particular customer.

Response: (a) No. Not every supplier is appropriate or available for every customer or transaction.

(b) EAH evaluates suppliers based on factors including the customer's utility territory, geographic market, customer class, electricity usage and load profile, credit requirements, requested product structure, requested contract term, supplier eligibility, supplier appetite, and competitiveness within the applicable market.

(c) EAH solicits bids from approximately **five suppliers per customer on average**, depending on the customer's market, load characteristics, credit profile, requested product, and available suppliers.

(d) No. EAH generally solicits formal pricing from suppliers with which EAH has an established contractual or approved broker/channel relationship.

(e) EAH reviews supplier offers and evaluates the available options based on price, contract term, product structure, supplier requirements, customer usage characteristics, contractual provisions, and the customer's stated objectives. EAH may identify and present the offers it believes are most relevant to the customer's requirements rather than presenting every quote received. EAH discusses the available options with the customer, and the customer retains the ultimate authority to select the supplier, product, and contract term. EAH does not enroll a customer without the customer's authorization.

EOE-6

Question: Refer to Section B-4(b).
(a) Please describe in detail how EAH monitors and trains the individuals engaging with customers on its behalf. Please include any applicable training materials.
(b) Do agents or any EAH employees perform "cold call" marketing to customers?
(c) Do agents or any EAH employees perform "door to door" marketing to customers?

Response: (a) Individuals engaging with customers on behalf of EAH receive training regarding EAH's services, customer communications, supplier procurement procedures, regulatory compliance requirements, appropriate marketing representations, customer authorization requirements, and handling of customer information.

EAH requires customer-facing personnel to accurately identify EAH and its role, avoid representing themselves as an electric distribution company or electric supplier when they are not acting in such capacity, avoid false or misleading statements, and accurately communicate supplier pricing and contractual terms.

EAH management monitors customer-facing activities through management supervision, review of customer communications and transaction documentation, CRM activity and account records, and review of customer complaints or compliance concerns. Identified issues may result in additional training, corrective action, restriction of customer-facing activities, or termination of the applicable relationship. Applicable training materials, scripts, and written monitoring/compliance procedures are provided or will be provided as supporting exhibits.

(b) Yes. EAH employees and/or authorized representatives may engage in outbound telephone marketing, including cold calling prospective commercial customers. Such activities are subject to EAH's training and supervision and applicable marketing and telemarketing requirements.

(c) No. EAH does not currently utilize door-to-door marketing to solicit customers.

EOE-7

Question: Refer to Section B-4. Please confirm that the contracts provided are all the contracts EAH has with suppliers licensed in Connecticut.

Response: EAH Energy LLC confirms that its current agreements with electric suppliers licensed in Connecticut are with **Catalyst Power, NextEra Energy, and ENGIE Resources LLC**. Copies of the applicable agreements have been provided with EAH's application and/or are included with these responses. EAH confirms that these constitute all of its current contracts with electric suppliers licensed in Connecticut.

EOE-8

Question: Refer to Exhibit A-9. The Company submitted a resume for its President that solely references experience at the Company. Please identify and describe any additional, relevant educational and professional experience.

Response: Gabrielle Mentink-Carvalho has substantial prior experience in the competitive energy brokerage industry in addition to her current responsibilities at EAH Energy LLC.

From approximately 2007 through 2025, Ms. Mentink-Carvalho managed and owned an energy brokerage firm in Canada. Her experience included energy brokerage operations, corporate and administrative management, supplier and vendor relationships, customer procurement activities, contractual documentation, and operational oversight.

At EAH Energy LLC, Ms. Mentink-Carvalho's responsibilities include corporate governance and administrative management, vendor and supplier coordination, regulatory compliance support, operational procedures, documentation controls, supplier onboarding, and account administration. An updated resume is included as supporting documentation.

EOE-9

Question: Refer to Exhibit A-11. Clarify if the applicant has presented EAH's entire corporate structure, inclusive of affiliates. If affiliates have been omitted, provide a chart or similar graphical depiction of Applicant's entire corporate structure.

Response: EAH Energy LLC confirms that the corporate structure submitted in Exhibit A-11 was intended to depict EAH's corporate structure. EAH Energy LLC does not have a parent company or subsidiaries.

The reference in EAH's financial statements to entities "controlled by members of EAH" refers to separately owned or controlled related-party entities and does not mean that those entities are subsidiaries owned by EAH Energy LLC. The related-party entity identified in connection with EOE-11 is **Energy Associates Hub**.

To the extent requested by the Authority, EAH will provide an updated corporate structure chart identifying the relationship between EAH Energy LLC and Energy Associates Hub.

EOE-10

Question: Refer to Section A-12a. Please provide the financial statements for the year ended June 30, 2026. The requested financial statements are not required to be audited but should, at a minimum, include a balance sheet and income statement.

Response: EAH Energy LLC's fiscal year ended June 30, 2026. The Company's FY2026 financial statements are currently in preparation and are not presently available in final form.

EAH has obtained an extension relating to completion of its fiscal-year financial reporting/tax preparation. EAH respectfully requests permission to supplement this response with the requested June 30, 2026 financial statements promptly upon their completion.

EAH acknowledges the Authority's statement that the requested financial statements are not required to be audited and should, at a minimum, include a balance sheet and income statement.

EOE-11

Question: Refer to Section A-12a. The Company's June 30, 2025 financial statements state that the Company incurred certain administrative and professional service expenses from entities controlled by members of EAH. Please identify each referenced entity and discuss the services provided.

Response: The entity referenced in Note 10 to EAH Energy LLC's June 30, 2025 financial statements as an entity controlled by members of EAH is **Energy Associates Hub**.

Energy Associates Hub is a separately controlled related-party entity and is not a subsidiary owned by EAH Energy LLC. Energy Associates Hub provided administrative and professional services to EAH in the ordinary course of operations. The related-party transactions were conducted in the normal course of EAH's business and

on terms comparable to those with unrelated parties, as described in the Company's June 30, 2025 financial statements.

EOE-12

Question: Refer to Section A-12a. The Company's June 30, 2025 financial statements reference "internal brokers," "independent agents," and "channel partners." Identify how the Company monitors each category and provide all written policies and procedures.

Response: (a) Internal brokers: EAH monitors internal brokers through management supervision, CRM activity, review of customer communications and transaction documentation, supplier-submission records, customer feedback, and complaint review. Internal brokers are required to comply with EAH's customer communication, disclosure, authorization, marketing, and compliance requirements. Identified deficiencies may result in additional training, corrective action, restriction of customer-facing activities, or other appropriate action.

(b) Independent agents: Independent agents acting on behalf of EAH are required to comply with EAH's applicable marketing and compliance standards. EAH monitors their activities through transaction review, customer and supplier documentation, CRM/account records, customer feedback, and management oversight. Compliance issues may result in additional training, corrective action, suspension, or termination of the relationship.

(c) Channel partners: EAH monitors channel partners through contractual requirements, review of submitted transactions and supporting customer documentation, supplier requirements, customer complaints, and compliance review. Channel partners are expected to comply with applicable licensing, marketing, customer-protection, disclosure, and authorization requirements.

EAH's applicable written policies and procedures for internal brokers, independent agents, and channel partners are included or will be included as supporting documentation.

EOE-13

Question: Refer to Exhibit C-2. Please provide an updated sample notice to aggregated customers that includes (1) the name, address, email address, and toll-free customer service telephone number of the electric supplier that provides electric generation services under the aggregation offer; and (2) the rate for electric generation services stated in the aggregation offer, or a description of how electric generation services are charged to customers under the aggregation offer.

Response: EAH provides the following revised sample notice language:

NOTICE TO AGGREGATED CUSTOMER

Aggregator: EAH Energy LLC
Address: 7901 4th St. N, STE 300, St. Petersburg, FL 33702
Telephone: 1-866-387-6955
Email: [EAH CUSTOMER SERVICE EMAIL]

Electric Supplier: [SUPPLIER NAME]
Supplier Address: [SUPPLIER ADDRESS]
Supplier Email: [SUPPLIER CUSTOMER SERVICE EMAIL]
Supplier Toll-Free Customer Service Number: [SUPPLIER NUMBER]

Electric Generation Rate: $[RATE]/kWh
Contract Term: [TERM]
Service Start Date: [DATE]

If the electric generation price is not a fixed per-kWh rate, the manner in which the electric generation charge is calculated will be stated here: [DESCRIPTION OF PRICING METHODOLOGY].

EAH Energy LLC is an electric aggregator and does not provide electric distribution service. The customer's electric distribution company will continue to deliver electricity, maintain the distribution infrastructure, and respond to outages.

Participation in the aggregation offer is voluntary. Prior to enrollment, the customer will receive applicable pricing and contract terms. No supplier enrollment will occur without customer authorization. The customer's electric distribution company will continue to provide distribution service. Electric generation charges will be billed in accordance with the applicable supplier agreement and billing arrangement.

Submitted by:

EAH Energy LLC

Gabrielle Mentink Carvalho, President

7901 4th St. N, STE 300
St. Petersburg, FL 33702

Signature: _____

Date: _____