



Control Number: 25721



Item Number: 1570

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## Public Utility Commission of Texas

1701 N. Congress Avenue  
P. O. Box 13326  
Austin, Texas 78711-3326  
(512) 936-7000 • (Fax) 936-7003  
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### RETAIL ELECTRIC PROVIDER (REP) ANNUAL REPORT

*Pursuant to Commission Substantive Rules 25.107, 25.480, and 25.491*

Filed in Project No. 25721

**Primary Company Name:** GDF Suez Energy Resources NA, Inc.

**REP Certification Number:** 10053

**ADDITIONAL NAMES:**

**REP D/B/As:** GSENA POLR

**REP D/B/As:** \_\_\_\_\_

**REP D/B/As:** \_\_\_\_\_

**REP D/B/As:** \_\_\_\_\_

**REP D/B/As:** \_\_\_\_\_

This form allows a REP to designate certain information as confidential. If the Commission receives a request for information designated by the REP as confidential, the Commission must comply with the provisions of the Texas Public Information Act, Chapter 552 of the Texas Government Code, by requesting a ruling from the Office of the Attorney General and notifying the REP of the request. The Office of the Attorney General will issue a ruling directing the Commission to withhold or release the information in question.

#### **PART A – COMPANY INFORMATION** (*Displayed Automatically – Available for Revision/Update by REP*)

**1. Company Physical Address:**

**Representative Name:** Robert Wilson

**Representative Title:** President and CEO

**Representative Address:** 1990 Post Oak Blvd.

**(Suite, Floor, Apartment Number, etc.):** 1900

**(City, State, Zip Code):** Houston, Texas 77056

**Representative Phone Number:** 713-636-1100

**Representative Fax Number:** 713-636-1601

**Representative Email Address:** robert.wilson@gdfsuezna.com

**2. TEXAS Address:**

**Representative Name:** Jason Austin

**Representative Title:** VP and General Counsel



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Representative Address: 1990 Post Oak Blvd.  
(Suite, Floor, Apartment Number, etc.): 1900  
(City, State, Zip Code): Houston, Texas 77056  
Representative Phone Number: 713-636-1742  
Representative Fax Number: 713-636-1601  
Representative Email Address: jason.austin@gdfsuezna.com

**3. Mailing Address: (if different from company physical address)**

Representative Name: \_\_\_\_\_  
Representative Title: \_\_\_\_\_  
Representative Address: \_\_\_\_\_  
(Suite, Floor, Apartment Number, etc.): \_\_\_\_\_  
(City, State, Zip Code): \_\_\_\_\_  
Representative Phone Number: \_\_\_\_\_  
Representative Fax Number: \_\_\_\_\_  
Representative Email Address: \_\_\_\_\_

**4. Authorized Company Representative:**

Representative Name: Jason Austin  
Representative Title: VP and General Counsel  
Representative Address: 1990 Post Oak Blvd.  
(Suite, Floor, Apartment Number, etc.): 1900  
(City, State, Zip Code): Houston, Texas 77056  
Representative Phone Number: 713-636-1742  
Representative Fax Number: 713-636-1601  
Representative Email Address: jason.austin@gdfsuezna.com

**5. Regulatory Contact Information:**

Regulatory Contact Name: Naveen Rabie  
Regulatory Contact Title: Counsel  
Regulatory Contact Address: 1990 Post Oak Blvd.  
(Suite, Floor, Apartment Number, etc.): 1900  
(City, State, Zip Code): Houston, Texas 77056  
Regulatory Contact Phone Number: 713-636-1607  
Regulatory Contact Fax Number: 713-636-1601  
Regulatory Contact Email Address: naveen.rabie@gdfsuezna.com

**COMPLAINT CONTACT INFORMATION: (Displayed Automatically – Available for Revision/Update by REP)**

6. Yes ☐ No ☒ Do you need to add, update, or remove any of your Customer Complaint Contact Information? (If Yes, see requested information below:)

**7. Complaint Contact Information:**

Contact Name: Jason Austin  
Contact Title: VP and General Counsel

Required Contact Address: 1990 Post Oak Blvd.  
 (Suite, Floor, Apartment Number, etc.): 1900  
 (City, State, Zip Code): Houston, Texas 77056  
 Contact Phone Number: 713-636-1742  
 Alternate Contact Phone Number: 713-636-1100  
 Contact Fax Number: 713-636-1601  
 Contact Email Address: jason.austin@gdfsuezna.com

**EMERGENCY CONTACT INFORMATION** (*Displayed Automatically – Available for Revision/Update by REP*)

**8. Primary Emergency Contact Information:**

Emergency Contact Name: Vikram Kulkarni  
 Emergency Contact Title: VP Operations  
 Emergency Contact Phone Number: 713-636-1272  
 Emergency Contact Fax Number: 713-636-1601  
 Emergency Contact Home Number: \_\_\_\_\_  
 Emergency Contact Cell Number: \_\_\_\_\_  
 Emergency Contact Email Address: vikram.kulkarni@gdfsuezna.com

**9. Secondary Emergency Contact Information:**

Emergency Contact Name: Jason Austin  
 Emergency Contact Title: VP and General Counsel  
 Emergency Contact Phone Number: 713-636-1742  
 Emergency Contact Fax Number: 713-636-1601  
 Emergency Contact Home Number: \_\_\_\_\_  
 Emergency Contact Cell Number: \_\_\_\_\_  
 Emergency Contact Email Address: jason.austin@gdfsuezna.com

**10. Tertiary Emergency Contact Information: (Optional)**

**PART B –SERVICE AREA (Option 1 REPs only)** (*Questions REP must respond to before submittal.*)

1. Yes ☒ No ☐ Are you currently providing service to customers? If “No”, then you may skip the additional request for information in this section.
2. List the Zip Codes in which you are providing retail electric service to customers.

Yes ☒ No ☐ Confidential? SEE ATTACHMENT A

**PART C – FINANCIAL REQUIREMENTS (Option 1 REPs only)**

1. Yes ☒ No ☐ Have you filed the information required by §25.107(i)(5)(A)(vii) in Project No. 25721, including a sworn statement from an executive officer of the REP attesting to the accuracy, in all material respects, of the information provided? See Exhibits 1, 2 & 3

**PART D – TECHNICAL REQUIREMENTS (D-2 thru D-6 - Option 1 REPs Only)**

1. Yes ☐ No ☒ Change in Ownership. Have there been any changes in the ownership of the REP submitting this report? If so, please explain the changes. Reporting a change in ownership on this form does not relieve a REP of its obligation to amend its certification as required by Commission Rule 25.107. (Dialogue Box)

2. Technical and Managerial Resource Requirements: *(Edit/update existing information.)*

- a. Who is the Qualified Scheduling Entity (QSE)?

Company Name: GDF Suez Energy Marketing NA

Contact Person: Sam Henry

Title: President and CEO

Address: 1990 Post Oak Blvd, 1900

City: Houston

State: Texas

Company number: 10036

Email Address: sam.henry@gdfsuezna.com

- b. Yes ☒ No ☐ Is the REP current with its ERCOT testing obligation?  
c. Yes ☐ No ☒ Has the REP been in default with the "Load Serving Entity" (LSE) Agreement?  
d. Yes ☐ No ☒ Has any other party alleged that the REP has violated ERCOT protocols or trading partner agreements?  
e. Yes ☒ No ☐ Is the REP providing Outage Notification as required by §25.107(g)(1)(G)?

3. For each third-party entity the REP depends on to meet the Technical and Managerial requirements, provide the following information: *(Edit/update existing information. Cannot Change \*)* SEE ATTACHMENT B

\*Company Name: \_\_\_\_\_

\*Contact Person: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Company number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Type of Service Provided: \_\_\_\_\_

Date of Agreement: \_\_\_\_\_

4. Provide the following information on one or more of the principal employees whose retail electric industry experience is depended upon to meet the 15 year technical experience requirement: *(Edit/update existing information. Cannot change \*)*

\*Company Name: SEE ATTACHMENT C  
 \*Contact Person: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_  
 State: \_\_\_\_\_  
 Company number: \_\_\_\_\_  
 Email Address: \_\_\_\_\_

5. Provide the following information for the Risk Management Experience relied upon to meet the 5 year requirement: *(Edit/update existing information. Cannot change \*)*

\*Company Name: GDF Suez Energy Resources NA  
 \*Contact Person: Andrew Elliot  
 Title: Director of Supply, ERCOT  
 Address: 1990 Post Oak Blvd, 1900  
 City: Houston  
 State: Texas  
 Company number: 10053  
 Email Address: andrew.elliott@gdfsuezna.com  
 Contract: Yes \_\_\_ No ☒  
 Contract End Date: \_\_\_\_\_

6. Provide a list of the Aggregators with whom the REP conducted business. The list will include the aggregators name, commission registration number, date of contract or agreement specifying the business arrangement. *(REP can add as many as necessary and edit/update existing information.)*

Yes ☒ No \_\_\_ Confidential? SEE ATTACHMENT D

## PART E: CUSTOMER PROTECTION REQUIREMENTS (Option 1 REPs Only).

1. To demonstrate that Staff and Employee Training is adequate to meet service level commitments as required by §25.107(g)(1)(F) provide the requested information:

Yes ☒ No \_\_\_ Confidential? See Attachment E-1

a. General

- i. \_\_\_\_\_ Total number of Residential Customers.
- ii. \_\_\_\_\_ Total number of Commercial Customers.
- iii. \_\_\_\_\_ Total number of Staff
- iv. \_\_\_\_\_ Total number of Customer Service Staff

- v. \_\_\_\_\_ (minutes) Provide calling customers' wait time in queue in Customer Service Call Centers (average).
- vi. Yes \_\_\_\_ No \_\_\_\_ Are script(s) required to be used in the marketing/sales and customer service areas?
- vii. Yes \_\_\_\_ No \_\_\_\_ Are internal service objectives to monitor performance (i.e., corrective action plans, benchmarks) implemented?

b. Marketing/Sales and Customer Service Staff Training

Yes ☒ No \_\_\_\_ Confidential? See Attachment E-1

- i. Yes \_\_\_\_ No \_\_\_\_ Is training required?
  - ii. Per Area of training (e.g. sales, safety, customer service, etc.), provide Frequency (e.g. weekly, monthly, quarterly, etc), Mode (e.g. live, video, book), and Type (e.g. conduct, performance, safety, etc.).
  - iii. Yes \_\_\_\_ No \_\_\_\_ Is training required for PUC Customer Protection rules?
  - iv. \_\_\_\_\_ Total number of Staff that have received training in PUC Customer Protection Rules.
  - v. \_\_\_\_\_ Total number of Customer Service Staff that have received training in PUC Customer Protection Rules.
2. Provide a summary updating the information requested by §25.107(g)(2)(B) for the previous 12 months. In the summary, include the REP, affiliate, or principal name; regulatory agency or organization name; total number of complaints; complaint types; and resolution of the complaints. At the bottom of this question number should be a summary list/report with complaint information being totaled. none
  3. Provide an update of the information requested by §25.107(g)(2)(D) for the previous 12 months that includes the violation type, docket/citation number and court/agency. none
  4. Provide an update of the information requested by §25.107(g)(2)(E) for the previous 12 months that includes the violation type, docket/citation number and court/agency. none
  5. Yes \_\_\_\_ No ☒ Are you in material violation of any of the requirements of your REP certificate? If so, please describe the material violations. (Dialogue Box)

**PART F: INFORMATION REQUIRED BY §25.480**

(This Part applies to a REP that is responsible for issuing electric service bills to retail customers, unless the REP is issuing a consolidated bill (both energy services and transmission and distribution services) on behalf of an electric cooperative or municipally owned utility. It does not apply to a municipally owned utility or electric cooperative issuing bills to its customers in its own service territory.)

Not Applicable. Suez does not serve residential customers.

1. For the Bill Payment Assistance program implemented pursuant to §25.480(g)(2), provide the following information on an annual basis:
  - a. \$ \_\_\_\_\_ Total amount of customer donations;

- b. \$\_\_\_\_\_ Amount of money set aside for bill payment assistance;
- c. For each assistance agency selected to disburse funds to customers, provide the following information:
- Company/Agency Name: \_\_\_\_\_
- Contact Person: \_\_\_\_\_
- Title: \_\_\_\_\_
- Address: \_\_\_\_\_
- City: \_\_\_\_\_
- State: \_\_\_\_\_
- Company number: \_\_\_\_\_
- Email Address: \_\_\_\_\_
- Amount of money provided to agency to disburse: \$ \_\_\_\_\_

## PART G: INFORMATION REQUIRED BY §25.491

(For all REPs except municipally owned utilities and electric cooperatives)

### 1. Denial of service. none

Number of written denial of service notices issued by the REP, by month, by customer class, and by nine-digit zip code (if available). *See requested information below:*

**Zip Code:** (five or nine digits)

**Customer Class:** (Drop down list consisting of Residential, Small Commercial (maximum peak load less than or equal to 50 kW), Commercial (maximum peak load greater than 50 kW), or Industrial customers)

**Month:** (Drop down list of months).

**Number of Complaints:** (whole numbers).

### 2. Deposits. SEE ATTACHMENT E

Number and total aggregated dollar amount of deposits held by the REP, by month, by customer class, and by zip code. *See requested information below:*

**Zip Code:** (five or nine digits)

**Customer Class:** (Drop down list consisting of Residential, Small Business, Medium Business, Large Business, or Industrial customers)

**Month:** (Drop down list of months).

**Number of Deposits:** (whole numbers).

**Dollar Amount of Deposits:** (\$\$\$\$\$\$).

Yes ☒ No ☐ Confidential?

### 3. Residential Complaints.

Not Applicable. Suez does not serve residential customers.

Number of complaints received by the REP, by month, by customer class, and by zip code and census tract for the following categories of complaint:



- a. Refusal of electric service
- b. Marketing and quality of customer service
- c. Unauthorized charges (cram)
- d. Unauthorized change of REP (slam)
- e. Accuracy of billing services
- f. Collection and service termination and disconnection

## **AFFIRMATION**

By submitting this report, I swear or affirm that I am an executive officer of the retail electric provider submitting this report and that all statements and representations submitted herein are true and correct to the best of my knowledge.

Name of Person Submitting Report: Jason Austin

Title of Person Submitting Report: VP and General Counsel

Date and Time report was submitted: 3/4/2010

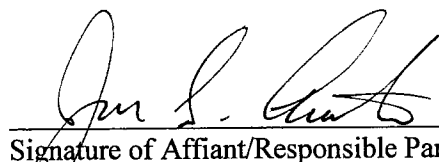
# AFFIDAVIT

STATE OF TEXAS           §  
                                      §  
 COUNTY OF HARRIS       §

1. My name is Jason Austin and I and the Vice President and General Counsel of the reporting REP, GDF SUEZ Energy Resources NA, Inc.

2 I swear or affirm that I have personal knowledge of the facts stated in this 2009 REP Annual Report, that I am competent to testify to them, and that I have authority on behalf of the reporting REP. I further swear or affirm that all of the statements and/or representations made in this Report are true, complete, and correct. I swear or affirm that the reporting REP is not in material violation of any of the requirements of its certificate. I swear or affirm that, if any material violation of the requirements of its certificate occurred subsequent to the reporting period applicable to this Report, the reporting REP has notified the Commission of same. I swear or affirm that the reporting REP understands and will comply with all requirements of applicable law and rules.

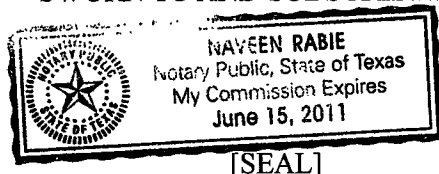
3. I swear or affirm that any assertions of confidentiality regarding this response have been made with a good faith belief that an exception to public disclosure under Chapter 552 of the Texas Government Code applies to the information provided.


  
 Signature of Affiant/Responsible Party

Jason Austin  
 Typed or Printed Name

GDF Suez Energy Resources NA, Inc  
 Name of Reporting REP

SWORN TO AND SUBSCRIBED TO BEFORE ME on the 3rd day of March, 2010.



  
 Notary Public in and for the  
 State of Texas

My Commission Expires: JUNE 15, 2011

GDF SUEZ

## ATTACHMENT B

**Third-party entities the REP depends on to meet the Technical and Managerial requirements:**

Company Name: **TXU Electric Delivery Company**  
Contact Person: Representative  
Address: 500 N. Akard  
City,State,Zip: Dallas, Texas. 75201  
Email Address: www.TXU.com  
Service provided: ERCOT TDSP  
Date of Agreement: October 28, 2002

Company Name: **CenterPoint Energy**  
Contact Person: Representative  
Address: P.O. Box 1700  
City,State,Zip: Houston, Texas 77251-1700  
Email Address: www.centerpointenergy.com  
Service provided: ERCOT TDSP  
Date of Agreement: December 27, 2002

Company Name: **AEP Texas North Company d/b/a American Electric Power Company**  
Contact Person: Representative  
Address: P.O. Box 2121  
City,State,Zip: Corpus Christi, TX 78403  
Email Address: www.aep.com  
Service provided: ERCOT TDSP  
Date of Agreement: December 20, 2002

Company Name: **AEP Texas Central Company d/b/a American Electric Power Company**  
Contact Person: Representative  
Address: P.O. Box 2121  
City,State,Zip: Corpus Christi, TX 78403  
Email Address: www.aep.com  
Service provided: ERCOT TDSP  
Date of Agreement: December 20, 2002

Company Name: **Texas-New Mexico Power Company**  
Contact Person: Representative  
Address: 4100 International Plaza, Tower II  
City,State,Zip: Fort Worth, Texas 76109  
Email Address: www.tnpe.com  
Service provided: ERCOT TDSP  
Date of Agreement: December 20, 2002

Company Name: **PPL Solutions**  
Contact Person: Account Representative  
Address: Two North 9<sup>th</sup> Street  
City,State,Zip: Allentown, PA 18101  
Email Address: www.pplsolutions.com  
Service provided: Provider of Billing Services and Customer Service assistance  
Date of Agreement: February 11, 2003

Company Name: **Energy Services Group, Inc.**  
Contact Person: Account Representative  
Address: 33 Riverside Drive, Suite 100  
City,State,Zip: Pembroke, MA 02359  
Email Address: www.energyservicesgroup.net  
Service provided: Provider of Texas SET services  
Date of Agreement: August 7, 2002 and January 1, 2009

GDF Suez

## ATTACHMENT C

**Principal Employees whose retail electric industry experience is relied upon by GDF Suez Energy Resources NA, Inc. to meet the 15 year technical experience requirement:**

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**ROBERT WILSON,**

Title: President and CEO

Street Address: 1990 Post Oak Blvd., 1900, Houston, Texas 77056

Company Number: PUCT 10053

Email Address: robert.wilson@gdfsuezna.com

Mr. Wilson has over 20 years experience in the natural gas and power industries. Mr. Wilson is responsible for GDF SUEZ Energy Resources NA, GDF SUEZ's retail electricity business serving commercial and industrial customers in North America. In his 12 years with GDF SUEZ, Mr. Wilson has engaged in a broad range of activities, including the establishment of the company's North American commodity trading, marketing, and risk management activities. In addition, he managed international energy commodity projects and merger and acquisition activities for the group principally in Northern Europe and North America and later oversaw sales, supply, and shipping arrangements for the company's liquefied natural gas (LNG) operation in New England. Mr. Wilson has most recently served as Head of Strategy, Risk and Portfolio Management, and Chief Business Developer for GDF SUEZ Energy North America. He studied Physics and Education at Queen's University in Kingston, Ontario, Canada, and earned a Global Energy MBA from the University of Houston.

**CRAIG SUTTER**

Title: Senior Vice President

Street Address: 1990 Post Oak Blvd., 1900, Houston, Texas 77056

Company Number: PUCT 10053

Email Address: craig.sutter@gdfsuezna.com

Craig Sutter joined GSERNA in January 2005 and is responsible for sales strategy and day-to-day operations for all customer segments and geographic territories. He has more than 15 years of energy sales experience and was most recently the VP of Industrial Sales at Sempra. He is a graduate of Wartburg College, Iowa, and resides in Houston.

**JAY HARPOLE**

Title: Vice President Supply

Street Address: 1990 Post Oak Blvd., 1900, Houston, Texas 77056

Company Number: PUCT 10053

Email Address: jay.harpole@gdfsuezna.com

Jay Harpole joined the company in August 2002 and is responsible for pricing, portfolio risk management, origination and delivery operations. Mr. Harpole joined GDF SUEZ Energy Resources NA from Dynegy where he served as Manager of Wholesale and Retail Structuring. Before joining Dynegy, Mr. Harpole worked for Exxon Chemical Americas where he served in the Controllers Department in Houston. Prior to working at Exxon, Mr. Harpole worked for Lamar Advertising Company in Investor Relations and M&A analysis. Mr. Harpole holds a MBA and BS degree in International Trade and Finance from Louisiana State University.

**CECILIA HEILMANN**

Title: Vice President

Street Address: 1990 Post Oak Blvd., 1900, Houston, Texas 77056

Company Number: PUCT 10053

Email Address: cecliia.heilmann@gdfsuezna.com

Cecilia Heilmann joined GSERNA in 2004. She is responsible for GSERNA financial functions including accounting, credit and budgeting. Prior to GSERNA, Ms. Heilmann worked at El Paso Corporation where she served in various capacities, including: Vice President of Corporate Planning and Vice President and Controller of the merchant division. Ms. Heilmann is a certified public accountant and holds a BA in accounting from the University of Texas at El Paso.