

TENNESSEE PUBLIC UTILITY COMMISSION

Kelly Cashman-Grams
General Counsel
(615) 770-6856



Andrew Jackson State Office Bldg.
502 Deaderick Street, 4th Floor
Nashville, TN 37243-0001

October 14, 2020

Via Email to karen.stachowski@ag.tn.gov

Ms. Karen Stachowski
Assistant Attorney General
Office of Tennessee Attorney General and Reporter
Financial Division, Consumer Advocate Unit
P.O. Box 20207
Nashville, Tennessee 37202

**RE: Response to Request for Records under Tenn. Code Ann. § 65-4-118
Docket No. 20-00086, *In re Petition of Piedmont Natural Gas Company,
Inc. for Approval of an Adjustment of Rates, Charges, and Tariffs
Applicable to Service in Tennessee***

Dear Ms. Stachowski:

As requested in your letter of October 13, 2020, I have attached the *Telephone Solicitor Registration Application* submitted to the Commission by HomeServe USA Corp. for the period of July 1, 2020 through June 30, 2021. No additional applications were located under any of the alternative entity names listed in the footnote to your letter. This document is produced in accordance with Tenn. Code Ann. § 65-4-118 and should not be construed as an acknowledgment that such records are subject to the Tennessee Public Records Act.

A copy of this letter is being sent to opposing counsels of record below in Docket No. 20-00086. The Consumer Advocate should, upon request, provide a copy of the responses to any counsel or party in this docket. Should you have any questions concerning this information, please do not hesitate to contact me.

FOR THE TENNESSEE PUBLIC UTILITY COMMISSION:



Kelly Cashman Grams, General Counsel

cc: TPUC Docket No. 20-00086
Paul Davidson at Paul.Davidson@wallerlaw.com
James H. Jeffries IV at JJeffries@mcguirewoods.com

RECEIVED
FISCAL OFFICE

Tennessee Public Utility Commission
502 Deaderick Street, 4th Floor
Nashville, TN 37243

CK# 029254
 26570 SOURCE RPA20
 AMT 500.00

Telephone Solicitor Registration Application

Application is hereby made to obtain access to the Tennessee "Do-Not-Call Register" pursuant to TPUC Rule 1220-4-11-.04. Registration submitted for **July 1, 2020 – June 30, 2021**. Please print or type the information requested below.

Federal Taxpayer ID

Check one: New Registration ☐ Re-registering ☒

Legal Name of Corporation,

HomeServe, Service Line Warranties of America

HomeServe, Service Line Warranties of America

Business or Individual Name used when contacting the public.

Trade name(s), assumed name(s) or fictitious names used.

Nature of Business service contracts, protection plans, and service plans

This registration is for: ☒ Standard Registration ☐ Principal Solicitor (mark one with X)

E-mail Address for Delivery of the DNC List:

Contact Person for Inquiries from the TPUC: This is the only person authorized to make changes to your company information and is responsible for keeping all application information correct and updated. Mailing address for contact must be within US borders; phone numbers must be US area codes or toll free numbers.

Phone # 203-919-8373

Fax # 203-919-1250

E-mail Address Alejandra.Pagani@homeserveusa.com

601 Merritt 7, 6th Floor

Norwalk

CT

08851

Contact

State

Person authorized to respond to notices of alleged violations from TPUC:

Phone # 203-541-8722

Fax # 203-919-1250

E-mail Address scott.paris@homeserveusa.com

601

Is applicant utilizing ADADs or predictive dialers for calls originating or terminating in Tennessee? Yes X

Provide the telephone number(s) for responding to inquiries relative to the telephone solicitation during hours when telephone solicitations are being made. Toll Free (203) 351 - 4912

Provide name, address and telephone number of Telemarketer(s) if your telemarketing is being outsourced:

Provide the contact information of the Registered Agent for Service of Process. (They must be located in Tennessee.)

CT

TN

State

#

On a separate sheet of paper marked as Supplemental Attachment, list the name, address and telephone number of all subsidiaries and affiliate companies associated with your company which will have access to your Do-Not-Call Register. An affiliate company is one that your company effectively controls because of its ownership interest. A subsidiary company is one in which your company owns more than 50% of the voting shares. see attached Exhibit B

FEE: PLEASE OBTAIN A TRACKING NUMBER FROM YOUR MAIL DELIVERY SERVICE WHEN SUBMITTING FEES

1. If you marked standard registration, mail the completed original application including a check for \$500.00 to: Tennessee Public Utility Commission, Attn: Jimmie Hughes, 502 Deaderick Street, 4th Floor, Nashville, TN 37243.
2. If you marked Principal Solicitor, mail the completed original application including a check in the amount of \$1,000.00 and an additional \$50.00 for each independent solicitor listed on the Supplemental Attachment 2 to: Tennessee Public Utility Commission, Attn: Jimmie Hughes, 502 Deaderick Street, 4th Floor, Nashville, TN 37243.

Compliance Statement

The Tennessee "Do-Not-Call Register" telephone solicitor applicant, hereby, affirms the following:

I/We will comply with the Tennessee Public Utility Commission's ("TPUC") Rules and Regulations Chapter 1220-4-11 and all other applicable state laws, including but not limited to T.C.A. Section 65-4-401, *et seq.*

I/We will notify the Tennessee Public Utility Commission within thirty (30) days of any material change relative to this application or the information contained therein.

Having been duly sworn, and under the penalties of perjury, I hereby certify that the representations in the APPLICATION and all attachments are true and correct to the best of my knowledge and belief.

DocuSigned by:

Lynn Gefen

FB42E4C111CA4A2

SIGNATURE

HomeServe USA Corp.

NAME OF APPLICANT - COMPANY NAME

Lynn Gefen

PRINTED NAME

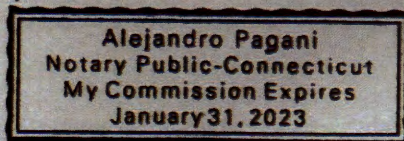
Deputy General Counsel & Chief Compliance Officer

TITLE

Subscribed and sworn to or affirmed before me, this 10th day of June, 2020.
Day Month Year

Known to be the person named in, and who executed the foregoing application.

My commission expires on 1/31/2023.



[Signature]
Signature of Notary and Authorized Official

Additional information on the Do-Not-Call Program, including a copy of the Program's Rules and Regulations, can be obtained from www.tn.gov/tpuc. All questions regarding the information on this application should be referred to Jimmie Hughes at (615) 741-2904.

Certificate Of Completion

Envelope Id: 6B614F3081944FE395C607C2BA156901

Status: Completed

Subject: Please DocuSign: TN Jun20 Telemarketing Renewal.pdf

Source Envelope:

Document Pages: 2

Signatures: 1

Envelope Originator:

Certificate Pages: 1

Initials: 0

Alejandro Paganl

AutoNav: Enabled

601 Merritt 7

Envelope Stamping: Enabled

6th Floor

Time Zone: (UTC-05:00) Eastern Time (US & Canada)

Norwalk, CT 06851

alejandro.paganl@homeserveusa.com

IP Address: 66.175.103.200

Record Tracking

Status: Original

Holder: Alejandro Paganl

Location: DocuSign

6/10/2020 8:39:14 AM

alejandro.paganl@homeserveusa.com

Signer Events

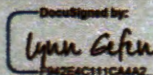
Lynn Gefen

Lynn.Gefen@homeserveusa.com

HomeServe USA

Security Level: Email, Account Authentication
(None)

Signature

DocuSigned by:

F042E4C111CMAZ

Signature Adoption: Pre-selected Style

Using IP Address: 66.175.103.200

Timestamp

Sent: 6/10/2020 8:40:26 AM

Viewed: 6/10/2020 9:09:16 AM

Signed: 6/10/2020 9:09:47 AM

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

Envelope Sent

Hashed/Encrypted

6/10/2020 8:40:26 AM

Certified Delivered

Security Checked

6/10/2020 9:09:16 AM

Signing Complete

Security Checked

6/10/2020 9:09:47 AM

Completed

Security Checked

6/10/2020 9:09:47 AM

Payment Events

Status

Timestamps

HomeServe USA Corp. – Tennessee Telephone Solicitor Registration Renewal
Exhibit A – Outsourced Telemarketing Vendors

- **Dial America:**
 - Inbound Services:
 - Address: 960 Macarthur Boulevard, Mahwah, NJ 07495
 - Contact: Account Manager: Dan Connolly
 - Phone: (201) 258-8252
 - Outbound Services:
 - Address: 960 Macarthur Boulevard, Mahwah, NJ 07495
 - Contact: Account Manager: Andrew Habermas
 - Phone: (201) 258-8252
- **PCCW:**
 - Inbound Services:
 - Address: 5200 Ring Road, Dublin, OH 43017
 - Contact Person: Liz Wright
 - Phone: (319) 383-1116

EXHIBIT B – AFFILIATES WITH DNC REGISTER ACCESS

Affiliate:

- HomeServe USA Repair Management Corp.:
 - Address: 7134 Lee Highway Chattanooga, TN 37421
 - Contact Phone Number: 423-499-7801
- Columbia Service Partners, Inc.:
 - Address: 4000 Town Center Boulevard, Ste.400, Canonsburg, PA 15317
 - Contact Phone Number: 423-499-7830



4400 River Green Parkway
Suite 100
Duluth, GA 30096
(800) 585-4888 toll-free
www.compliancepoint.com

June 18, 2020

Tennessee Public Utility Commission
502 Deaderick St. – 4th Floor
Nashville, TN 37243

Attn: Jimmie Hughes

Enclosed is the Telephonic Solicitor registration renewal and check for the fee on behalf of HomeServe USA Corp.

Please let us know if anything else is required.

Kind regards,


Kathy Pelland, Coordinator

Telemarketer Registration Support Service
678-287-7773 Direct Line
678-828-4377 eFax
kpelland@compliancepoint.com

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