



December 21, 2017

VIA CMRRR #70063450000168741024; AND E-MAIL lsmith@truthinadvertising.org

Laura Smith, Esq.
Truth in Advertising, Inc.
P.O. Box 927
Madison, Connecticut

Re: Letter Dated December 18, 2017 Concerning Stream Gas & Electric Business Opportunity

Dear Ms. Smith:

Thank you for bringing your concerns to our attention. Stream's compliance team, the Business Integrity Group (BIG), is dedicated to teaching our Independent Associates (IAs) how to accurately and transparently represent the Stream brand.

While IAs have some level of freedom to move their business forward, we do have guidelines and rules in place. In addition, BIG provides regular, rigorous training for our entire IA family. When someone misrepresents Stream in any way, we take it seriously.

While we rely on the latest technologies, such as the Fieldwatch software tool, to support BIG, we appreciate when members of the business community alert us to concerns. Rest assured that we always strive to act quickly to protect the Stream brand and its good reputation.

Sincerely,

A handwritten signature in blue ink, appearing to read "Daniel Terrell".

Daniel Terrell
Chief Legal Officer

DT/cl/ej



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