

TATE OF ILLINOIS
ILLINOIS COMMERCE COMMISSION

Illinois Commerce Commission)	
On Its Own Motion)	
)	11-NOI-01
Notice of Inquiry into the Implementation)	
of Public Act 97-0222)	

REPLY COMMENTS OF DOMINION RETAIL, INC.

Dominion Retail, Inc., (“Dominion”) has reviewed the comments filed by interested parties and finds that it has very little dispute with those comments. Thus, with only a few qualifications, the following reply comments express support of other parties’ comments rather than objections.

In its initial comments, Dominion expressed concern that the planned procedure for providing customers with the number of supposed complaints against a retail energy supplier (“RES”) would unfairly categorize any contact with the Commission as a “complaint.” This is an issue that obviously raises concerns with other RESs as well. ICEA, NEM, Champion, and Spark Energy all suggest that consumer “contacts” or “inquiries” should not be labeled as “complaints.” Instead, “contacts” could be a separate category and even possibly even split into sub-categories such as “escalated” or “resolved.”

ComEd and Champion suggest an additional category such as “switching and billing” or “switching or slamming”—the latter suggestion seems logical and informative to consumers so Dominion Retail is supportive of this concept.

Dominion additionally agrees with the ICEA's suggestion that the ICC hold future workshops for the first two years after adoption of a complaint reporting format in order to discuss possible improvements.

Dominion further agrees with several of these other parties that Option #3 is the preferable methodology and that release of raw statistical data on consumer complaints could be very misleading to consumers. This is because the number of complaints could well be related to the supplier's number of customers instead of dissatisfaction with the supplier in a disproportionate amount.

ComEd also has some reasonable educational suggestions explained in its initial comments under "Complaints Concerning Switching Authorization" and "Information on the Utility Bill." ComEd requests that customers who have questions about switching authorization first contact the supplier and, if that does not resolve the issue, to contact the Commission. Regarding billing information, ComEd recommends that utility bills provide clearly-readable information for consumers who have questions or complaints. Also, consumers would be encouraged to first contact the utility before contacting the Commission's Consumer Services Division in the event of a problem.

CONCLUSION

The Commission has already provided consumers with accurate and understandable information relating to the options for energy supply. Dominion appreciates the opportunity to

participate in improving that information flow and looks forward to working with the Commission and interested parties in this Notice of Inquiry and any follow-up activities.

Dated: December 15, 2011

Respectfully submitted,
Dominion Retail, Inc.

/s/ Stephen J. Moore

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