

**From:** Frances Findley  
**Sent:** Friday, February 24, 2006 10:34 AM  
**To:** cruz@icc.illinois.gov  
**Subject:** RE: ICC case for Arroyo , 2006-02107C (ESG/ICC-164)

Hello Mr. Ruiz,

U.S. Energy Savings Corp. ("USESC") has reviewed the complaint noted below. We take all customer feedback very seriously. We have now had an opportunity to investigate this matter and would like to advise that we have reviewed the call that took place with our head office following Mr. Arroyo's execution of the contract. During the call, Mr. Arroyo verified contractual information pertaining to one account number referenced on the contract and neither the independent contractor nor Mr. Arroyo mentioned an additional account. We note too that USESC also sent Mr. Arroyo a welcome letter bearing the above referenced account number. In light of the above, USESC cannot understand the basis for the customer's allegation that *U.S. Energy Savings Corp. did not include both his accounts under the gas supply contract he signed.*

Moreover, in our conversation with Mr. Arroyo, which took place seventeen months after his execution of the contract, he mentioned nothing regarding having signed for more than one account. Despite the above independent evidence that contradicts Mr. Arroyo's allegation, USESC remains willing to review the evidence that Mr. Arroyo has in his possession that suggests otherwise.

Should you have any further questions, please feel free to contact me.

Regards,

Frances Findley  
Compliance Specialist  
Tel: 1-905-670-4440 Ext. 4381  
For your energy. For your peace of mind

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**From:** Frances Findley  
**Sent:** Wednesday, February 08, 2006 11:30 AM  
**To:** cruz@icc.illinois.gov  
**Subject:** FW: ICC case for Arroyo , 2006-02107C

Hello,

USESC is in receipt of the complaint noted below. We are currently reviewing and will follow up upon completion..

Regards,  
Frances Findley  
Compliance Specialist

Tel: 905-670-4440 Ext. 4381  
For your energy. For your peace of mind.

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**From:** Ruiz, Carlos [mailto:cruiz@icc.illinois.gov]  
**Sent:** Tuesday, February 07, 2006 8:11 PM  
**To:** Frances Findley  
**Subject:** ICC case for Arroyo , 2006-02107C

10007897

COMPLAINT: 2006-021070

ILLINOIS COMMERCE COMMISSION  
CSD AUTOMATED COMPLAINT TRACKING SYSTEM INDIVIDUAL COMPLAINT REPORT

BASIC SCREEN INFORMATION

OPEN DATE: 02/07/06      COMPLAINT: 2006-021070  
 COUNSELOR: RUDIC      PRIORITY: NORMAL  
 CUST NAME:      AGENCY: NUMBER  
 CUST CONTACT:      RATE CLASS: RESIDENTIAL  
 STREET: 511 S. BUCKENAY  
 CITY/STATE: AURORA, IL 60505  
 COUNTY: KANE  
 TELEPHONE 1: (630) 859-0664  
 TELEPHONE 2: ( )      EXT:      CSD CONT UTL: 02/07/06  
 COMPANY: US ENERGY SAVING CORP.      OPEN PROBLEM: RATES  
 SERVICE TYPE: SUPPLY-GAS      ACCOUNT #: 136921373  
 CONTACT:      INFORMAL COMPLAINT (CSD REFERS COMPLAINT TO CSD)      SERV STATUS: SERVICE ON  
 CASE ORIGIN: CONSUMER TELEPHONE      EXPLANATION: MR. AKROYD STATES U S ENERGY SAVING CORP. DIDN'T TRADES BOTH OF HIS ACCOUNTS UNDER THE GAS SUPPLY CONTRACT  
 HE SIGNED. HE WANTS BOTH ACTIVIS UNDER THE SAME CONTACT AND RATES. PLEASE INVESTG.

CLOSING INFORMATION NOT AVAILABLE

ADDRESS INFORMATION NOT AVAILABLE

OPTIONAL INFORMATION NOT AVAILABLE

NOTE PAD INFORMATION NOT AVAILABLE

**Date:** April 18, 2006

**To:** Michael Neylan

**From:** Rose Bernard

**Re:** Verification Call between US Energy Savings Corp. and Mr. Ruben Arroyo Sr.

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- o Date of the call: July 21, 2004
- o Time of the call: 7:30 PM
- o Name of the independent contractor ("**CONTRACTOR**"): Ms. Sheumaine Rankin
- o Name of customer service representative ("**CSR**"): Mr. Raymond Rahaman
- o Name of customer ("**CUSTOMER**"): Mr. Ruben Arroyo Sr.

**CSR:** "Good evening and thank you for calling US Energy Savings Corp. Raymond speaking could I have your gas account number?"

**CONTRACTOR:** "Hi Raymond this is Sheumaine Rankin calling again, I'm calling to confirm a residential customer, a Mr. Ruben Arroyo."

**CSR:** "Great and Sheumaine could I have your agent id number please?"

**CONTRACTOR:** "Sure that number is 70204."

**CSR:** "Okay, just give me one second there please Sheumaine?"

**CONTRACTOR:** "Sure."

**CSR:** "Thank you, okay Sheumaine, now, could you spell the first and last name for me please?"

**CONTRACTOR:** "Sure its, "R" as in "Richard", "U", "B" as in "Boy", "E", "N". It's "A" as in "Adam", "R", "R" as in "Ricahrd", "Ricahrd", "O", "Y", "O", "Aroyyo."

**CSR:** "Great, thank you Sheumaine."

**CONTRACTOR:** "Sure."

**CSR:** "And could I have the telephone number there please Sheumaine?"

**CONTRACTOR:** "Sure, its 630 area code 859-0054."

**CSR:** "Thank you and could I have the Nicor account number please Sheumaine?"

**CONTRACTOR:** "Sure, the number is 3369221548."

**CSR:** "Great, and could I have the mailing address please Sheumaine?"

**CONTRACTOR:** "Sure, the mailing address is 531 South Broadway."

**CSR:** "And what city is that in?"

**CONTRACTOR:** "That's in Aurora."

**CSR:** "And the zip code please."

**CONTRACTOR:** "60505."

**CSR:** "Okay, thank you Sheumaine may I please speak to Mr. Arroyo so that I can verify the information?"

**CONTRACTOR:** "Sure, one moment."

**CSR:** "Thank you."

**CUSTOMER:** "Hello."

**CSR:** "Good evening Mr. Arroyo. How are you today?"

**CUSTOMER:** "I'm fine and yourself?"

**CSR:** "I'm pretty good. My name is Raymond and I need to ask you a couple of questions in order to provide you with a fixed price reservation code. Just to let you know, our calls are recorded for quality purposes. Could you please provide me with your full name?"

**CUSTOMER:** "Excuse me?"

**CSR:** "Could you please provide me with your full name?"

**CUSTOMER:** "My name is Ruben Arroyo."

**CSR:** "Great, and could I also get your Nicor account number please Mr. Arroyo?"

**CUSTOMER:** "Excuse me?"

**CSR:** "Your Nicor account number, could you repeat it back to me please?"

**CUSTOMER:** "Account number?"

**CSR:** "Yes please."

**CUSTOMER:** "3369221548."

**CSR:** "Great, and this is the best number to reach you at Mr. Arroyo, 630-859-0054?"

**CUSTOMER:** "Ya."

**CSR:** "Great, that's all I need to confirm your enrollment and lock your natural gas rate in for the next five years at 77.6 cents per therm. You will notice our toll free number appear on your gas bill in approximately 15 to 90 days. If you have any other questions, feel free to give us call. And, I want to thank you for your assistance and for choosing US Energy Savings Corporation as your natural gas supplier. For your own records my name is Raymond, and my identification number is 3203. May I please speak back with Sheumaine, your account representative?"

**CUSTOMER:** "Okay."

**CSR:** "Thank you."

**CUSTOMER:** "You're welcome."

**CONTRACTOR:** "Hi this Sheumaine."

**CSR:** "Hi Sheumaine, okay, I verified all the information and your fixed price reservation code is 001914. Sheumaine is his name also on the account as well?"

**CONTRACTOR:** "Yes it is, he is the only person on the account."

**CSR:** "Okay, perfect. Thank you very much Sheumaine you have a great day."

**CONTRACTOR:** "Your very welcome, you too, bye-bye."



U.S. ENERGY SAVINGS CORP.  
 President's Plaza, 8600 West Bryn Mawr  
 Chicago, Illinois 60631

10007897

CUSTOMER REGISTRAT

✓ Yes! Enroll me in the Natural Gas Fixed Price Program

For the purposes and matters relating to the supply of natural gas for the account number(s) listed below and on any attached schedule, the account holder noted below (the "Customer") hereby appoints Illinois Energy Savings Corp., doing business as U.S. Energy Savings Corp. ("USESC"), as the Customer's sole and exclusive agent. The Customer has received from USESC the Customer Agreement and a copy of this Customer Registration (together, the "Agreement"). The Customer acknowledges having read the Agreement and all of its terms and conditions (including those related to liquidated damages), understands the nature and content thereof, and agrees to be bound thereby. If the Agreement is being signed on behalf of a Customer, the undersigned represents that he/she has the authority to bind the Customer. The Customer has read the Agreement and agrees to purchase natural gas in accordance with the terms and conditions of this Agreement at a guaranteed fixed price of 77.6 cents per therm plus the Nicor aggregator balancing service charge and storage service cost recovery charge currently approximately 2 cents per therm for an initial period of  4 years or  5 years.

SIGNATURE:

PRINT NAME:

X Ruben Arroyo  
 Position of Signatory (for businesses):

RUBEN ARROYO  
 Date: month day year

07 21 2004

Customer's Right to Cancel (for residential customers only): You, the buyer, may cancel this transaction at any time prior to midnight of the third business day after the date of this transaction. See the enclosed notice of cancellation form for an explanation of this right.

Is this a  Business  Home Account Holder  Spouse  Common law

Customer (Name of business OR home owner):

Ruben ARROYO (Ruben Arroyo)  
 Business Contact (if applicable):

Billing Address: 531 S. Broadway Ave. (#2)

City: Aurora, IL Zip Code: 60505

Service Address (if different from above):

City: Zip Code:

Daytime Telephone #: Home, 630-859-0054 Ext.: Evening Telephone #:

Nicor Account No.: 3 | 3 | 6 | 9 | 2 | 2 | 1 | 5 | 4 | 8

Local Gas Meter No.: 2 | 9 | 2 | 8 | 5 | 9 | 4

E-mail address: Fax No.:

Business Tax ID Number/SSN: 2960 D-U-N-S® #:

Last Billed Usage (therms): 30.28 Last Bill Date: 06-23-04

Contact time: weekdays  8 - noon  noon - 5 p.m.  5 - 8 p.m.  
 weekends  9 - noon  noon - 4 p.m.

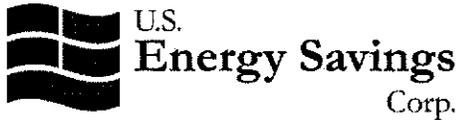
I hereby acknowledge receipt of the Customer Agreement, my copy of this Customer Registration, and the cancellation notice (for residential customers). I further acknowledge that the USESC independent authorized representative identified himself/herself clearly as representing USESC, an energy retailer, was wearing a USESC photo I.D. badge, explained the USESC Natural Gas Fixed Price Program fully and advised me orally of my cancellation rights (for residential customers -- within three business days from signing). I understand that if I breach or terminate this Agreement before the end of the Term, the cost is 10 cents per therm times the estimated remaining usage for the Term.

- This Agreement is with a certificated alternative gas supplier, NOT the local natural gas distributor.
- You will continue to be supplied with natural gas whether or not you sign this Agreement. If you choose to purchase natural gas from your local natural gas distributor, the price will vary with market conditions.
- Residential Customers Only: For you to cancel your Agreement within three business days of signing, call or send written instructions to:

Customer Service, USESC, President's Plaza, 8600 West Bryn Mawr, Suite 440N, Chicago, Illinois 60631  
 tel. 1.888.674.7847 fax 1.888.548.7690

Independent Agent Name: Sherraine C. Rankin Independent Agent Signature: Sherraine C. Rankin

USESC.NI.3 Fixed Price Reservation Code: 001914 Source Code: - Agent Number: 70204



www.EnergySavings.com

Aug 13, 2004

RUBEN ARROYO  
531 S BROADWAY # 2 Unit #2  
AURORA IL 60505-4609

Re: Account Number 0336922154

Dear Customer,

Welcome to U.S. Energy Savings Corp. (USESC). USESC is part of the Energy Savings Group, which is one of the largest energy suppliers in North America. Throughout Illinois and from coast to coast you join hundreds of thousands of customers who enjoy protection from rising energy costs with our Price Protection Program.

USESC and Nicor are working together to ensure that your enrollment is processed as quickly as possible. Once complete, you will see our name and our toll-free Customer Service number on all your future natural gas bills from Nicor. As always, you will continue to receive one bill from Nicor.

At USESC, we strive for excellence in service and value by providing responsive customer service, guaranteed supply, and most importantly, peace of mind with protection from volatile natural gas prices.

Should you have any questions regarding your natural gas supply or your account with us, please feel free to contact one of our knowledgeable Customer Service Representatives toll-free at 1.888.674.7847, by fax at 1.888.548.7690, or by email at [cs@energysavings.com](mailto:cs@energysavings.com).

It is our pleasure to serve you and we look forward to working with Nicor to meet your future natural gas requirements.

Sincerely,

A handwritten signature in black ink, appearing to be "R. Arroyo", is written over a horizontal line.

10007897

U.S. Energy Savings Corp.

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USESC, President's Plaza, 8600 West Bryn Mawr, Suite 440N, Chicago, IL 60631

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***For your energy. For your peace of mind.***