

**STATE OF ILLINOIS  
ILLINOIS COMMERCE COMMISSION**

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Ambit Energy, L.P.	)	
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Application for Certificate of Service	)	Docket No. 08-0220
Authority under Section 19-110 of the	)	
Public Utilities Act.	)	
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	)	
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**REDACTED  
VERIFIED STATEMENT OF JOAN HOWARD**

NOW COMES the Staff of the Illinois Commerce Commission (“Staff”), through its undersigned counsel, and files its Verified Statement in the above referenced docket, as follows:

My name is Joan Howard, and my business address is 527 East Capitol Avenue, Springfield, Illinois 62701. I am employed by the Illinois Commerce Commission (“Commission”) as Consumer Policy Analyst in the Consumer Services Division. My responsibilities include development of consumer informational and educational materials; review of utility and supplier notices and other forms of communication to customers; review of supplier marketing materials; review of supplier applications for certification of service authority; review of utility tariffs; development of rules and policies pertaining to consumer protection and consumer billing and payment practices; assisting division management in consumer complaint mediation and resolution; and evaluation of data recorded in the Division’s complaint tracking system.

The purpose of this statement is to offer observations of Consumer Services Division Staff with regard to Ambit Energy L.P.’s (“Ambit Energy”, “Ambit”, or the “Company”) pending application for Commission approval to become an alternative gas supplier providing service to residential and small commercial retail customers in the service territories of Nicor Gas, Peoples Gas Light and Coke and North Shore Gas.

Ambit previously filed an application for Commission approval to become an alternative gas supplier in Docket No. 07-0603. Ambit later filed a Motion to Withdraw this application and this motion was granted. In Docket No. 07-0603, Staff submitted a Verified Statement to offer observations and recommendations of Consumer Services Division Staff with regard to Ambit’s pending application for Commission approval. In regards to Ambit’s application in Docket No. 07-0603, Staff identified two major areas of concern pertaining to customer protections including Ambit’s marketing methods and



Redacted \*\*\*“” Ambit Ex. 2.0, Lines 27-29. In the Direct Testimony of Chris Chambless, filed in this docket, Mr. Chambless testified, “Ambit Energy maintains full oversight and responsibility for the company’s marketing channel.” Ambit Exhibit 1.0, Lines 32-33.

In addition, Mr. Chambless’ Direct Testimony addressed Ambit’s proactive safeguards to protect confidential customer information. Ambit Exhibit 1.0, Lines 214-236. Mr. Chambless testified, “A Customer who enrolls online for Ambit Energy service will enter a secured and encrypted online enrollment website maintained by Ambit Energy.” Ambit Exhibit 1.0, Lines 215-216. Mr. Chambless noted that when a customer enrolls over the phone a customer service representative will enter the customer’s information directly into Ambit’s secured and encrypted billing and records system. Ambit Exhibit 1.0, Lines 217-220. Mr. Chambless testified that confidential customer information is not made available to Consultants. Ambit Exhibit 1.0, Lines 220-221. Also, Mr. Chambless noted that “Records of Customer information Ambit Energy receives through Customer enrollment or correspondence will be retained for at least two calendar years after the calendar year in which they were created using Ambit Energy’s in-house record keeping system.” Ambit Exhibit 1.0, Lines 263-265.

Mr. Chambless’ testimony in this docket also addressed proactive safeguards to ensure compliance with commission rules and other applicable laws. Ambit Exhibit 1.0, Lines 275-293. Mr. Chambless stated “Consultants are provided with a Manual, which details prohibited and required Consultant conduct. Actions are swiftly taken by Ambit Energy against Consultants who do not comply with Ambit Energy’s policies and procedures, including but not limited to prompt termination of the Consultant.” Ambit Exhibit 1.0, Lines 275-278. Moreover, Mr. Chambless testified that consultants also receive a handout titled “Things You Need to Know Before Contacting Illinois Customers” provided in Ambit Exhibit 1.2. Ambit Exhibit 1.0, Lines 279-282. Mr. Chambless stated, “Exhibit 1.2 mandates that the Consultant must comply with the requirements found in Section 19-115(e)(1)-(2), (f)(1)-(2) of the Act,<sup>2</sup> in addition to other requirements, such as utility tariff mandates.” Ambit Exhibit 1.0, Lines 282-283.

## **Complaints**

Mr. Chambless testified that Ambit received one complaint in 2006, which did not result in a finding of violation against Ambit. Ambit Exhibit 1.0, Lines 166-167, See Ambit Exhibit 1.3. In addition, Mr. Chambless testified that in Ambit Exhibit 1.5, “Ambit Energy provides a summary log of the complaints Ambit Energy received in 2007 and the ruling for each of these complaints. Of these complaints, in only one case Ambit Energy was held to be in non-compliance with required procedures. Upon receipt of the ruling, Ambit Energy promptly corrected Ambit Energy’s business practices to become fully compliant with the required procedure.” Ambit Exhibit 1.0, Footnote 2.

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<sup>2</sup> Public Utilities Act

Respectfully submitted,



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Janis E. Von Qualen  
Megan C. McNeill  
Staff Attorneys

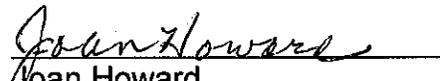
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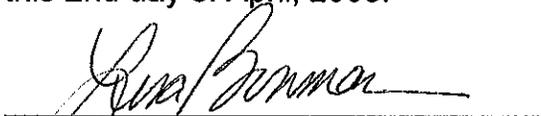
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VERIFICATION

I, Joan Howard, being first duly sworn, depose and state that I am a Consumer Policy Analyst in the Consumer Services Division of the Illinois Commerce Commission; that I have read the foregoing Verified Statement and know the contents thereof; and that the statements contained therein are true, correct to the best of my knowledge, information and belief.

  
Joan Howard  
Illinois Commerce Commission

Subscribed and sworn to before me  
this 2nd day of April, 2008.

  
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Notary Public

