

last six months. Of those complaints in the last six months, only 10 have involved sales practices occurring since the above-mentioned changes in February.

CUB 6.22 Refer to USESC Ex. 1.0 at page 11, line 243, and page 12, line 251: What company conducts the described verification process?

RESPONSE: See responses to CUB 2.20 and CUB 4.27.

CUB 6.23 When did USESC, OESC or ESMC hire an "outsourced" company to provide the verification calls for Illinois sales? What process was used prior to this outsourcing?

RESPONSE: October 2007. Before that, OESC's Customer Service Department performed this function.

CUB 6.24 What percentage of Illinois sales requires that USESC will conduct an outbound verification call?

RESPONSE:

ILLINOIS STATS/as of Nov 19, 2008	2008/Jan	2008/Feb	2008/Mar	2008/Apr	2008/May	2008/June	2008/July	2008/Aug	2008/Sep	2008/Oct	2008/Nov- to-date
% of Sales with Outbound Reaffirmations	1.0%	0.8%	1.1%	0.6%	0.3%	0.3%	0.4%	0.6%	0.2%	0.1%	0.1%

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CUB Cross Exhibit No. 7

Witness _____

Date 10/14/09 Reporter AA8