

1 SARAH: Good afternoon. Thank you for calling
2 customer service. This is Sarah speaking.
3 KAREEM: Hello, Sarah, it's Kareem (phonetic)
4 speaking.
5 SARAH: Okay. How are you?
6 KAREEM: Sarah, can you give me your ID number.
7 SARAH: 75062.
8 KAREEM: My ID number is 730306.
9 SARAH: And what do you have for us today?
10 KAREEM: People's account residential five
11 years. You will talk with the account holder.
12 SARAH: And the name on the account is?
13 KAREEM: Alex, A-l-e-x, the last name would be
14 Zermeno, Z-e-r-m-e-n-o.
15 SARAH: And the phone number?
16 KAREEM: (773) 430-6535.
17 SARAH: Thank you.
18 Can I speak with Mr. Zermeno.
19 MR. ALEX ZERMENO: Hello.
20 SARAH: Good afternoon. This is Mr. Zermeno?
21 MR. ALEX ZERMENO: Yes.
22 SARAH: Hi, my name is Sarah and I am with U.S.
23 Energy Savings and I just need to ask you a couple of
24 questions.

1 MR. ALEX ZERMENO: Okay.

2 SARAH: Okay. In order to provide you with a
3 price protection reservation code for the agreement
4 that you just signed -- and just to let you know our
5 call is being recorded for quality purposes.

6 MR. ALEX ZERMENO: Okay.

7 SARAH: Can you please provide me with your
8 name.

9 MR. ALEX ZERMENO: Alex Zermeno.

10 SARAH: Thank you. Mr. Zermeno, may I please
11 have your People's Gas account number.

12 MR. ALEX ZERMENO: 5500047406634.

13 SARAH: And the name on the account would be.

14 MR. ALEX ZERMENO: Alex Zermeno.

15 SARAH: Thank you.

16 Mr. Zermeno, what would be the best
17 phone number we can reach you at?

18 MR. ALEX ZERMENO: (773) 430-5535.

19 SARAH: Okay. Perfect. Thank you. Now, in
20 order to continue the enrollment process for your
21 price protection agreement at a rate of \$1.14 per
22 therm for a term of five years, we do require a
23 confirmation. Of course, while the agreement does
24 not promise savings, it does offer piece of mind,

1 stability, and protection against potential future
2 price increases as well as it does have the potential
3 for savings.

4 So can you please confirm your
5 agreement by responding with the word "yes."

6 MR. ALEX ZERMENO: Yes.

7 SARAH: Thank you.

8 So we will continue the enrollment
9 procedures necessary to secure your natural gas rate
10 at a rate of \$1.14 per therm. You do have three
11 business days to cancel this agreement without any
12 cost, otherwise in approximately 15 to 90 days you
13 should notice USESC's name and toll free number
14 appear on your natural gas bill. And at that time
15 USESC will be supplying your natural gas at the
16 guaranteed fixed price.

17 While USESC is not affiliated with
18 People's, you will continue to receive one bill in
19 the mail from People's Gas and People's Gas will
20 continue to deliver your natural gas to your home.

21 MR. ALEX ZERMENO: Okay.

22 SARAH: And for any reason you do not notice
23 USESC's name and toll free number appear on your bill
24 after the 90 days, if you could please give us a

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call.

MR. ALEX ZERMENO: Okay.

SARAH: Thank you so much for your assistance,
and thank you for choosing U.S. Energy Savings.

May I please speak back with Kareem
your independent contractor with you.

KAREEM: Yes.

SARAH: Kareem, I verified the information and
the price protection reservation code is 8540975223.

KAREEM: Thank you. Have a wonderful day.

SARAH: Thank you. You, too.

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STATE OF ILLINOIS)
) SS:
COUNTY OF COOK)

Auhdikiam Carney, says that he is a Certified Shorthand Reporter, in association with Sullivan Reporting Company, and transcribed to the best of his ability a CD recording of a telephone conversation between a U.S. Energy Savings Corporation customer service representative and Alex Zermeno.

And, further, he is not connected by blood or marriage with any of the parties to this action, nor is he a relative or employee or attorney or counsel of any of the parties, or financially interested directly or indirectly in the matter in controversy.

Auhdikiam Carney

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