

STATE OF ILLINOIS

ILLINOIS COMMERCE COMMISSION

Glacial Natural Gas, Inc. :
 :
Application for Certificate of : Docket No.
Service Authority under Section :
19-110 of the Public Utilities Act. :

APPLICATION

Glacial Natural Gas, Inc. (“Applicant”) hereby requests that the Illinois Commerce Commission (“Commission”) grant it a Certificate of Service Authority to be an Alternative Gas Supplier to residential and small commercial natural gas customers, pursuant to Section 19-110 of the Public Utilities Act and 83 Ill. Adm. Code 551. In support of its application, Applicant states as follows:

General

1. Applicant’s corporate office information is as follows:

Glacial Natural Gas, Inc.
24 Route 6A
Sandwich, MA 02563

2. Applicant is a corporation organized under the laws of the state of Nevada.

Applicant does business under the name Glacial Energy.

Applicant’s Federal Employer Identification Number is 27-1420165.

Applicant’s Registered agent in Illinois:

XL Corporate Services
2501 Chatham Drive
Springfield, Illinois 62701

3. Applicant does not have any other authority from the Commission to be an AGS.

4.
 - a) For issues related to processing this application, please contact:
Adam Gusman, Corporate Counsel
24 Route 6A
Sandwich, MA 02563
Ph: 202-421-4855 Fax: 888-603-7488
Email: adam.gusman@glacialenergy.com
 - b) For issues related to retail customers, including complaint resolution, please contact:
Jessica Evans
Vice President of Customer Care
24 Route 6A
Sandwich, MA 02563
Ph: 888-GLACIAL (452-2425) Fax: 214-593-0000
customercare@glacialenergy.com
 - c) For technical issues, including scheduling of natural gas deliveries, please contact:

Lyndsay Smyth
Manager of Gas Operations
24 Route 6A
Sandwich, MA 02563
Ph: 703-254-9600
Lyndsay.smyth@glacialenergy.com
5. Applicant certifies that it will:
 - a) Comply with all applicable Federal, State, regional and industry rules, practices, policies, procedures and tariffs for the use, operation, maintenance, safety, integrity, and reliability of the interstate natural gas system;
 - b) Only provide service to those residential and small commercial customers that are eligible to take service from an AGS;
 - c) Comply with informational and reporting requirements that the Commission may by rule establish;
 - d) Comply with all other applicable laws and regulations and Commission rules and orders.
6. Applicant agrees to submit good faith schedules of natural gas deliveries in accordance with applicable tariffs.

7. Applicant is licensed to do business in the State of Illinois, as demonstrated in **Attachment #1**.
8. Description of Applicant's business: Applicant is a supplier of primary, firm natural gas. Applicant is a licensed gas supplier in New York, New Jersey, Michigan, Ohio, Massachusetts, New Hampshire, Pennsylvania, Maryland, the District of Columbia, and Virginia. Applicant's affiliates are licensed to sell electricity in Illinois, Michigan, Ohio, Pennsylvania, New York, New Jersey, Maryland, District of Columbia, Delaware, Texas, Connecticut, Rhode Island, Massachusetts, New Hampshire, Maine, and California. Applicant and its affiliates primarily serve commercial, industrial and governmental customers.
9. Applicant seeks authorization to offer natural gas service to residential and small commercial customers throughout the service territories of Nicor Gas, Peoples Gas, and North Shore Gas. Applicant intends to offer natural gas contracts of several different durations to best meet the needs of a specific customer.
10. Applicant intends to focus on small commercial customer classes. The only residential meters of interest would be those that are served through commercial accounts, such as apartment/condominium management companies, nursing homes, etc. Applicant will not be marketing to individual residences.
11. Proof of notification to each utility of Applicant's intent to serve in the utilities' service area is provided in **Attachment #2**.
12. Applicant certifies compliance with all applicable terms and conditions required by Section 19-115 of the Act, to the extent that Section has application to the services being offered by Applicant as an AGS.
13. Applicant agrees to adopt and follow rules and procedures ensuring that authorizations received from customers, customer billing records, and requests for delivery service transmitted to utilities are retained for a period of not less than two calendar years after the calendar year in which they were created.
14. Applicant agrees to adopt and follow rules and procedures to preserve the confidentiality of its customers' data.
15. Applicant certifies that it will not deny service to a residential, small commercial customer or group of customers, nor establish any differences as to prices, terms, conditions, services, products, facilities, or in any other respect, whereby such denial or differences are based upon race, gender or income nor deny service to a residential or small commercial customer or group of customers based on locality nor establish any unreasonable

difference as to prices, terms, conditions, services, products, or facilities as between localities.

16. Applicant certifies that all marketing materials that make statements concerning prices, terms and conditions of service contain information that adequately disclose the prices, terms and conditions of the products or services that the Applicant is offering or selling to the customers.
17. Applicant certifies that, prior to switching any customer from another supplier, Applicant will provide the customer written information that adequately discloses, in plain language, the prices, terms and conditions of the products and services being offered and sold to the customer.
18. Applicant certifies that it shall provide to residential customers accurate, timely, and itemized billing statements that describe the products and services provided to the customer and their prices and that specify the gas consumption amount and any service charges and taxes; and an additional statement, at least annually, that adequately discloses the average monthly prices, and the terms and conditions, of the products and services sold to the residential customer.
19. Applicant certifies that it will provide refunds of any deposits with interest within 30 days after the date that the residential or small commercial customer changes gas suppliers or discontinues service if the customer has satisfied all of its outstanding financial obligations to the Applicant, at an interest rate set by the Commission which shall be the same as that required of gas utilities.
20. Applicant certifies that it will provide timely refunds of any undisputed overpayments upon oral or written request of the residential or small commercial customer.
21. Applicant has procedures that address the manner in which Applicant will resolve disputed bills with its customers, in compliance with the requirements of Subsection 551.70(b)(6). See **Attachment #3**.
22. Applicant certifies that it will inform its customers how to contact the Commission to obtain consumer education materials provided pursuant to Section 19-125 of the Act.

Financial Qualifications

23. Applicant provides the required \$150,000 surety bond pursuant to Subsection 551.50(a); the bond is enclosed as **Attachment #4**.

24. Required materials supporting Applicant's financial qualifications pursuant to Subsection 551.80(a): recent Dun & Bradstreet report is enclosed as **Attachment #5**, demonstrating sufficient credit rating and PAYDEX score.

Technical Qualifications

25. Applicant complies with the technical qualifications set forth in Subsection 551.90:
- Applicant will not use natural gas transmission or distribution facilities that it owns, controls or operates in serving customers.
 - Applicant employs the following personnel with at least four years demonstrated natural gas sales experience and more than two years experience working with rules and practices established by the North American Energy Standards Board: Joseph Cepparulo, Lyndsay Smyth and Sariah Rodriguez. See biographical profiles enclosed as **Attachment #6**.

Managerial Qualifications

26. Applicant complies with the managerial qualifications set forth in Subsection 551.90:
- Applicant employs the following personnel in management positions with four or more years demonstrated experience in a management position with enterprise financial and administration responsibilities including profit and loss responsibilities, and four years natural gas sales experience: Joseph Cepparulo, Vice President of Natural Gas Operations, and Joel Glassman, Senior VP of Energy Operations. See biographical profiles enclosed as **Attachment #6**.
 - Corporate organizational chart is enclosed as **Attachment #7**.

Applicant intends to publish notice of this Application in the Official State Newspaper, as provided by the Notice of Publication Act (715 ILCS 5), within 10 days following the filing of this Application, and proof of publication will be provided to the Clerk of the Commission.

WHEREFORE, Glacial requests that the Commission grant its application for service authority to serve residential and small commercial natural gas customers throughout the State of Illinois within 45 days of the filing of this Application.

WHEREFORE, Glacial Natural Gas, Inc. requests that the Commission grant its application for service authority to serve residential and small commercial natural gas customers throughout the State of Illinois within 45 days of the filing of this Application.

Dated: October 11, 2011

Respectfully submitted,

Glacial Natural Gas, Inc.

By: 

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