

ORIGINAL

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION STATE OF ILLINOIS
ILLINOIS COMMERCE COMMISSION

CHIEF CLERK'S OFFICE

2012 AUG -3 A 9: 53

ILLINOIS COMMERCE COMMISSION

Public

FTR Energy Services, LLC
Amended Application for Certificate of Service Authority under Section 19-110 of the Public Utilities Act.

Docket: #12-0396

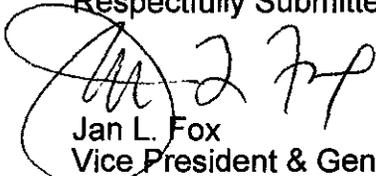
AMENDED APPLICATION – SUPPLEMENTAL INFORMATION

To the Honorable Administrative Law Judge Von Qualen:

FTR Energy Services, LLC ("Applicant") in Docket No. 12-0396, hereby respectfully submits this Supplemental Information to our Amended Application and incorporates by reference herein all responses and information contained in its Application dated June 19, 2012 and its Amended Application dated July 31, 2012 as if fully set forth herein. Applicant hereby requests that the Illinois Commerce Commission grant it a certificate of authority pursuant to Section 19-11 of the Public Utilities Act ("Act"). Applicant states the following additional information:

1. A summary of customer complaints from February 2010 through July 15, 2012 was submitted as Exhibit A and attached to the Amended Application on July 31, 2012. When the total number of customers served by Applicant's affiliates in each state is compared to the number of complaints received, the result was very low, less than one tenth of one percent for each year. Attached as Exhibit A to this Supplemental Information are the statistics showing on a state-by-state basis, for each year, the percentage of customers who submitted complaints and demonstrating that each state was less than one-tenth of one percent, except in Maryland, where there was a slightly elevated percentage (.118%) due to past problems that have been disclosed in Applicant's Applications and have now been corrected.
2. With respect to compliance with Section 551.90(b), Applicant has memorialized the services that will be provided by Regional Energy Holdings personnel to Applicant in the Services Agreement attached as Exhibit B.
3. With respect to compliance with Section 551.100(a), Applicant has memorialized the services that will be provided by Regional Energy Holdings personnel to Applicant in the Services Agreement attached as Exhibit B.

WHEREFOR, Applicant requests that the Commission grant its Amended Application for a Certificate of Service Authority to serve residential natural gas customers in the regions of Illinois in which it is legally permitted.

Respectfully Submitted,

Jan L. Fox
Vice President & General Counsel
64 North Main Street
Norwalk, Connecticut 06854

(t) 203-517-0130
(f) 203-738-1044
Email: jfox@viridian.com

cc: Phil Hardas, ALJ's Assistant, Illinois Commerce Commission, 527 E. Capitol Ave.,
Springfield, IL 62701, phardas@icc.illinois.gov

Brett Seagle, ALJ's Assistant, Illinois Commerce Commission, 527 E. Capitol
Avenue, Springfield, IL 62701, bseagle@icc.illinois.gov

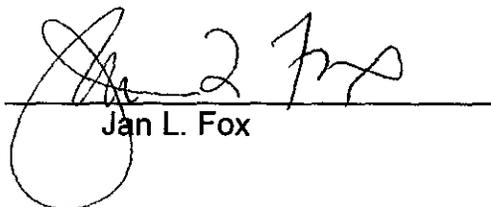
VERIFICATION

STATE OF CONNECTICUT)

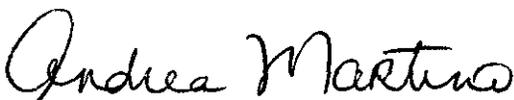
ss:

COUNTY OF FAIRFIELD)

I, Jan L. Fox, being first duly sworn upon my oath, depose and state that I am the Senior Vice President and General Counsel of FTR Energy Services, LLC; that I have reviewed the Amended Application – Supplemental Information in Docket 12-0396 which incorporates the Application filed in said docket on or about June 19, 2012; and that said contents and attachments are true, correct and complete to the best of my knowledge, information and belief.


Jan L. Fox

Subscribed and sworn to before me
This 2nd day of August, 2012


Notary Public

