

July 12, 2012

Ms. Elizabeth Rolando
Illinois Commerce Commission
527 East Capitol Avenue
Springfield, IL 62701

Certified Mail, Return Receipt Requested
7006 01000005 3204 1627

Re: Loretha Jiles Complaint
ICC # 12-0418

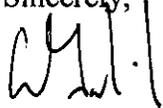
Dear Ms. Rolando,

Spark Energy is in receipt of your letter dated July 9, 2012 regarding the complaint of Ms. Loretha Jiles (No. 12-0418). In February of 2012, Spark received a similar complaint regarding this customer via email from the ICC (Complaint ID: 2012-01214). Spark investigated the February complaint and determined that Ms. Jiles validly enrolled for service with Spark via telephone, and provided to the ICC a copy of the third-party verification of enrollment. A copy of the ICC's informal complaint email, including Spark Energy's response, is enclosed with this letter.

As we stated in the enclosed email response, a valid enrollment for service was conducted and recorded for Ms. Jiles. Moreover, at Ms. Jiles' request, a cancellation request was submitted, and Ms. Jiles was switched back to service with ComEd on February 20, 2012.

Again, we apologize for any misunderstanding that may have occurred; however, our investigation shows a validly conducted telephonic enrollment for this customer. Ms. Jiles was transferred back to service with ComEd, effective February 20, 2012. Spark Energy now considers this matter closed. If I can be of any further assistance, please do not hesitate to contact me.

Sincerely,



Al Galik
Corporate Counsel

AG/lko
Enclosures

CHIEF CLERK'S OFFICE

2012 JUL 23 P 12:55

ILLINOIS COMMERCE
COMMISSION

VERIFICATION

THE STATE OF TEXAS

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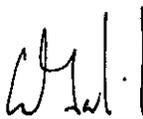
COUNTY OF HARRIS

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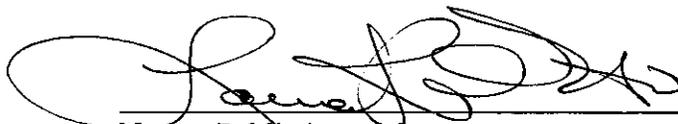
BEFORE ME, the undersigned authority, on this day personally appeared, Albert Galik, who upon oath stated as follows:

1. "I, Albert Galik, state that I am Corporate Counsel with Spark Energy, L.P. ("Spark Energy"), and that I have been authorized to execute this verification on its behalf.
2. I have reviewed the response letter that I prepared for the Illinois Commerce Commission regarding complaint number 12-0418 (Ms. Loretha Jiles), which was dated July 12, 2012 and is enclosed with this Verification (the "Response").
3. The statements contained in the Response are based upon information personally known to me or assembled by Spark Energy, its employees and its attorneys.
4. I am informed and believe to the best of my knowledge that the statements contained in the Response are true."



Albert Galik, Corporate Counsel

GIVEN UNDER MY HAND AND OFFICIAL SEAL OF OFFICE, this the 19th day of July, 2012, which witness my hand and official seal.



Notary Public in and for
THE STATE OF TEXAS

My Commission Expires:

