



August 27, 2012

Administrative Law Judge Jorgenson
Illinois Commerce Commission
160 N. LaSalle St., Ste. C-800
Chicago, IL 60601

Via Federal Express – Over Night Delivery

Re: Loretha Jiles Complaint
ICC # 12-0418

Dear Judge Jorgenson,

I am writing regarding an upcoming Prehearing Conference on ICC complaint no. 12-0418. My office has attempted to reach you or your staff several times, in hopes of attending the hearing by telephone. To date, we have not received a response.

Spark Energy has twice responded to Ms. Jiles' complaint. We first became aware of Ms. Jiles' complaint in February of 2012, when it was received as an informal complaint from the ICC. Spark takes customer complaints seriously, and conducted a full investigation of Ms. Jiles' enrollment. A timely response was provided to the ICC, which included a copy of the valid third-party verification ("TPV") recording of Ms. Jiles' telephonic enrollment, and informed the ICC that a switch request had been placed in order to return Ms. Jiles to service with ComEd. We received no immediate follow-up from the ICC regarding our response to the informal complaint, and have never been informed of a problem, dispute or insufficiency with Spark's response to the informal complaint. Nonetheless, in July 2012 a similar customer complaint regarding Ms. Jiles was again sent to our office, this time as a formal complaint. We again responded, informing the ICC that our investigation showed a valid telephonic enrollment for Ms. Jiles, substantiated with a TPV recording, and that Ms. Jiles had been switched back to ComEd effective February 20, 2012. No new allegations are contained in the formal complaint. Ms. Jiles has not been a customer of Spark Energy since February.

Spark Energy is sorry for any inconvenience to, or frustration by, Ms. Jiles with respect to her switch of electricity providers; however, as described above, our records show a valid enrollment for service conducted by Ms. Jiles. We have twice now responded to similar complaints from Ms. Jiles, provided the ICC with a third-party verification recording of the customer's enrollment, and not been notified of any insufficiency in any of our responses. Nonetheless, we are now being requested to appear in Chicago to again address Ms. Jiles' complaint. We are glad to do so, by telephone, in hopes of finally resolving this issue. Requiring Spark (whose corporate office is located in Houston, TX) to appear in person would place an undue burden on the company, especially in light of the facts that (i) Spark has twice addressed Ms. Jiles' complaint already, and (ii) Spark has provided the ICC with a TPV recording substantiating its position that, to our knowledge, has never been contested.

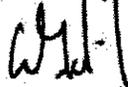
2105 CityWest Boulevard, Suite 100, Houston, TX 77042
Tel: (832) 217-1892 | Cell: 713-705-6035
agalik@sparkenergy.com | <http://www.sparkenergy.com>

In hopes of appearing at the hearing via telephone, my office has tried several times to contact you or your staff. Attempts include:

- 8/20/2012: Two (2) telephone calls to (312) 614-6652; left message with voicemail.
- 8/23/2012: Telephone call to (312) 614-6652; left message with voicemail.
- 8/24/2012: Two (2) telephone calls to (312) 614-6652; left message with voicemail.
- 8/24/2012: Sent email to email address provided in service list (see attached).
- 8/27/2012: Telephone call to (312) 614-6652; left message with voicemail.

To date, we have not heard back regarding our request. As I mentioned, we are eager to address the complaint at hand and hopefully bring this matter to a final and amicable resolution. Please advise whether there is a method by which we can attend the hearing via telephone. I appreciate your consideration, and look forward to your response.

Sincerely,



Al Galik
Corporate Counsel

AG/lko
Enclosure

cc: The Chief Clerk

Laura Otto

From: Laura Otto
Sent: Friday, August 24, 2012 10:17 AM
To: 'hjorgens@icc.illinois.gov'
Cc: Al Galik (agalik@sparkenergy.com)
Subject: ICC Case # 12-0418 / Prehearing Conference 8/29/2012

Importance: High

Dear Judge Jorgenson,

I am emailing you on behalf of Corporate Counsel, Al Galik, regarding the Prehearing Conference scheduled for August 29, 2012 at 1:00 pm. Since we are located in Houston, Texas, Mr. Galik wanted to know if there was any way to attend the conference by telephone? We have attempted to reach you since August 20th to see what arrangements, if any, can be made for a telephone conference on this matter. Please advise if this is possible at your earliest convenience.

Laura Otto | Legal Assistant
2105 CityWest Blvd, Ste 100 | Houston, TX 77042
Tel: 832-200-3792
lotto@sparkenergy.com | <http://www.sparkenergy.com>

Connect with Spark Energy

