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FTR Energy Services, LLC

Docket: #12-0396

CHIEF CLERK'S OFFICE

Amended Application for Certificate of  
Service Authority under Section  
19-110 of the Public Utilities Act.

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**AMENDED APPLICATION – ADDITIONAL SUPPLEMENTAL INFORMATION**

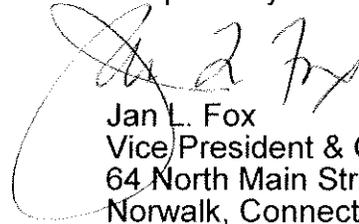
To the Honorable Administrative Law Judge Von Qualen:

FTR Energy Services, LLC ("Applicant") in Docket No. 12-0396, hereby respectfully submits this Additional Supplemental Information to our Amended Application and incorporates by reference herein all responses and information contained in its Application dated June 19, 2012, its Amended Application dated July 31, 2012 and the Supplemental Information filed on August 2, 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-1 to this Additional Supplemental Information are the numbers showing on a state-by-state basis, for each year, the number of customers who submitted complaints, the number of complaints per state 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 as revised.
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 as revised.
4. A revised summary of customer complaints from February 2010 through August 21, 2012 is attached as Exhibit C to this Additional Supplemental Information submission distinguishing between formal and informal complaints and highlighting the disposition of each complaint.

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,



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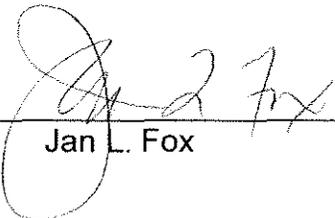
VERIFICATION

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 – Additional Supplemental Information in Docket 12-0396 which incorporates the Application filed in said docket on or about June 19, 2012, the Amended Application filed July 31, 2012 and the Amended Application – Supplemental Information filed on August 2, 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 30<sup>th</sup> day of August, 2012

  
\_\_\_\_\_  
Notary Public

