

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**  
STATE OF ILLINOIS

**ORIGINAL**

**ILLINOIS COMMERCE COMMISSION**

CenterPoint Energy Services, Inc., )  
)  
Application for Certificate of )  
Service Authority under Section )  
19-110 of the Public Utilities Act. )

Docket No. 13-0440

APPLICATION

CenterPoint Energy Services, Inc. ("Applicant") hereby requests that the Illinois Commerce Commission (the "Commission") grant it a certificate of service authority pursuant to Section 19-110 of the Public Utilities Act (the "Act"). In support of its application, Applicant states as follows:

General

1. Applicant's name and street address:

CenterPoint Energy Services, Inc.  
1111 Louisiana  
Houston, Texas 77002

2. Related Information

- Type of business entity: Corporation
- Jurisdiction in which and under whose laws business entity was created:  
Delaware
- Other names under which Applicant does business: None
- Federal Employer Identification Number: 72-1309319
- Registered agent in Illinois:

CT Corporation System  
208 South LaSalle Street, Suite 814  
Chicago, Illinois 60604  
312-263-1414

CHIEF CLERK'S OFFICE

2013 JUL 17 A 10:23

ILLINOIS COMMERCE  
COMMISSION

3. Applicant does not currently have other authority from the Commission to be an Alternative Gas Supplier ("AGS).

4. Contact persons for Applicant are as follows:

(a) For issues related to processing this application:

Mickey Moon  
Assistant General Counsel  
CenterPoint Energy Services, Inc.  
1111 Louisiana, Suite 4600  
Houston, Texas 77002  
713-207-7231 (Telephone)  
713-207-0101 (Fax)  
[Mickey.Moon@CenterPointEnergy.com](mailto:Mickey.Moon@CenterPointEnergy.com)

(b) For issues related to retail customers, including complaint resolutions:

Thomas Zaura  
Regional Director  
CenterPoint Energy Services, Inc.  
3010 Highland Parkway, Suite 525  
Downers Grove, IL 60515  
630-795-2585 (Telephone)  
630-241-1110 (Fax)  
[Thomas.Zaura@CenterPointEnergy.com](mailto:Thomas.Zaura@CenterPointEnergy.com)

(c) For technical issues, including scheduling of natural gas deliveries:

Lee Adkins  
Manager, Volume Administration  
314-991-7337 (Telephone)  
314-991-7501 (Fax)  
470 N. Kirkwood Rd., Suite 200  
St. Louis, MO 63122  
[Lee.Adkins@CenterPointEnergy.com](mailto:Lee.Adkins@CenterPointEnergy.com)

Meredith Rogde  
Supply Analyst Supervisor  
630-795-2580 (Telephone)  
630-241-1110 (Fax)  
2001 Butterfield Rd., Suite 750  
Downers Grove, IL 60515  
[Meredith.Rogde@CenterPointEnergy.com](mailto:Meredith.Rogde@CenterPointEnergy.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) Provide service to residential or 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; and

(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. Attached to this application as Attachment A is a certificate of good standing issued to Applicant by the Illinois Secretary of State.

8. Applicant is a natural gas marketing company. Since 1995, Applicant has been providing competitive natural gas sales to commercial and industrial retail consumers (and to electric power generators and natural gas local distribution companies) at market-based rates pursuant to privately negotiated natural gas sales agreements. Applicant currently serves over 25,000 natural gas end-use customers in 21 states. Applicant is a wholly-owned subsidiary of CenterPoint Energy, Inc., whose other wholly-owned subsidiaries include an electric transmission and distribution company that serves over 2 million metered customers in and around Houston, Texas, and a natural gas local distribution company that serves over 3 million metered customers in the States of Arkansas, Louisiana, Minnesota, Mississippi, Oklahoma and

Texas. Applicant has approximately 150 employees in offices located in Downers Grove, Illinois; Crown Point, Indiana; Dallas, Texas; Denver, Colorado; Grand Rapids, Michigan; Houston, Texas; Little Rock, Arkansas; Louisville, Kentucky; New Iberia, Louisiana; Madison, Wisconsin; Minneapolis, Minnesota; Shreveport, Louisiana; St. Louis, Missouri; and Tulsa, Oklahoma.

9. Applicant seeks authority to offer alternative gas supply services to the utility service territories of Nicor, Peoples Gas and North Shore Gas.

10. Applicant will provide alternative gas supply services to small commercial customer located in the aforementioned service territories. Applicant intends to provide services to residential customers.

11. Proof of notification to each utility of Applicant's intent to serve in the utility's service area is provided in **Attachment B**.

12. Applicant certifies that it shall comply with all applicable terms and conditions required by Section 19-115 of the Public Utilities Act.

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 customer's data.

15. Applicant does not seek to serve customers within a geographic area that is smaller than a gas utility's service area.

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 and 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 will provide to the residential customer 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. Shown below is a summary of Applicant's procedures that address the manner in which the Applicant will resolve disputed bills with its customers. These procedures comply with requirements of 551.70(b)(6).

Dispute Resolution

When a residential or small commercial customer has a dispute with an amount billed, they may contact CenterPoint Energy Services, Inc. ("CES") by calling 800-495-9880, they may email CES\_Communications@CenterPointEnergy.com, or they may send it in writing to CenterPoint Energy Services, Inc., 2001 Butterfield Rd., Suite 750, Downers Grove, IL 60515. CES will respond to a disputed amount with 2 business days of notice of a disputed amount. While a dispute is pending, the customer shall pay the undisputed portion of the bill or an amount equal to last year's bill at the same location for the same period, normalized for weather, whichever is greater. CES will make every attempt to resolve a dispute in a timely manner, and will provide the customer with any necessary documents to resolve the dispute. If the necessary documentation requires pricing from a publication, CES will provide the customer with the name of the publication and date so that customer may retrieve it through a subscription or from their local library. If CES is unable to resolve the dispute in a manner satisfactory to the customer, the customer may contact the Commission's Consumer Services Division. Details on how to file a complaint can be found at <http://www.icc.illinois.gov/consumer/complaint/>.

22. Applicant certifies that it will inform its customer how to contact the Commission to obtain consumer education materials provided pursuant to Section 19-125 of the Act.

23. Applicant's required license or permit bond is included in Attachment C. Applicant certifies that it paid the cost of the license or permit bond.

Financial Qualifications

24. Applicant possesses sufficient financial resources to be certified as an AGS able to serve available residential or small commercial customers. In Attachment D, Applicant has provided a copy of a Dun and Bradstreet Business Information Report that demonstrates, at a minimum, that the applicant has a Composite Credit Appraisal of "3" or lower and a PAYDEX score of "70" or higher.

**Technical Qualifications**

25. Applicant will not use natural gas transmission or distribution facilities that it owns, controls or operates in service customers. Applicant employs staff that has more than four years of demonstrated natural gas sales and operations experience. Such individuals have at least two years of experience working with the GISB/NAESB rules and practices. Required materials supporting Applicant's technical qualifications are provided in **Attachment E**.

**Managerial Qualifications**

26. Applicant certifies it employs two individuals each with four or more years of demonstrated experience in management positions with enterprise financial and administration responsibilities including profit and loss responsibilities and natural gas sales. Required materials supporting Applicant's managerial qualifications are provided in **Attachment F**. An organization chart illustrating Applicant's staffing is also in **Attachment F**.

27. Applicant has not had any formal complaints filed against it with any regulatory agencies in any state within the last 10 years, but applicant's affiliates include regulated natural gas and electric public utilities in the states of Arkansas, Louisiana, Minnesota, Mississippi, Oklahoma and Texas serving approximately 5.5 million metered customers. Applicant's gas and electric utility affiliates have had various customer complaints filed against them with the state utility commissions in each of those states over the past ten years. Neither Applicant nor any of its affiliates have informal complaints against it in Illinois. Applicant has provided the information requested as pertains to such affiliates in **Attachment G**.

**Conclusion**

The instant Application contains information showing that Applicant meets the requirements of Section 19-110 of the Public Utilities Act and Part 551 of the Commission's Administrative Rules. Accordingly, Applicant respectfully requests that the Commission enter an Order granting this application, without hearing, within 45 days of this filing.

WHEREFORE, Applicant requests that the Commission grant its application for service authority to serve residential natural gas customers and small commercial customers to the utility service territories of Nicor, Peoples Gas and North Shore Gas.

Respectfully submitted,

**CenterPoint Energy Services, Inc.**

  
One of its Attorneys

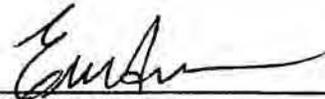
Mickey S. Moon  
Assistant General Counsel  
Stephanie Bundage  
Senior Counsel  
CenterPoint Energy Services, Inc.  
1111 Louisiana, Suite 4600  
Houston, Texas 77002  
Phone: (713) 207-7231 Fax: (713) 207-0101  
mickey.moon@centerpointenergy.com  
stephanie.bundage@centerpointenergy.com

VERIFICATION

STATE OF TEXAS)

COUNTY OF HARRIS)

Eric Sullivan, being first duly sworn, deposes and says that he is the Division Senior Vice President at CenterPoint Energy Services, Inc. ("Applicant"); that he has read the foregoing Application of Applicant and all of the attachments accompanying and referred to within the Application; and that the statements contained in the Application and the attachments are true, correct and complete to the best of his knowledge, information and belief.

  
Eric W. Sullivan

Subscribed and sworn to before me

This 15<sup>th</sup> day of July, 2013

  
Notary Public

