



Rep. Kelly Burke

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09800HB1453ham001

LRB098 07060 JLS 41426 a

1 AMENDMENT TO HOUSE BILL 1453

2 AMENDMENT NO. _____. Amend House Bill 1453 by replacing
3 everything after the enacting clause with the following:

4 "Section 5. The Public Utilities Act is amended by changing
5 Section 19-112 as follows:

6 (220 ILCS 5/19-112)

7 Sec. 19-112. Managerial resources.

8 (a) An alternative gas supplier must maintain sufficient
9 managerial resources and abilities to provide the service for
10 which it has a certificate of service authority. In determining
11 the level of managerial resources and abilities that the
12 alternative gas supplier must demonstrate, the Commission
13 shall consider, in addition to the requirements in Section
14 19-110(e)(1), the following:

15 (1) complaints to the Commission by consumers
16 regarding the alternative gas supplier, including those

1 that reflect on the alternative gas supplier's ability to
2 properly manage solicitation and authorization; ~~and~~

3 (2) the alternative gas supplier's involvement in the
4 Commission's consumer complaint process, including the
5 resources the alternative gas supplier dedicates to the
6 process and the alternative gas supplier's ability to
7 manage the issues raised by complaints, and the resolutions
8 of the complaints; and -

9 (3) the availability of the alternative gas supplier's
10 customer services department to customers by either a
11 toll-free phone number or the internet and the publication
12 of the hours that the toll-free or internet access is
13 available.

14 (b) The provisions of this Section shall apply only to
15 alternative gas suppliers serving or seeking to serve
16 residential or small commercial customers and only to the
17 extent such alternative gas suppliers provide services to
18 residential or small commercial customers, unless otherwise
19 noted.

20 (Source: P.A. 95-1051, eff. 4-10-09; 96-1000, eff. 7-2-10.)

21 Section 99. Effective date. This Act takes effect upon
22 becoming law."