**Section 512.170 Conduct, Training and Compliance of AGS Sales Agents**

a) Each AGS shall conduct, or cause to be conducted, training for individual representatives engaged in in-person solicitation and telemarketing to residential customers on behalf of that AGS prior to conducting any such solicitations on the supplier’s behalf. After initial training, each AGS shall be required to conduct refresher training for its individual representatives every 6 months.

b) Each AGS shall perform criminal background checks on all employees and agents engaged in in-person solicitation. The AGS shall maintain a record confirming that a criminal background check has been performed on its employees or agents in accordance with this Section.

c) An AGS sales agent shall be knowledgeable of the requirements applicable to the marketing and sale of natural gas supply service to the customer class being targeted. In addition to this Part, requirements pertaining to the marketing and sales of natural gas supply service may be found in other Commission rules, the Act and the Consumer Fraud and Deceptive Business Practices Act [815 ILCS 505].

d) All AGS sales agents shall be familiar with natural gas supply services that they sell, including the rates, payment and billing options, and the customers' right to cancel. In addition, the AGS sales agents shall have the ability to provide the customer with a toll-free number for billing questions, disputes and complaints, as well as the Commission's toll-free phone number for complaints.

e) AGS sales agents shall not utilize false, misleading, materially inaccurate or otherwise deceptive language or materials in soliciting or providing services. AGS sales agents shall also fully comply with the requirements of Section 512.100 governing marketing materials.

f) No AGS sales agent shall make a record of a customer's Gas Utility account number unless all applicable disclosures are made to the customer and the customer has agreed to enroll with the AGS, the AGS has secured consent from the customer to obtain customer-specific information for the purposes of pricing a product through a verifiable customer consent or another Commission-approved method, or the "record" is a recording required by Section 19-115(c)(4) of the Act and Sections 512.130 and 512.140 of this Part.

g) All AGS sales agents shall complete a training program that covers the applicable Sections of this Part. The AGS shall document the training of its sales agents and provide a certification to the Commission, in a format to be specified by Commission staff, showing that an agent completed the training program prior to a sales agent being eligible to market or sell gas supply in Illinois. The AGS shall maintain records of certificates for three years after the date the training was completed. Upon request by the Commission or Commission staff, an AGS shall provide training materials and training records, including refresher training as described in subsection (a), within seven business days.

h) When an AGS contracts with an independent contractor or vendor to solicit customers on the AGS’ behalf, the AGS shall confirm that the contractor or vendor has provided training in accordance with this Section.

i) Each AGS shall monitor marketing and sales activities to ensure that its AGS agents are providing accurate and complete information and complying with all laws and regulations.