

1 AN ACT concerning regulation.

2 **Be it enacted by the People of the State of Illinois,**
3 **represented in the General Assembly:**

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

19 (2) the alternative gas supplier's involvement in the
20 Commission's consumer complaint process, including the
21 resources the alternative gas supplier dedicates to the
22 process and the alternative gas supplier's ability to
23 manage the issues raised by complaints, and the resolutions

1 of the complaints; ~~and-~~

2 (3) the availability of the alternative gas supplier's
3 customer services department to customers by either a
4 toll-free phone number or the internet and the publication
5 of the hours that the toll-free or internet access is
6 available.

7 (b) The provisions of this Section shall apply only to
8 alternative gas suppliers serving or seeking to serve
9 residential or small commercial customers and only to the
10 extent such alternative gas suppliers provide services to
11 residential or small commercial customers, unless otherwise
12 noted.

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

14 Section 99. Effective date. This Act takes effect upon
15 becoming law.