



95TH GENERAL ASSEMBLY

State of Illinois

2007 and 2008

HB5212

by Rep. Thomas Holbrook

SYNOPSIS AS INTRODUCED:

220 ILCS 5/19-125

Amends the Public Utilities Act. Provides that the Illinois Commerce Commission shall make available in print, upon request and at no charge, and on its World Wide Web site, information on where customers of gas utilities and alternative gas suppliers can address any complaint with regard to the provision of service, sales tactics, and rates. Provides that the Commission shall log all complaints it receives pursuant to specified provisions and publish them by category and provider on an annual basis or make the information available through its World Wide Web site.

LRB095 18101 MJR 44184 b

FISCAL NOTE ACT
MAY APPLY

A BILL FOR

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 19-125 as follows:

6 (220 ILCS 5/19-125)

7 Sec. 19-125. Consumer education.

8 (a) The Commission shall make available upon request and at
9 no charge, and shall make available to the public on the
10 Internet through the State of Illinois World Wide Web site:

11 (1) a list of all certified alternative gas suppliers
12 serving residential and small commercial customers within
13 the service area of each gas utility including, in the case
14 of the Internet, computer links to available web sites of
15 the certified alternative gas suppliers;

16 (2) a list of all certified alternative gas suppliers
17 serving residential or small commercial customers that
18 have been found in the last 3 years by the Commission
19 pursuant to Section 10-108 to have failed to provide
20 service in accordance with this Act;

21 (3) guidelines to assist customers in determining
22 which gas supplier is most appropriate for each customer;
23 and

1 (4) Internet links to providers of information that
2 enables customers to compare prices and services of gas
3 utilities and alternative gas suppliers, if and when that
4 information is available.

5 (b) In any service area where customers are able to choose
6 their natural gas supplier, the Commission shall require gas
7 utilities and alternative gas suppliers to inform customers of
8 how they may contact the Commission in order to obtain
9 information about the customer choice program.

10 (c) The Commission shall make available in print, upon
11 request and at no charge, and on its World Wide Web site,
12 information on where customers of gas utilities and alternative
13 gas suppliers can address any complaint with regard to the
14 provision of service, sales tactics, and rates. The Commission
15 shall log all complaints it receives pursuant to this Section
16 and publish them by category and provider on an annual basis or
17 make the information available through its World Wide Web site.

18 (Source: P.A. 92-852, eff. 8-26-02.)