**Section 512.140 Inbound Enrollment Calls**

a) An AGS sales agent shall state that the sales agent represents an independent seller of natural gas certified by the Illinois Commerce Commission. An AGS sales agent *shall not state or otherwise imply that* the sales agent *is employed by, representing, endorsed by, or acting on behalf of, a utility or a utility program,* a consumer group or consumer group program, unless the AGS is, through the consumer group, offering services at prices, terms and conditions that are available solely to members of that organization, or a governmental body or program of a governmental body. [815 ILCS 505/2DDD(c)(2.3)]

b) When it would be apparent to a reasonable person that a caller's language skills are insufficient to allow the customer to understand and respond to a telephone conversation or solicitation in the language spoken by the sales agent, or the customer or another person informs the agent of this circumstance, the agent must transfer the customer to a representative who speaks the customer's language, if such a representative is available, or end the call. When an interpreter is used, a form consistent with Section 2N of the Consumer Fraud and Deceptive Business Practices Act [815 ILCS 505] must be completed.

c) The AGS sales agent shall verbally disclose the items listed in Section 512.110(a) and (c) through (n). An AGS sales agent may disclose the items in any order so long as all applicable items are explained to the customer during the sales presentation.

d) All inbound enrollment calls that lead to an enrollment shall be recorded, and the recordings shall be retained for a minimum of two years. An inbound enrollment call that does not lead to an enrollment but lasts at least two minutes shall be recorded and retained for a minimum of six months. The recordings shall be provided upon request to Commission staff or a customer who has completed a telephone enrollment.

e) The AGS shall send the UDS and contract to the customer within one business day after the natural gas utility's confirmation to the AGS of an accepted enrollment.