

EXHIBIT C UPDATE

Indiana Utility Regulatory Commission (IURC)
Gas Customer Choice Marketer Registration
For the Northern Indiana Public Service Company
Service Territory

SUBMIT COMPLETED FORM TO:

Indiana Utility Regulatory Commission
Attention: Natural Gas Division, via

E-mail: jsteinhauer@urc.in.gov

Or

FAX: 317-232-6758

Or

US Mail:

Indiana Utility Regulatory Commission
Attn: Natural Gas Division
101 West Washington Street, Suite 1500 E.
Indianapolis IN 46204

1. Marketer Information

- | | |
|---|---|
| □ Legal Name | Constellation Energy Gas Choice, Inc. |
| □ Doing Business Name (if applicable) | n/a |
| □ Business Address | 1221 Lamar Street, Suite 750
Houston, TX 77010 |
| □ Telephone Number | 800-785-4373 |
| □ Fax Number | 888-383-4942 |
| □ Web Site Address | www.constellation.com |
| □ List all names under which the applicant does business in the United States or Canada | Constellation Energy Gas Choice, Inc.
(f/k/a MXenergy, Inc.) |
| □ Parent Company Name; address and phone number (if applicable) | Exelon Corporation
10 South Dearborn Street
Chicago, IL 60680
312-394-7398 |
| □ Form of ownership (sole proprietorship; partnership; limited liability partnership; limited liability company; corporation; or other) | Corporation |
| □ Affiliate Relationships with NIPSCO | n/a |
| □ Years in business | 15 |
| □ Federal Employer Identification Number | |

EXHIBIT C UPDATE

2. Contact Information

- Contact Person for Regulatory or Emergency matters:

Name: **Lisa Simpkins**
Title: **Environmental & Fuels Policy Manager**
Business Address: **100 Constellation Way, Suite 500C
Baltimore, MD 21202**
Telephone Number: **410-470-5148**
Cell Number: **n/a**
Fax Number: **410-470-2600**
E-mail Address: **lisa.simpkins@constellation.com**

- Contact Person for Commission Staff use in investigating customer complaints:

Name: **Kari Cramer**
Title: **Supervisor, Customer Experience**
Business Address: **1221 Lamar Street, Suite 750
Houston, TX 77010**
Telephone Number: **713-652-5541**
Cell Number: **n/a**
Fax Number: **713-222-6082**
E-mail Address: **choicecompliance@constellation.com**

- Contact Person and Address for customer service and complaints:

Name: **Kari Cramer**
Title: **Supervisor, Customer Experience**
Business Address: **1221 Lamar Street, Suite 750
Houston, TX 77010**
Telephone Number: **713-652-5541**
Cell Number: **n/a**
Fax Number: **713-222-6082**
E-mail Address: **choicecompliance@constellation.com**

3. Identify the types of customers you intend to enroll and supply with natural gas (residential, general service or both). **Both**
4. Identify each State or Province in the United States or Canada in which you are currently providing service or intend to provide service. **California, District of Columbia, Florida, Georgia, Illinois, Indiana, Kentucky, Maryland, Massachusetts (pending), Michigan, New Jersey, New York, Ohio, Pennsylvania, and Virginia**
5. Provide an outline of staffing and procedure for responding to customer inquiries and customer complaints. **Please refer to Attachment 1**

EXHIBIT C UPDATE

6. Provide proof that Northern Indiana Public Service Company (NIPSCO) has performed the necessary creditworthiness evaluation and that you are approved to participate in the Choice Program. **Please refer to CONFIDENTIAL Attachment 2**
7. Supply proof of registration with the Indiana Secretary of State's Office. **Please refer to Attachment 3**

Marketer shall notify the IURC of any changes to the above information.

Marketer shall, upon request, provide additional information not listed in this Registration form if requested by the IURC Staff.

NIPSCO Complaint Response Process

- The complaint is received electronically from NIPSCO
- Locate the account in Siebel using the NIPSCO account number, if provided, telephone number, address or name
- The complaint is opened into the Siebel Complaints Tracker and includes the following:
 - CEGC Customer number (if applicable)
 - Date the complaint is received
 - Response due date (as advised by NIPSCO)
 - NIPSCO case number
 - 'Utility' as the complaint avenue
 - 'NIP-G' as the sub complaint avenue
 - The CEGC Compliance Analyst 'owner'
 - Name of sender within NIPSCO
 - State
 - Market identifier of NIP-G
 - Other customer name (if applicable)
 - Additional accounts (if applicable)
 - Customer root cause of complaint
 - Description of issue
 - 'Preventable' information (this can change based on outcome of investigation)
- Review the complaint for the description of issue
- Review 'Activities' information in Siebel
- Review the customer address and telephone number information
- Obtain all necessary supporting information and documentation to make a determination regarding the complaint; this includes contacting the customer if necessary
- Call the customer with final determination
- Note the Siebel Complaints Tracker with the conclusion information which includes the following:
 - Validity of complaint
 - Root cause
 - Basis for conclusion
 - Resolution information
 - Update 'Preventable' information (if applicable)
 - Update vendor information (if applicable)
 - Date of response
 - Complaint driver
- Prepare an electronic response and send it to the e-mail requested on the initial NIPSCO complaint
- Copy the 'Compliance' inbox and the 'CEGC Complaint Notification Team' inbox
- File all pertinent information and documentation into the Siebel Complaints Tracker
- Document any pertinent 'Activities' notes into Siebel

3.1.16 REFER COMPLIANCE COMPLAINT

Step	Action	Response
1	Customer has filed or stated intent to file a regulatory compliance complaint.	
2	<ul style="list-style-type: none">Advise customer that the call will be transferred to the Compliance Department.Execute 3.1.12 Transfer Call. Transfer Call	Call is transferred to the Compliance Department.
3	Execute 3.1.3 Update SIEBEL activity. Update Customer Memo	Update SIEBEL activities to document customer concern.
4	Execute 3.1.15 Close Call. Close Call	Customer call is terminated.

3.1.11 ADDRESS ESCALATED CALL		
Step	Action	Response
Section A		
1	Customer requests to speak to a supervisor.	Acknowledge customer request.
2	Ask "May I help you with your concern?"	
3	Request customer concern	Acknowledge customer concern.
4	Volunteer to help resolve issue. Does customer continue to wish to speak with a supervisor?	YES - Go to step A.5. NO - Go to step D.1.
5	Place customer on hold. Call Team Lead for assistance. Is a Team Lead available?	YES - Go to step A.6. NO - Go to step B.1.
6	Advise Team Lead that an escalated call is being transferred.	
7	Execute 3.1.12 Transfer Call. Transfer Call	Warm transfer call to Team Lead for resolution. Go to step E.1.
Section B		
1	Continue to place customer on hold. Call Supervisor or Manager for assistance. Is Supervisor or Manager available?	YES - Go to step B.2. NO - Go to Step C.1
2	Advise Supervisor/Manager that an escalated call is being transferred.	
3	Advise customer that the call will be transferred to the Supervisor/Manager.	
4	Execute 3.1.12 Transfer Call. Transfer Call	Warm transfer call to Supervisor/Manager for resolution. Go to step E.1.
Section C		
1	Advise customer that neither supervisor, manager nor team lead are available.	
2	Advise customer that the call will be transferred to the team leader's voice mail.	
3	Execute 3.1.12 Transfer Call. Transfer Call	Voicemail transfer call to Team Lead voicemail for resolution. Go to step E.1.
Section D		
1	Execute 3.1.4 Respond to Existing Customer Request . Respond to Existing Customer Request	Respond to additional customer concerns.
Section E		
1	Execute 3.1.3 Update Activities in SIEBEL Update Customer Memo	SIEBEL Activity is updated to document caller name and issue requiring escalation.
2	Execute 3.1.15 Close Call Close Call	CSR terminates call with customer after transfer is complete.

Compliance Transfer Process

Key Words indicating immediate transfer to Compliance

If a caller describes any of the scenarios below they will be transferred to the Compliance team for investigation and resolution.

Marketing/Sales Complaint

- Fraud
- Theft
- Misrepresentation of Employer (CEGC v. Utility)
- Misrepresentation of cost or savings (only if the caller has not been an existing CEGC Customer for over three (3) months.
- Assault
- Deceit, lying
- Crude behavior (attire, language, etc.)

In addition, an incoming call from:

- Any utility commission
- An (actual) attorney representing a customer (as opposed to merely a threat to contact one)

Other scenarios that require escalation to the Compliance team will continue to use the Corporate Resolution Service Request Process. *For Example: Customer Threatens to file a PUC Complaint, or pursue legal action.*

ACTION

Attempt a “warm transfer” to the Compliance Department using the scripting below during the hours of 8AM - 5PM EST.

“Constellation Energy Gas Choice, an Exelon Company, takes matters such as this seriously and appreciate you bringing it to our attention. I would like to transfer you to a Compliance Investigator who is better suited to assist you. Before I do so, is there anything else I may assist you with?”

I’m going to place you on a brief hold and connect you directly with an investigator. In case we get disconnected may I have a telephone number for them to call you back.

- Transfer the customer to Compliance Team
- Provide the customer’s name and phone number to the Compliance Agent.
- Click Yes button in the Transfer Pop-up box

After hours/Agent not available

“Constellation Energy Gas Choice, an Exelon Company, takes matters such as this seriously and we appreciate you bringing it to our attention. I would like to have a Compliance Investigator, who is best suited to assist you, call you back. May I have a Telephone number that would be best to reach you?”

If it is after 5PM EST, or if all investigators are tied up, assure the caller that an investigator will call them back no later than the next business day.

Documentation

An Activity is to be created for all calls.

Activity Type: Compliance

Activity Sub Types: Transfer, Sent email

Template

I talked to:

Briefly describe the reason for escalation to Compliance:

Reason Email was sent rather than Transfer (Sent email only)

Telephone number for Callback (Sent email only)

Did you advise the caller that a Compliance Investigator will call them back no later than the next business day? (Sent email only)

For after-hours calls or those where all Compliance agents are busy an email is to be sent to ChoiceCompliance@constellation.com.

- The Title of the Email should be *Customer Care Compliance Call*.
- Copy the completed Template from the Activity and paste it into the body of the email.

3.1.13 Respond to Customer Complaint		
Step	Action	Response
Section A		
1	Customer asks to lodge a complaint.	Acknowledge customer request.
2	Request information regarding customer concern. Ask "May I help you with your concern?"	Apologize to customer regarding issue.
3	Attempt to resolve issue and alleviate customer concern.	Volunteer to help document issue and forward it for resolution.
4	Does customer have a Marketing complaint?	YES – Go to step A.6 for CSR to document and provide further research of issue. NO – Go to B.1 for escalation of the call to Team Lead/Manager.
5	Has customer filed or stated intent to file a regulatory complaint?	YES - Go to step C.1 to refer compliance issue to Compliance Dept. NO – Go to B.1 for escalation of the call to Team Lead/Supervisor/Manager.
6	Warm transfer call to Compliance. Provide: <ul style="list-style-type: none"> customer name, agent name 	
7	Determine if customer wants to be placed on Do Not Call/Do Not Mail list. Does customer wish to be added?	YES – Go to step A.9. NO - Go to step A.10.
8		
9	Email "CEGCDNC" mailbox with the "Do Not Call" or Do Not Mail" request. The email should be titled "DNC/DNM Request" and the body must include: <ul style="list-style-type: none"> Customer's name Phone Number including area code Address if applicable Advise customer that the information has been added to the DNC/DNM List.	Marketing will ensure the information is added to our DNC/DNM list.
10	Ask if customer has additional concerns. Does customer wish to cancel enrollment?	YES -Go to step A.13 NO - Go to step E.1.
11	Offer rebuttal against cancellation to customer. Choose rebuttal from Rebuttal Script (B.4).	
12	Ask if customer would like to continue with CEGC. Does customer wish to cancel enrollment?	YES -Go to step A.15. NO - Go to step D.1.
13	Rescind/cancel enrollment in SIEBEL and provide customer with confirmation number.	Execute 3.6.3 Cancel Enrollment procedure. Cancel Enrollment
Section B		
1	Ask customer if issue has been resolved. Does customer want to drop complaint?	YES – Go to step E.1 NO – Execute 3.1.11 Address Escalated Call. Address Escalated Call
Section C		
1	Verify that customer has a regulatory compliance complaint.	Execute 3.1.16 Refer Compliance Complaint. Refer customer to Compliance Department. Refer Compliance Complaint
Section D		
1	Open "Save" activity in SIEBEL	Go to step E.1.
Section E		
1	Execute 3.1.3 Update Siebel Activity. Update Customer Memo	SIEBEL activity is updated to document caller name and complaint documentation or referral.



A NISource Company

Northern Indiana Public Service Company
Large Customer Relations & Gas Transportation

May 10, 2006

Mr. John Ahrens
MxEnergy
10010 Junction Dr., Ste. 104-S
Annapolis Junction, MD 10701

Dear Mr. Ahrens:

This letter is to provide proof that Northern Indiana Public Service Company (NIPSCO) has performed the necessary creditworthiness evaluation for MxEnergy and that they are approved to participate in the Choice Program.

Sincerely,

A handwritten signature in cursive script, which appears to read "Thomas A. Payne", followed by a horizontal line extending to the right.

Thomas A. Payne

**State of Indiana
Office of the Secretary of State**

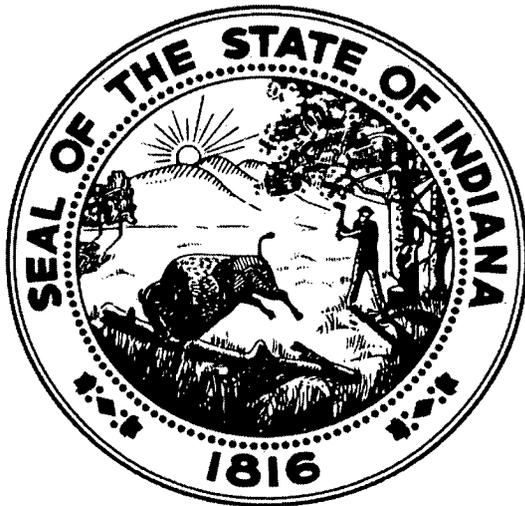
APPLICATION FOR AMENDED CERTIFICATE OF AUTHORITY
of
MXENERGY INC.

I, CONNIE LAWSON, Secretary of State of Indiana, hereby certify that Application for Amended Certificate of Authority of the above Delaware For-Profit Foreign Corporation has been presented to me at my office, accompanied by the fees prescribed by law and that the documentation presented conforms to law as prescribed by the provisions of the Indiana Business Corporation Law.

The name following said transaction will be:

CONSTELLATION ENERGY GAS CHOICE, INC.

NOW, THEREFORE, with this document I certify that said transaction will become effective Friday, June 01, 2012.



In Witness Whereof, I have caused to be affixed my signature and the seal of the State of Indiana, at the City of Indianapolis, June 1, 2012.

Connie Lawson

CONNIE LAWSON,
SECRETARY OF STATE