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|  | **PENNSYLVANIA**  **PUBLIC UTILITY COMMISSION**  **Harrisburg, PA 17105-3265** | |  |
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| Application of Major Energy Services, LLC to Amend its Natural Gas Supplier License | | A-2009-2118836 | |
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**FINAL ORDER**

Since there have been no adverse comments filed, the Commission’s Tentative Order, adopted March 29, 2012, at Docket No. A-2009-2118836, has become final without further Commission action;

**THEREFORE,**

**IT IS ORDERED:**

1. That the application of Major Energy Services, LLC (Major Energy) is hereby approved, consistent with this Order.

2. That a license be issued authorizing Major Energy Services, LLC to begin to offer, render, furnish or supply natural gas supply services to residential, small commercial and large commercial customers in the additional natural gas distribution company service territories of PECO Energy Company, UGI Utilities, Inc., UGI Penn Natural Gas, Inc. and UGI Central Penn Gas, Inc., subject to the following conditions, which will apply for a term of eighteen months from the date of entry of this Order (Term). To the maximum extent possible, these conditions shall be construed to be consistent with the Commission’s regulations. In the event of a conflict, the following conditions shall control:

a. Major Energy shall fully comply with the Commission’s supplier marketing guidelines (Order and Annex A on Interim Guidelines on Marketing and Sales Practices for Electric Generation Suppliers and Natural Gas Suppliers. Docket No. M-2010-2185981. November 4, 2010);

b. In its response to the Commission’s Bureau of Consumer Services (BCS) regarding a complaint alleging slamming, improper enrollment or deception, Major Energy shall provide BCS with copies of the documentation that Major Energy has supporting its position. The documentation can include written enrollment forms, disclosure statements, audio recordings, third party verification, marketing and sales materials and any other relevant documentation. Failure to provide documentation supporting an enrollment may result in a finding against Major Energy and possible referral to the Commission’s office responsible for enforcement action.

c. Major Energy will provide a report the first week of each calendar quarter to staff capturing: (i) the complaints by category; (ii) the resolution for each complaint and (iii) any process improvements/changes, organizational changes, etc. implemented to reduce and/or eliminate similar complaints going forward;

d. Major Energy will provide a single point of contact for Commission staff for resolution of consumer inquiries and/or complaints received by BCS.

e. Major Energy shall operate in accordance with BCS requirements for complaint management and handling. Notwithstanding the above;

Major Energy will send a written response, either via electronic mail, regular mail or by facsimile, to the BCS advocate assigned to mediate complaints filed against Major Energy, within 10 days of receipt of the complaint,

Major Energy will send a written response to the consumer who filed the complaint, within 10 days of receipt of the complaint,

Major Energy will respond to supplemental or new information referred by BCS, within 10 days of receipt of such information, and

Major Energy will provide final resolution in writing to BCS and notify the complaining consumer of same.

f. Not less than sixty days before the expiration of the Term, Major Energy Services LLC shall file a status report with the Commission describing its compliance with the Public Utility Code, Commission Orders and Regulations, and the conditions set forth herein. A copy of this status report shall be provided to the Commission’s Bureau of Technical Utility Services and the Commission’s Bureau of Consumer Services.

3. That the Commission’s Bureau of Technical Utility Services, with the assistance of the Bureau of Consumer Services and the Law Bureau, shall monitor Major Energy Services LLC’s compliance with the conditions set forth in this Order.

4. Upon receipt of the status report directed in Paragraph 2.f. above, the Bureau of Technical Utility Services, with assistance from the Bureau of Consumer Services and the Law Bureau, shall prepare a Staff recommendation regarding appropriate license conditions after the expiration of the Term. The Commission shall consider the recommendation at a subsequent Public Meeting.

5. That this proceeding at Docket No. A-2009-2118836 be closed.

 **BY THE COMMISSION,**

Rosemary Chiavetta

Secretary

(SEAL)

ORDER ENTERED: MAY 21, 2012