



THOMAS T. NIESEN  
Direct Dial: 717.255.7641  
tniesen@thomaslonglaw.com

January 29, 2014

**VIA ELECTRONIC FILING**

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
P.O. Box 3265  
Harrisburg, PA 17105-3265

In re: Application of Consolidated Edison Energy, Inc.  
Docket No. A-2014-2399590

Dear Secretary Chiavetta:

We are counsel to Consolidated Edison Energy, Inc. ("Company") in regard to its above referenced application at Docket No. A-2014-2399590, filed with you under cover of letter dated December 30, 2013, for a license to provide natural gas supplier services. At the direction of the Bureau of Technical Utility Services, we are updating the application with the enclosed information, responsive to Application Paragraph 16.a – Contacts for Consumer Service and Complaints, identifying the person and alternate person responsible for addressing customer complaints. Copies of this letter and the enclosure are being served upon the persons and in the manner set forth on the certificate service included herewith.

Please contact me if you have any questions or require additional information.

Very truly yours,

THOMAS, LONG, NIESEN & KENNARD

By

Thomas T. Niesen

Encl.

cc: Certificate of Service (w/encl.)  
James Shurskis (w/encl.)  
James J. Dixon, Esq. (w/encl.)

16. STANDARDS, BILLING PRACTICES, TERMS AND CONDITIONS OF PROVIDING SERVICE AND CONSUMER EDUCATION: All services should be priced in clearly stated terms to the extent possible. Common definitions should be used. All consumer contracts or sales agreements should be written in plain language with any exclusions, exceptions, add-ons, package offers, limited time offers or other deadlines prominently communicated. Penalties and procedures for ending contracts should be clearly communicated.

a. Contacts for Consumer Service and Complaints: Provide the name, title, address, telephone number and FAX number of the person and an alternate person responsible for addressing customer complaints. These persons will ordinarily be the initial point(s) of contact for resolving complaints filed with Applicant, the Distribution Company, the Pennsylvania Public Utility Commission or other agencies.

Latonya Brown  
National Accounts Manager  
ConEdison Solutions Customer Operations  
100 Summit Lake Drive – Suite 410  
Valhalla, New York 10595-1356  
Phone: (914) 286-7044  
Fax: (914) 686-1420

Alternate:  
Linda Sue Roma  
Service Specialist II - Customer Service  
ConEdison Solutions Customer Operations  
100 Summit Lake Drive – Suite 410  
Valhalla, New York 10595-1356  
Phone: (914) 286-7714  
Fax: (914) 686-1420

**CERTIFICATE OF SERVICE**

I hereby certify that on this 29<sup>th</sup> day of January, 2014, I have served a true and correct copy of the foregoing letter and enclosed information addressing Application Paragraph 16.a – Contacts for Consumer Service and Complaints, upon the persons below via first class mail, postage prepaid, addressed as follows:

Office of Consumer Advocate  
5<sup>th</sup> Floor, Forum Place  
555 Walnut Street  
Harrisburg, PA 17120-1921

Commonwealth of Pennsylvania  
Department of Revenue  
Bureau of Compliance  
Harrisburg, PA 17128

Office of Attorney General  
Bureau of Consumer Protection  
Strawberry Square, 14<sup>th</sup> Floor  
Harrisburg, PA 17120

Columbia Gas of Pennsylvania Inc.  
Thomas C. Heckathorn  
200 Civil Center Drive  
Columbus, OH 43215

Small Business Advocate  
Commerce Building, Suite 1102  
300 North Second Street  
Harrisburg, PA 17101



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Thomas T. Niesen, Esquire  
Pennsylvania Attorney ID No. 31379