Illinois Commerce Commission

**NEWS**

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**Illinois Commerce Commission Approves Settlement with Nordic Energy Services, LLC**

***Settlement Creates a Fund for Customer Refunds and Includes New Consumer Protections***

Chicago, IL – The Illinois Commerce Commission today approved a settlement with Illinois-based alternative retail electric supplier Nordic Energy Services, LLC. The settlement establishes an amount of $310,800 that must be refunded to eligible customers and requires additional consumer protections governing Nordic Energy’s sales practices to residential and small commercial customers in Illinois.

“The Commission is pleased to have a resolution that provides remedies for affected customers and additional protections for consumers in the future,” said Commissioner Miguel del Valle. “The Commission and our staff will continue our efforts to protect Illinois citizens and ensure a fair marketplace for energy.”

The ICC launched a formal docketed investigation into Nordic Energy’s sales tactics in February 2015. The settlement approved by the Commission today requires Nordic Energy to take several steps, including the following:

* Create a settlement amount of $310,800 from which to refund all potentially affected current and former customers of the company in Illinois. Customers will be notified by Nordic that they may be eligible for a refund.
* Nordic agrees to additional consumer protections that apply to its residential and small commercial telemarketing and door-to-door sales activity in Illinois, including recording and retention of telemarking calls and multi-step door-to-door sales verification process.

Customers who believe they may be eligible for a refund can contact Nordic Energy at888-339-6178**.** Questions or concerns can also be directed to the Illinois Commerce Commission Consumer Services Division at 800-524-0795 or through the “file a complaint” link at [www.icc.illinois.gov](http://www.icc.illinois.gov).

The case is Docket No. 15-0139 and can be viewed through the Commission’s e-Docket system online at [www.icc.illinois.gov/e-Docket](http://www.icc.illinois.gov/e-Docket).

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***About the Illinois Commerce Commission***

The Illinois Commerce Commission’s mission is to pursue an appropriate balance between the interests of consumers and existing and emerging service providers to ensure the provision of adequate, efficient, reliable, safe and least-cost public utility services. The Commission pursues this mission through three bureaus: the Consumer Services Bureau provides educational information on utility issues, resolves customer/utility disputes and develops rules on utility service and consumer protection; the Public Utility Bureau focuses on financial and operational analysis, policy development, public safety and enforcement activities related to electric, natural gas, water, sewer and telecommunications companies; the Transportation Bureau includes trucking insurance and registration, railroad safety, relocation towing, safety towing and household goods moving company enforcement activities. The ICC’s five commissioners are appointed by the Governor and approved by the Illinois State Senate for five-year terms.