



LETTER NO. L-82-09

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September 23, 2009

Susannah Robinson
Vice President,
Energy Procurement and Strategy
Superior Energy Management
2001-6860 Century Avenue, East Tower
Mississauga, ON L5N 2W5

Dear Ms. Robinson:

Re: Superior Energy Management ("Superior Energy")
Application for a Licence to Market Natural Gas – Complaints

As noted in Commission Letter L-67-09, the Commission is in receipt of Superior Energy's Application for a Licence to Market Natural Gas ("Application") dated August 26, 2009.

In its Application, Superior Energy reported a total of 142 complaints that were received in writing in the last twelve months, from August 2008 to July 2009.

The Commission requests that Superior Energy provide the following information:

1. Please provide a report detailing the (a) nature of the complaints; (b) the name of the salesperson(s) the complaints were in relation to; (c) names of the complainants; (d) indicate if complaint(s) was received directly by Superior Energy or originally received by the Commission and later forwarded to Superior Energy; and (e) actions initiated by Superior Energy to address such complaints.
2. The report should be presented in an Excel format following the template of the Quarterly Salesperson Activity Report but with modified fields to include the information requested.

Please provide this information to the Commission on or before **October 9, 2009**.

Yours truly,

Original Signed by: J. Torres

For: Erica M. Hamilton