

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT**

Illinois Commerce Commission  
527 E. Capital Avenue  
Springfield, Illinois 62701

For Commission Use Only:  
Case: 03-0260

**ORIGINAL**

Regarding a complaint by (Person making the complaint): KREGG SANDERS  
Against (Utility name): IP  
As to (Reason for complaint) LEVELIZED BILLING

in DODVILLE Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is [REDACTED]

The service address that I am complaining about is [REDACTED]

My home telephone is [REDACTED]

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at 217-591-9397

(Full name of utility company) IC POWER (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

83-IL-CM, PAR 280.

CHIEF CLERK'S OFFICE  
2003 APR 24 P 3:50  
ILLINOIS COMMERCE COMMISSION

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?  Yes  No

Has your complaint filed with that office been closed?  Yes  No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

Please clearly state what you want the Commission to do in this case:

Date: 4/22/03  
(Month, day, year)

Complainant's Signature [Handwritten Signature]

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

**VERIFICATION**

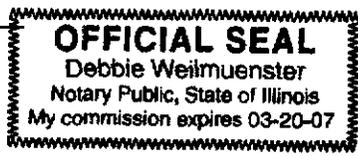
A notary public must witness the completion of this part of the form.

I, KREGG SANDERS, first being duly sworn, say that I have read the above petition and know what it says.  
The contents of this petition are true to the best of my knowledge.

(Signature) [Handwritten Signature]

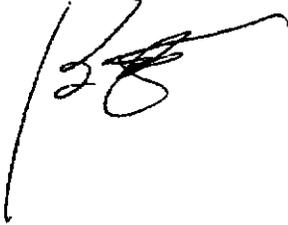
Subscribed and sworn/affirmed to before me on (month, day, year) April 22, 2003.

Debbie Weilmuenster  
Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

When I moved from my old service address of [REDACTED] Danville IL to [REDACTED] I phoned IP to request that service be changed to my new address. The rep I spoke to clearly stated and promised that I would receive levelized billing at my new address. I was not given levelized status and was instead forced to enter into a payment agreement on the outstanding balance. In conversatons with IP since that time, I have been told that in fact I had been misinformed by IP's representative. My contention is that as the utility promised levelized billing, they should honor that promise. IP has the means to convert my billing status to levelized. They simply refuse to so. As a consumer, I am only responsible for what the utility promises me. I am not to be held responsible for their mistakes.



*Debbie Weilmuenster 4/27/03*

