

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

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

For Commission Use Only:
Case: 07-0232

ORIGINAL

Regarding a complaint by (Person making the complaint): MARK CRYER (winning colors)
Against (Utility name): U.S Energy Savings Corp
As to (Reason for complaint) Paying Nearly Double The Current Rate For
NICOT GAS, WAS MISINFORMED BY SALES REP AT TIME CONTRACT
WAS SIGNED NICOT 70¢ PER THERM / US Energy 130¢ PER THERM
in New Lenox Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 345 JAN ST, MANHATTAN IL 60442
The service address that I am complaining about is 14409 EDISON UNIT C, NEW LENOX IL 60451
My home telephone is (815) 478-4356
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (815) 462-4810
(Full name of utility company) US Energy Saving Corp (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.

IM NOT SURE WHERE THIS FALLS IN YOUR RULES

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

Has your complaint filed with that office been closed?

CHIEF CLERK'S OFFICE
2007 MAR 30 P 1:45
ILLINOIS COMMERCE COMMISSION

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.

1) ON 1-4-06 I WAS APPROACHED AT MY SHOP TO SIGN UP FOR THIS PROGRAM. THE SALES REP SEEMED NICE AND TRUST WORTHY WITH HIS PAPERWORK + SALES PITCH. I WAS TOLD THAT THE CURRENT NICOR PRICE WAS AT THE \$1.30 PER THERM RATE AND THAT PRICES WERE GOING UP AND I SHOULD SIGN UP ASAP TO LOCK IN THIS RATE. I WAS ALSO TOLD THAT RATES HISTORICALLY NEVER GO DOWN; I DID NOT RESEARCH HIS INFO - I TRUSTED WHAT HE SAID + SIGNED UP. IN JAN 07 AFTER SEEING HUGE GAS PRICE INCREASES I CALLED NICOR AND ~~FOUND~~ WAS TOLD THEY HAVE NEVER SOLD GAS AT \$1.30 AND AT THAT TIME THERE CURRENT RATE WAS 70¢ PER THERM

I WANT OUT OF THIS CONTRACT WITH NO EARLY TERMINATION PENALTY. I FEEL I HAVE ALREADY PAID TOO MUCH WITH US ENERGY'S INFLATED PRICES
SHOP EXIT Fee \$1086.00 House EXIT Fee EST \$536.00

Date: 3-27-07
(Month, day, year)

Complainant's Signature Mark Cryer

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, MARK CRYER, 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) Mark Cryer

Subscribed and sworn/affirmed to before me on (month, day, year) 3-28-07

[Signature]
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.