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ILLINOIS COMMERCE COMMISSION

Fax

To: Virginia Alderson From: John Schaub
 Fax: 815-496-2854 Pages: 6, incl cov
 Phone: 815-496-9122 Date: 10/9
 Re: _____ CC: _____

- Urgent For Review Please Comment Please Reply Please Recycle

• Comments:

OFFICIAL FILE

C.C.C. DOCKET NO. 070313
Complaint Exhibit No. 3
 Witness _____
 Date 10/10/07 Reporter _____

GINNGEE'S SEWING, ALTERATIONS AND LAUNDROMAT COMPLAINT: 2007-01257

ILLINOIS COMMERCE COMMISSION
CSD AUTOMATED COMPLAINT TRACKING SYSTEM
INDIVIDUAL COMPLAINT REPORT

BASIC SCREEN INFORMATION

OPEN DATE: 01/25/2007
COUNSELOR: SCHAUB, JOHN C.
PRIORITY: NORMALCUST NAME: GINNGEE'S SEWING, ALTERATIONS AND LAUNDROMAT
CUST CONTACT: RATE CLASS: COMMERCIAL
STREET: 101 S BUSHNELL
CITY/ST/ZIP: SHERIDAN, IL 60551
COUNTY: LA SALLETELEPHONE 1: (815) 496-9122
TELEPHONE 2: EXT:COMPANY: ILLINOIS ENERGY SAVINGS CORP.
CSD CONT UTL: 01/25/2007
SERVICE TYPE: ALTERNATIVE GAS SUPPLIERS
OPEN PROBLEM: SERVICE
CONTACT: INFORMAL COMPLAINT (CSD REFERS COMPLAINT TO COMPANY)
ACCOUNT #:
CASE ORIGIN: CONSUMER TELEPHONE
SERV STATUS: SERVICE ON
EXPLANATION: CUST SAYS USESC SALES REP CAME TO HER BUSINESSAND PRESENTED THEMSELF AS BEING W/THE FEDERAL
GOV'T. SAYS THE REP ADVISED THAT THE GOV'T
WANTED TO HELP THE SMALL BUSINESSES SAVE ON
ENERGY COSTS. CUST SAYS SHE WAS TOLD SHE WOULD
SAVE, IF SHE TOOK SUPPLY W/USESC. CUST'S BILLS
ARE NOW HIGHER THAN BEFORE TAKING ALT SUPPLY.
CUST SAYS SHE CALLED TO CANCEL SUPPLY. SAYS
AFTER THAT CALL, USESC BEGAN CALLING HER AND
THREATENING TO PUT HER OUT OF BUSINESS. CUST
WANTS SUPPLY W/USESC CANCELLED. DISPUTES ANY
EARLY CANCELLATION FEE THAT USESC MIGHT IMPOSE.
PLEASE ADVISE.

CLOSING SCREEN INFORMATION

EXTENSION GRANTED: EXTENSION EXPIRES: / /
CLOSE DATE: 03/02/2007 RESPONSE DAYS: 36
UTIL FINAL RESP DT: 03/02/2007
DETAIL PROB CODE: SERVICE
CONDUCT OF CO PERSONNEL/REPS
SALES/ADVERTISING
ADDITIONAL PROBLEM: BILLING
RESOLUTION CODE: FORMAL
JUSTIFIED: NOT APPLICABLE
FURTHER ACTION/REV: NO FURTHER ACTION
AMOUNT SAVED:
ACTUAL VIOLATION: NO VIOLATIONS/NOT APPLICABLE

VIOLATION NATURE:

ADDRESS INFORMATION NOT AVAILABLE

OPTIONAL SCREEN INFORMATION

MEDIATION NUMBER:

MEDIATION RESOLUTION:

FORMAL DOCKET NUMBER: 07-0363

FORMAL RESOLUTION: PENDING

RULE MODIFICATION:

NOTE PAD INFORMATION

AUTOMATIC ENTRY:

ENTRY DATE: 01/25/2007

FAX: NO

NOTE PAD ENTRY: COMPLAINT SENT VIA INTERNET TO THE UTILITY.

AUTOMATIC ENTRY:

ENTRY DATE: 02/09/2007

FAX: NO

NOTE PAD ENTRY: 14 DAY LETTER EMAILED ON FEB 9 2007 8:24AM

COUNSELOR: SCHAUB, JOHN C.

ENTRY DATE: 02/22/2007

FAX: NO

NOTE PAD ENTRY: 2/20 LEFT ANDRAE AT CO MSG REQUESTING RESPONSE.

COUNSELOR: SCHAUB, JOHN C.

ENTRY DATE: 02/22/2007

FAX: NO

NOTE PAD ENTRY: LEFT ANDRAE AT CO MSG ADVISING I WANT RESPONSE
SO THAT I CAN CLOSE COMPLAINT BY TOMORROW.
ADVISED OTHERWISE I WILL CLOSE AS UNRESPONSIVE.
BRING TO ATTN OF DIVISION HEAD. CONTACT CUST AND
ADVISE OF FORMAL OPTION.

COUNSELOR: SCHAUB, JOHN C.

ENTRY DATE: 02/23/2007

FAX: NO

NOTE PAD ENTRY: 2:03 TALKED TO CUST. SAYS SHE HAD TO HAVE NICOR
PUT FLAG ON HER ACCOUNT TO PREVENT U S FROM
BILLING HER FURTHER. SAYS SHE WANTS TO LEAVE
COMPLAINT OPEN UNTIL CO RESPONDS OR CO BILLS HER
DIRECTLY. CUST DIDN'T WANT TO CLOSE AND PURSUE
FORMAL.

COUNSELOR: SCHAUB, JOHN C.

ENTRY DATE: 03/02/2007

FAX: NO

NOTE PAD ENTRY: CALLED CUST TO ADVISE I'M CLOSING COMPLAINT. GOT MACHINE. LEFT MSG REQUESTING CALL-BACK.

COUNSELOR: SCHAUB, JOHN C.
ENTRY DATE: 03/02/2007
FAX: NO
NOTE PAD ENTRY: TALKED TO CUST. ADVISED THAT I'VE CLOSED COMPLAINT. ADVISED WE CAN STILL PURSUE, IF SHE HAS PROBLEM. CUST SAID CO WAS NO LONGER BILLING HER, BUT SHE'D NOT HEARD FROM CO. SAID SHE WILL CONTACT ME, IF PROBLEMS.

COUNSELOR: BLUE, PATRICIA
ENTRY DATE: 03/22/2007
FAX: NO
NOTE PAD ENTRY: PLEASE CALL VIRGINIA ALDERSON AT 815-496-9122. THANKS (11:29 AM)

COUNSELOR: SCHAUB, JOHN C.
ENTRY DATE: 03/22/2007
FAX: NO
NOTE PAD ENTRY: TALKED TO CUST. SAYS SHE TALKED TO NICOR. WAS TOLD MOST RECENT BILL, JUST ISSUED, STILL HAS CHARGES FOR USESC SUPPLY. SAYS NICOR HAS GIVEN CUST NEW ACCOUNT# AND SUPPLY BACK W/NICOR. CUST IS GOING TO PAY NICOR CHARGES OF \$151.63. SAYS SHE WOULD PREFER TO WAIT UNTIL SHE IS CONTACTED BY USESC (BY PHONE, COLLECTIONS OR OTHERWISE) BEFORE REQUESTING FORMAL.

COUNSELOR: BLUE, PATRICIA
ENTRY DATE: 04/03/2007
FAX: NO
NOTE PAD ENTRY: PLEASE CALL VIRGINIA ALDERSON AT 815-496-9122. THANKS (3:38 PM)

COUNSELOR: SCHAUB, JOHN C.
ENTRY DATE: 04/04/2007
FAX: NO
NOTE PAD ENTRY: 8:13 RETURNED CALL TO CUST. GOT MACHINE. LEFT MSG THAT I HAD CALLED. ADVISED CUST TO CALL ME BACK, BUT THAT I WILL TRY HER AGAIN LATER.

COUNSELOR: SCHAUB, JOHN C.
ENTRY DATE: 04/04/2007
FAX: NO
NOTE PAD ENTRY: 11:09 TRIED CALLING CUST. GOT MACHINE. LEFT MSG I HAD CALLED.

COUNSELOR: ALANIS, MARIA
ENTRY DATE: 04/04/2007
FAX: NO
NOTE PAD ENTRY: MS. ALDERSON LEFT VOICE MAIL MESSAGE. PLEASE
CALL HER AT 815-496-9122. (2:25P)

COUNSELOR: SCHAUB, JOHN C.
ENTRY DATE: 04/04/2007
FAX: NO
NOTE PAD ENTRY: TALKED TO CUST. SAYS USESC'S CHARGES WERE ON
BILL AGAIN. CALLED NICOR AND WAS TOLD SHE STILL
HAS OLD ACOUNT. NEW ACCOUNT HADN'T BEEN CREATED.
SAYS SHE WAS ABLE TO TALK TO SUPERVISOR (KENNETH
#3302) AT USESC TODAY. SAYS SHE HAS FINALLY
GOTTEN CO TO CANCEL HER SUPPLY W/THEM. SAYS CO
TO CHARGE \$1854.57 EARLY TERMINATION FEES. SAYS
USESC WILL CONTINUE TO BILL HER FOR ANOTHER 2
CYCLES AND IS THREATENING COLLECTIONS, IF THE
\$1854 NOT PAID. CUST REQUESTED FORMAL.
SENT PATTI E-MAIL REQUESTING FORMAL.
SENT ANDRAE E-MAIL ADVISING OF FORMAL.

COUNSELOR: BLUE, PATRICIA
ENTRY DATE: 04/05/2007
FAX: NO
NOTE PAD ENTRY: PLEASE CALL VIRGINIA ALDERSON AT 815-496-9122.
THANKS (11:09 AM)

COUNSELOR: SCHAUB, JOHN C.
ENTRY DATE: 04/05/2007
FAX: NO
NOTE PAD ENTRY: ANDRAE,
I SPOKE WITH VIRGINA ALDERSON (GINNGEEÁ???)
SEWING, ALTERATIONS AND LAUNDROMAT) TODAY. THIS
IS THE CUSTOMER WHO REQUESTED THE FORMAL HEARING
YESTERDAY. SHE SAYS THAT HER HUSBAND TALKED WITH
USESC YESTERDAY. SAYS USESC CONFIRMED THAT MR
ALDERSON CALLED USESC IN 7/05 TO CANCEL SUPPLY.
CUSTOMER SAYS HER CONTRACT ALLOWS 60 DAYS TO
CANCEL. SAYS THEY DID CONTRACT 6/26/05. THE
CUSTOMER WILL CONTINUE TO PURSUE THE FORMAL
HEARING, UNLESS USESC RESOLVES THE MATTER TO HER
SATISFACTION.
J SCHAUB
PS THE INFORMAL COMPLAINT WAS CLOSED ON 3/2/07
AS COMPANY UNRESPONSIVE.

COUNSELOR: SCHAUB, JOHN C.

ENTRY DATE: 04/10/2007
FAX: NO
NOTE PAD ENTRY: REC'D COPY OF CLERK'S FORMAL LETTER TO CUST,
DATED 4/6/07. ATTACHED TO COMPLAINT IN DOCUMENTS.

COUNSELOR: ALANIS, MARIA
ENTRY DATE: 04/23/2007
FAX: NO
NOTE PAD ENTRY: VIRGINIA ALDERSON LEFT VOICE MAIL MESSAGE.
PLEASE CALL HER AT 815-496-9122. (11:10A)

COUNSELOR: SCHAUB, JOHN C.
ENTRY DATE: 04/23/2007
FAX: NO
NOTE PAD ENTRY: RETURNED CALL TO CUST. HAD QUESTIONS ABOUT
FILLING OUT FORM. CUST TO MAIL FORM WITHIN NEXT
DAY OR 2.

COUNSELOR: SCHAUB, JOHN C.
ENTRY DATE: 06/08/2007
FAX: NO
NOTE PAD ENTRY: TALKED TO CUST. SAYS CO HAD BEEN CALLING HER,
TRYING COLLECT \$1800 DISPUTED, EARLY TERMINATION
FEES. SAYS SHE WAS FINALLY ABLE TO TALK TO
SUPERVISOR AND SUPERVISOR WAS TAKING HER OUT OF
COLLECTIONS. SAYS SHE REC'D FIRST BILL FROM
NICOR, WITHOUT USESC SUPPLY. BILL IS \$300. LAST
YEAR, WITH USESC SUPPLY, BILL WAS \$500. SAYS SHE
MAILED FORMAL MATERIAL TO CLERK'S LAST WK. CUST
WANTED TO UPDATE RECORD.

COUNSELOR: POUND, CHRISTELL
ENTRY DATE: 06/14/2007
FAX: NO
NOTE PAD ENTRY: 07-0363
GINNGEE'S SEWING ALTERNATIONS & LAUNDROMAT
-VS-
ILLINOIS ENERGY SAVINGS CORP.
D/B/A U.S. ENERGY SAVINGS CORP.
COMPLAINT AS TO BILLING/CHARGES IN CHICAGO,
ILLINOIS.
FILED: JUNE 11, 2007

COUNSELOR: BLUE, PATRICIA
ENTRY DATE: 09/28/2007
FAX: NO
NOTE PAD ENTRY: PLEASE CALL VIRGINIA ALDERSON AT 815-496-9122.
SHE IS WANTING COPIES OF HER COMPLAINT. THANKS
(10:58 AM)