

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

For Commission Use Only:
Case: 10-0340

COMPLAINT DIVISION
FORMAL COMPLAINT

2010 MAY 17 P 3:18 PM

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

CONSUMER COMPLAINTS DIVISION

Regarding a complaint by (Person making the complaint):

Julius Dunlap Dennis

Against (Utility name):

JUST ENERGY

As to (Reason for complaint)

Billed for service that was cancelled

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

9036 S Parnell, Chicago, IL 60620

The service address that I am complaining about is

9036 S Parnell, Chicago, IL 60620

My home telephone is

(773) 488-1312

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

(773) 488-1312

My e-mail address is _____

I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Just Energy Illinois 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.

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Have you notified 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

RECEIVED
MAY 17 2010
CONSUMER COMPLAINTS DIVISION
ILLINOIS COMMERCE COMMISSION
SPRINGFIELD, ILLINOIS

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.

Attachment enclosed.

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

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy **and** a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: 12 May 2010
(Month, day, year)

Complainant's Signature: Julia Dunlap Genus

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

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

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

I, Julia Dunlap Genus, Complainant, 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.

Julia Dunlap Genus
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) May 11, 2010

D Mike Hamb
Signature, Notary Public, Illinois



(NOTA)

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

May 11, 2010

Att: 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.

I requested a cancellation by phone on Dec, 16 2009, which was two weeks after signing up with Just Energy on Nov, 27 2009.

Due to an error on their end the cancellation was not submitted. Therefore I was billed for service that should have been cancelled. Please see the enclosed copies of bill statements.

When I called to dispute the bill, the Specialist apologized and explained to me that yes, she does show records that the cancellation was called in but not processed. The Specialist transferred me to an upper level Specialist that informed me to send in the payment amount and that Just Energy would send me an reimbursement at a later date. Why? I do not feel that I should be penalized for an error due to Just Energy.

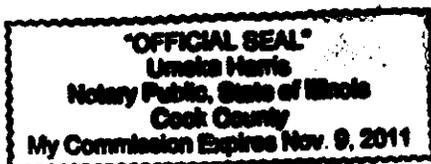
Please clearly state what you want the Commission to do in this case:

Acknowledge that I never cancel the budget plan with Peoples Gas and the cancellation on Dec,16 2009 with Just Energy. I should have never been billed by Just Energy because of this cancellation.

Julia Dunlap Genus

Phone: 773-488-1312

Julia Dunlap Genus



Umeka Harris May 11, 2010