

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 10-0352

FORMAL COMPLAINT

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

2010 MAY 24 A 11:12

ORIGINAL

Regarding a complaint by (Person making the complaint): Gina Kazecki and Zdzislaw Zaremba

Against (Utility name): Just Energy

As to (Reason for complaint) Fraudulent signing of a contract without refund of services paid.

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 8937 Oakdale Ct. Orland Park IL, 60462

The service address that I am complaining about is 2602 W. 21st Place Chicago IL, 60608

My home telephone is [708]415-0251

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708]415-0251

My e-mail address is gina.kazecki@att.net I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Just Energy (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.
Illinois Consumer Fraud and Deceptive Business Practice Act
(815 ILCS 505/2000)

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 see attached

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

Question Just Energy on their Business Practices and also have Just Energy reimburse the amount of Money to Zdzislaw Zaremba, From September 2009 to April 2010.

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: 5-12-2010
(Month, day, year)

Complainant's Signature: [Signature]

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

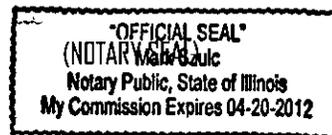
A notary public must witness the completion of this part of the form.

I, Gina Kazecki, 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.

[Signature]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 05/20/2010

[Signature]
Signature, Notary Public, Illinois



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

May 18th 2010

ZDZISLAW ZAREMBA currently has People's Gas as a gas supplier and was unaware of any change in his Gas Supplier on 9/3/2009 or 9/4/2009 (as when contracts were effective according to Just Energy). On 2/15/2010 the Gas bill was higher than normal, noticing "Just Energy" stated on bill a proceeded phone call was made to Just Energy by his granddaughter GINA KAZECKI and found there were 2 contracts enforced. Continued phone calls to Just Energy were placed through February and March until it was placed in to ANNA MARIA'S hands who is an Escalations Associate with JUST ENERGY. ANNA MARIA requested a copy of a ZDZISLAW'S pass port be sent to her so she can determine a fraudulent signature. A copy of ZDZISLAW's pass port was faxed to Just Energy on 3/19/2010 and 3/30/2010. Just Energy claimed to have never received the first fax. After the second pass port was sent ANNA MARIA decided the signature was not ZDZISLAW'S and agreed to cancel both the accounts (which should have been canceled on 2/15/2010 per a discussion with representative ANJU, ID# 75491 who filed the initial complaint #72565). Only one account was canceled at that time and left one account active. With further discussion with ANNA MARIA we explained we would like all services that have been paid to be refunded, and current charges not paid to be waived. ANNA MARIA mentioned it will take 1 to 2 billing cycles and can see what she can do to shorten that time for the cancelation of the 2nd account but she needs to contact People's Gas. ANNA MARIA notified GINA the next week that the 1 to 2 billing cycles will be waived and ZDZISLAW will be reimbursed. GINA requested that a copy or invoice print out of the reimbursement be mailed. She agreed to send reimbursement and print out. Two weeks after the agreement, no reimbursement has been sent but did receive the print out with a balance due to ZDZISLAW as \$0. Another call was made 5/14/2010 to ANNA MARIA, she said we must have misunderstood her and she never agreed to reimbursement just a credit on the account. GINA called People's gas and there has been no credit applied.

Account # 3500024365196		
Period		Amount
10/5/2009	11/2/2009	\$1.05
11/3/2009	12/3/2009	\$3.15
12/4/2009	1/5/2010	\$59.99
1/6/2010	2/2/2010	\$49.41
2/3/2010	3/4/2010	\$46.22
		\$159.82
Amount to be waived		
3/5/2010	4/4/2010	\$36.77

Account # 3500018571956		
Period		Amount
9/4/2009	10/4/2009	\$7.20
10/5/2009	11/3/2009	\$25.60
11/4/2009	12/3/2009	\$36.01
12/4/2009	1/5/2010	\$103.93
1/6/2010	2/2/2010	\$89.45
2/3/2010	3/4/2010	\$71.33
		\$333.52
Amount to be waived		
3/5/2010	4/4/2010	\$42.66