

For Commission Use Only:

Case: 10-0493

# OFFICIAL FILE ILLINOIS COMMERCE COMMISSION

## FORMAL COMPLAINT

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

# ORIGINAL

Regarding a complaint by (Person making the complaint): MRS IRENE BOBER

Against (Utility name): JUST ENERGY / U.S ENERGY SAVINGS CORP

As to (Reason for complaint) JUST ENERGY'S \$4,348 CHARGE OR  
AMOUNT THEY ARE SEEKING.

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 20 SOUTH HAMLIN CHICAGO, ILL 60624

The service address that I am complaining about is 20/22 SOUTH HAMLIN CHICAGO, ILL 60624

My home telephone is (773) 722-4373

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (247) 481-3076

My e-mail address is \_\_\_\_\_ I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) JUST ENERGY U.S ENERGY SAVINGS 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.

83 Ill. Adm. Code Part 201 SECTION 10-10.1

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

CHIEF CLERK'S OFFICE  
2010 AUG - 6 A 11: 25  
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) I DO NOT REMEMBER SIGNING A CONTRACT WITH US ENERGY OR JUST ENERGY. AND IF I DID, DON'T KNOW WHAT I WAS SIGNING UP FOR.
- 2) I THOUGHT PEOPLES ENERGY & JUST ENERGY WERE THE SAME COMPANIES IF I DID SIGN IT.
- 3) JUST ENERGY HAS HIRED A COLLECTION AGENCY TO COLLECT ON \$4,348.79.

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

PRESENT A RESOLUTION TO THIS COMPLAINT.

**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: 8-3-2010  
(Month, day, year)

Complainant's Signature: X Irene Baber

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**

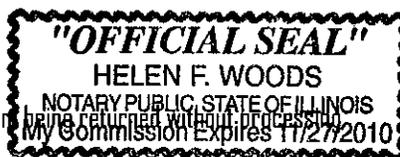
A notary public must witness the completion of this part of the form.

I, MRS Irene Baber, 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.

X Irene BOBER  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 8-3-10.

Helen F. Woods  
Signature, Notary Public, Illinois



(NOTARY SEAL)

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

BOBER, IRENE , COMPLAINT: 2010-07642

ILLINOIS COMMERCE COMMISSION  
CSD AUTOMATED COMPLAINT TRACKING SYSTEM  
INDIVIDUAL COMPLAINT REPORT

BASIC SCREEN INFORMATION

OPEN DATE: 05/10/2010  
COUNSELOR: SCHAUB, JOHN  
PRIORITY: NORMAL

CALLER: BOBER, CHRIS

CUST NAME: BOBER, IRENE  
CUST CONTACT: RATE CLASS: COMMERCIAL  
STREET: 20 S HAMLIN BLVD, # 1  
CITY/ST/ZIP: CHICAGO, IL 60624  
COUNTY: COOK  
TELEPHONE 1: (847) 481-3076  
TELEPHONE 2: EXT:

COMPANY: JUST ENERGY ILLINOIS CORP.  
CSD CONT UTL: 05/10/2010  
SERVICE TYPE: ALTERNATIVE GAS SUPPLIERS  
OPEN PROBLEM: BILLING  
CONTACT: INFORMAL COMPLAINT (CSD REFERS COMPLAINT TO COMPANY)  
ACCOUNT #:  
CASE ORIGIN: CONSUMER TELEPHONE  
SERV STATUS: SERVICE ON  
EXPLANATION: CHRIS BOBER CALLING ON BEHALF OF PARENTS.  
PARENTS OWN 7 UNIT APT BLDG. CO HAS BILLED THE  
CUSTS \$4348 (FROM '08?). MR BOBER BELIEVES HIS  
PARENTS DID NOT REQUEST THE ALTERNATIVE SUPPLY.  
SUPPLY W/JUST HAS BEEN CANCELLED. CUST DISPUTES  
EARLY TERMINATION FEE, IF ANY OR ALL OF THE \$4348  
IS FOR EARLY TERMINATION. CUST DISPUTES THE  
DIFFERENCE BETWEEN ANY SUPPLY BEING BILLED BY  
JUST ENERGY AND WHAT CUST WOULD HAVE BEEN BILLED  
BY PEOPLES. PLEASE ADVISE.