

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 10-0587

FORMAL COMPLAINT

ILLINOIS
COMMERCE COMMISSION

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

ORIGINAL

2010 OCT -8 P 12:59

Regarding a complaint by ~~PERSON~~ PERSON ANAND ZAVERI

Against (Utility name): LIBERTY POWER

As to (Reason for complaint) PROMISED TO REDUCE ELECTRIC BILL

COMPARE TO COMED, ALSO SINGLE BILL COPY.

CALLED SALES PERSON NUMEROUS TIME REGARDS BUT
CALLS WERE NOT RETURNED (NO CALL BACK FROM SALES)

in SHOREWOOD, Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 971 BROOKFOREST AV. SHOREWOOD IL-60404

The service address that I am complaining about is 971 BROOKFOREST AV. SHOREWOOD IL-60404

My home telephone is (630) 439-9571

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (815) 577-5156

My e-mail address is azaver@1@yahoo.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) LIBERTY POWER (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.

280 - high billing.

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.

SALES women from Liberty Power told me that they can lower my electric Bill and combine into one Bill/Payment.

I ~~got~~ ^{got} single paperwork, she lowered my Rate/kwh = 0.0777

I had no discussion about Cancellation charge or time of contract, when Bill (first Bill) came from Liberty Power I had contacted Liberty Power about the price/cost and also regarding two Bills (comes)

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

Look into Services offered by Liberty power to others. I Like to not Pay Cancellation charge (out rage price) called Sales Rep. numerous time never got single call back.

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: 8/20/2010
(Month, day, year)

Complainant's Signature: Anand Zaveri

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

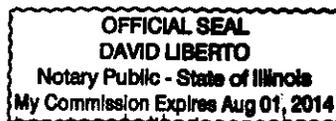
A notary public must witness the completion of this part of the form.

I, ANAND ZAVERI, 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.

Anand Zaveri
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 10/7/10

[Signature]
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.