

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

For Commission Use Only:
Case: 11-0082

FORMAL COMPLAINT

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

Regarding a complaint by (Person making the complaint): Cassandra Rodriguez

Against (Utility name): Just energy Illinois Corp, d/b/a US Energy f/k/a JU Energy Saving Corp

As to (Reason for complaint) they intentionally misled and scared us to charge companies so they could overcharge us in gas and fees. I want a refund. etc

in Chicago Illinois.

ILLINOIS
COMMERCE COMMISSION
201 JAN 27 A 10:53
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 4831 S. Komensky Avenue, Chicago, IL 60632

The service address that I am complaining about is Same address, 1st Floor and Basement units

My home telephone is (773) 247-9764

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (312) 346-9336

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

(Full name of utility company) Just energy Illinois Corp f/k/a US Energy Saving 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.

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.

See attached

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

I want to be reimbursed the difference of charges, per therm, US Energy charged compared to Peoples Gas, had I not left them, I want the balance US Energy claims is owed deleted as it is fraudulent, and I want any negative credit marks on mine and my husband's credit reports removed. (See attached sheet).

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: January 25, 2011
(Month, day, year)

Complainant's Signature: Cassandra M. Rodriguez

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, Cassandra M. Rodriguez, 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.

Cassandra M. Rodriguez
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) January 25, 2011

Keisha Fincher
Signature, Notary Public, Illinois



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

Informal Complaint #2009-07683

RE: Bsmt Account # 8500052097509;
1st Floor Account #8500008942378

1) I own the property at 4831 S. Komensky Avenue, Chicago, IL 60632. I had two gas accounts with Peoples Gas when on October 9, 2008, a representative, Ernesto DeLatorre, U.S. Energy Independent Contractor ID#720911, came to my door trying to get me and my husband to switch gas companies because he said the gas prices were going to be going up drastically and his company, U.S. Energy, would be saving us money. He insinuated that gas prices were already rising and would get worse. He played on our fears. Eventually he asked to see a copy of our gas bills so that he could show us something to prove his claim that the price I was paying per therm was already pretty close to the price he was trying to switch me to with US Energy, which was \$1.19 per therm, and that the price would not change for 5 years, whether gas prices climbed, and according to him, they were going to go real high and soon.

2) He then told us if we changed companies there would be no changes in account number, where the bill came from and who to call, it would be peoples. The only thing we would see would be the name of US Energy on the bill. He also said there would be no extra charges or fees of any kind for changing companies and no costs or anything. This was a lie. We eventually waivered due to his persistence and misrepresentations. When Mr. DeLatorre called US Energy from my home, he indicated to us that he was speaking to a manager, someone above him, to verify we were changing companies and when I questioned the supposed manager about everything Mr. DeLatorre said, he confirmed everything Mr. DeLatore said was true. I was also told my gas bill would not reflect the full changes for another two to three months after the current billing cycle, so pay no attention to them in the meantime, other than the amount to pay.

3) I called Peoples Gas and US Energy during the next two months because I was watching the bill for the change and noted that no change was reflected on the bill showing that it was indeed transferred and I was told "Don't Worry, It looks confusing but it's normal while the changes are still being processed".

4) Come March I noticed more untruths when looking at my bill, there were now different charges on my bill. When I saw this and the bill properly reflected the company change, I called again. This time I found out that everything the representative and manager told me from the beginning was a straight out lie! He purposely misled us and misrepresented the facts. The gas prices never went up, they actually went down. Peoples Gas NEVER reached the price per therm that US Energy locked me into. I was back and forth with Peoples Gas and US Energy and found the dollar difference per therm for the months US Energy took my accounts was double and even triple the price Peoples Gas charged. What I would pay for 2 or 3 months bill during winter with Peoples Gas was \$1,500 and for the same time period with US Energy it was over \$3,000.00. This was confirmed with Peoples Gas on the phone. This is enough.

5) I complained to US Energy when I was finally able to get through to someone and they refused to help me. I then made a complaint with ICC and a man called me several days later

and said all they would do is waive the early termination fee on both accounts immediately. This did happen on the 1st floor account in April but they did not disconnect themselves from my basement account for another several months, and continuing to overcharge me during that time on that account.

The following list shows the rates, by month, that Peoples Gas charged per therm for the months my accounts were with US Energy;

Oct. 2008 - .8756 per therm
Nov. 2008 - .9618 per therm
Dec. 2008 - .9531 per therm
Jan. 2009 - .8487 per therm
Feb. 2009 - .8556 per therm
Mar. 2009 - .6834 per therm
Apr. 2009 - .3946 per therm
May 2009 - .4323 per therm

I request the following to fix this problem:

1) To be reimbursed the difference US Energy overcharged me per therm for each month they had my accounts, based on Peoples Gas price per therm, for each account, had I not changed companies,

2 I want the balance US Energy claims is owed them in the amount of \$882.83, removed as it is a fraudulent charge,

3) I want any negative reports from US Energy and their collection agency, removed from my credit report and my husbands,

4) I want any money to be refunded to me made in the form of a check.

Thank you,

Cassandra Rodriguez