

For Commission Use Only:
Case: 12-0176

ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

2012 MAR - 71 A 10: 49

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

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Kurt J Buehnecker / Abe Lincoln Motel

Against (Utility name): Liberty Power Holdings LLC

As to (Reason for complaint) Early Termination Fee

Signed new 36 month contract. June 11-2010 - March 18-2011 was notified I was incorrectly billed from Jan 10 to Oct 10. I owed ^{\$19}2191.53 more on My Bill therefore I feel I signed contract under false information so I cancelled my service

in Effingham Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 1108 W Edgar Effingham IL 62701

The service address that I am complaining about is 1108 W Edgar Effingham IL 62701

My home telephone is (217) 342-6200

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (217) 342-4217 Ext 123

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

(Full name of utility company) Liberty Power Holdings LLC (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 Letter

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

Have the early termination fee dropped.

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 (Social Security Number, Driver's License Number, Medical Records, etc.) 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: 03-06-2012
(Month, day, year)

Complainant's Signature: [Handwritten 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

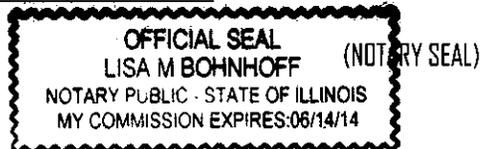
A notary public must witness the completion of this part of the form.

I, Kurt J Buchnerkeper, 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.

[Handwritten Signature]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 3-6-12

Lisa M Bohnhoff
Signature, Notary Public, Illinois



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

Kurt J. Buehnerkemper
1108 W. Edgar Ave.
Effingham, IL 62401
217-342-6200

Informal Complaint # 2011-18950

March 2, 2012

Dear Illinois Commerce Commission,

I am writing this letter in regards to Liberty Power unfairly charging early termination fees for a contract. In September 2009 I agreed to have Liberty power become my electric service as they claimed to be able to sell electricity at a cheaper rate. It seemed for ten months that my bills were cheaper. So when they contacted me to sign a contract for three years, three months before my one year contract was up, I did because the bills were cheaper. Six months later, March 18, 2011, I received a letter stating that they under charged me for the past ten months. They told me I owed them \$2,141.53. I did pay them in full. I feel I signed the contract under false pretense. Therefore, I feel I should be let out of this contract and no early termination fees charged.

Thank you for your time and help in this issue with Liberty Power.

Sincerely,

Kurt J. Buehnerkemper