

For Commission Use Only:

Case: 12-0418

OFFICIAL FILE ILLINOIS COMMERCE COMMISSION NORMAL COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint): LORETHA JILES
Against (Utility name): SPARK ENERGY, LP
As to (Reason for complaint) UNAUTHORIZED ELECTRIC SUPPLIER CHANGE

CHIEF CLERK'S OFFICE
2012 JUL -9 P 12:33
ILLINOIS COMMERCE COMMISSION

in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 1477 W. 72nd Street, Chicago, IL 60636

The service address that I am complaining about is 1477 W. 72nd Street, Chicago, IL 60636

My home telephone is [773] 783-2237

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 783-2237

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

(Full name of utility company) SPARK ENERGY, LP (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 - 11 ADM. Part 200.150 & 200.170

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 ATTACHMENT I

Please clearly state what you want the Commission to do in this case: Uncover deceitful practice used by Employee(s) of Spark-Energy to switch my supplier. Also, an apology from Company Management for stress this has caused me, a Senior Citizen.

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: July 7, 2012
(Month, day, year)

Complainant's Signature: Loretha Jiles

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, Loretha Jiles, 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.

Loretha Jiles 7-7-12
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 7-7-12

[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.

FORMAL COMPLAINT
Illinois Commerce Commission
527 E. Capital Avenue
Springfield, Illinois 62701
July 7, 2012

Attachment # I

Please state your complaint briefly. Number each of the paragraphs:

1. On November 30, 2011, I opened a letter from my electric supplier, Commonwealth Edison, expecting my monthly utility bill. Instead was a letter from ComEd titled 'Electric Supplier Choice Confirmation'
2. Letter stated " we have received notice of your switch to a new electric supplier for your energy supply Needs" and named Spark Energy LP as the new electric supplier.

If you did not authorize this change, please contact Spark Energy, LP at (800) 684-1696 or ComEd Customer Services at above listed number.

3. I called Spark Energy and informed the Company that the switch was an error on their part. The person Promised to check my complaint and call me back within a few days. I also called ComEd and told Them of the unauthorized switch. I was told by ComEd that Spark Energy must inform them of this Error. Both of these calls were made by me on or about December 1, 2011.
4. On Dec. 7, 2011, I called Spark Energy again and spoke to Brandy this time. She stated the switch back To ComEd was done and gave me a Confirmation # that I passed on to ComEd that same day.
5. February 1, 2012 Spark Energy LP was still on my 'electric bill' as supplier. I then called the Illinois Commerce Commission and spoke to Mike. He was given the information and promised to look into The matter. On 2/22/12, Mike of Illinois Commerce Commission was informed by Spark Energy Employee that I had been interviewed by them and gave my permission to change to this company as My new Electric Supplier.

I was not interviewed by any energy supplier representative, to my knowledge.

Person making complaint: Loretha Jiles

Against (Utility name): Spark Energy, LP