

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION** **FORMAL COMPLAINT**

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

For Commission Use Only:  
Case: 14-0344

**ORIGINAL**

Regarding a complaint by (Person making the complaint): Leticia Lopez

Against (Utility name): STARION ENERGY

As to (Reason for complaint): Monthly bill charge

in \_\_\_\_\_ Illinois.

CHIEF CLERK'S OFFICE  
2014 APR 28 P 2:25 PM  
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 830 E Old willow RD Apt. 103 Prospect Hts

The service address that I am complaining about is 220 Main street south, suite 206

My home telephone is [847] 229-1272

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [847] 812-5480

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

(Full name of utility company) \_\_\_\_\_ (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.

1. on the day of October 31, 2013 a Starion Energy representative told me that my electricity bill would decrease in price.
2. The first bill arrived on January 17, 2014 for \$180.10 dollars.
3. Later the second bill arrived on February 18, 2014 for \$369.35 dollars.

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

I wont pay that ridiculous amount of money when Starion Energy stated that my bill would decrease in price not increase. I want

**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: 4/14/2014  
(Month, day, year)

Complainant's Signature: Leticia López

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**

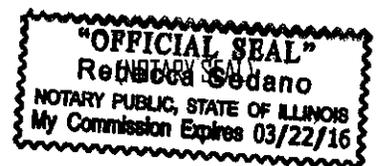
A notary public must witness the completion of this part of the form.

I, Leticia Valencia De Lopez, 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.

Leticia Valencia de López  
~~Leticia López~~  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 4-24-2014

[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.

I want station Energy to keep  
their word and reduce my energy bill  
and charge me for 0.0499 wats ~~per~~  
because that is what we have agreed  
on.