

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 14-0408

ILLINOIS COMMERCE
COMMISSION

FORMAL COMPLAINT

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

ORIGINAL

2014 JUN -5 A N 30

CHIEF CLERK'S OFFICE
Regarding a complaint by (Person making the complaint):

PETER VICICOND I - A1 AMERICAN INS.

Against (Utility name):

AEP ENERGY

As to (Reason for complaint)

contacted AEP Energy to change name of company to A1 American Ins. was told by Rep Mark Vassos if I didn't resign new contract I would be charged short rate cancell. My renewal was within 30 days so I renewed for 3 yrs. I was told short rate penalty would not apply if I resign. New contract be attach. I complain for more details

in _____ Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City)

1000 W. LAKE ST ADDISON IL 60101

The service address that I am complaining about is

1000 W. LAKE ST ADDISON IL 60101

My home telephone is

[847] 531-5464

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[630] 543-4373 Business on Monday, Tuesday & Thursday 9 to 5 P.M.

My e-mail address is KITEOWL@ATT.NET

I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) AEP ENERGY

(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.

Short rate over charge

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

reduce over charge did what Rep told me to do.

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:

6/2/14

(Month, day, year)

Complainant's Signature

[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.

[Signature], 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.

Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 6/2/14

Carmella Vicicondi

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.

A1 AMERICAN INSURANCE

1000 W Lake St
Addison IL 60101
630-543-4373
630-543-4396 fax

May 7, 2014

ILLINOIS COMMERCE COMMISSION
527 EAST CAPITAL AVE
SPRINGFIELD IL 62701

RE: FORMAL COMPLAINT AGAINST AEP ENERGY
ACCOUNT # 3000142603

In April 2014 I contacted AEP Energy to amend our business name.

On May 1, 2014, Spoke with AEP Rep Mark Vassos and he told me I had to renew or I would incur a penalty for short rate cancel. I agreed to renew contract and then 3 days later I received the agreement and a bill for \$371.58 which includes the penalty.

Original contract with AEP due to expire May 28, 2014 and the prorated charge including penalty is excessive at \$371.58 for less than a month of service. This was not disclosed during our conversation and AEP Rep Mark Vassos has misrepresented the terms.

I am disputing the penalty charge of \$ 242.62 due to AEP Rep Mark Vassos misrepresentation of charges. Again, AEP REP Mark Vassos stated I would incur no charges if I renewed contract. Contract was then renewed with amended name and I have now been charged early termination fee.

I have faxed and emailed AEP May 4th 2014 after receiving the undisclosed termination fee to terminate all service with AEP due to their misrepresentation and received no confirmation from AEP for same.

if you have any questions, please contact our office 630.543.4336.

Thank you

Pete Vicicondi

Attachments:

Fax transmittal and request to terminate service

Invoices from AEP showing termination fee