

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

For Commission Use Only:

Case: 14-0586
RECEIVED

SEP 29 2014

FORMAL COMPLAINT

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

ILLINOIS COMMERCE COMMISSION
CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Pamela Whiteside

Against (Utility name): Direct Energy Services, LLC

As to (Reason for complaint) Over charging me when I stop

the service at both address my old

address and my new address. The old

address is 4407 Eastridge Dr, Apt. A Rockford

IL, 61107 and my new address is 4510 Newburg

in Rockford Illinois. 61108

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 4510 Newburg Rd ^{unit W} Rockford, IL 61108

The service address that I am complaining about is _____

My home telephone is (779) 207-8052

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (779) 207-8052

My e-mail address is 4510 Newburg Rd. I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Direct Energy Services, 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.

Direct Energy and Nicor Gas Co.

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.

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

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: Sept 25, 2014 (P.W.)
(Month, day, year)

Complainant's Signature: Pamela Whiteside

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

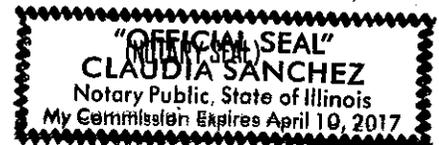
A notary public must witness the completion of this part of the form.

I, Pamela Whiteside, 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.

Pamela Whiteside
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 09-25-14 (P.W.)

[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.

Dear Complaint Dept.
Amount Bill to my ~~new~~ address
was \$185.05 from.

Send Letter
9-18-14

Direct Engery owed
credit back to my account now.
The amount suppose being
cancel Feb. 28, 2014 ← → July 9, 2014
when cancel date.

Nicor staff and supervisor ^{Sept. 9 2014}
Patty review my account
saying Direct Engery need a
supervisor to review my
account like they did they
see the error was made by
Direct Energy need to be
fixes. I being getting the
run around back and forward
calling both company.

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Thanks
Pamela
Whiteside