

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION

FEB - 9 2015

ILLINOIS COMMERCE COMMISSION  
CHIEF CLERK'S OFFICE

FORMAL COMPLAINT

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

For Commission Use Only:

Case: 15-089

ORIGINAL

Regarding a complaint by (Person making the complaint):

RICHARD SCHULTZ  
CRAFTWOOD LUMBER COMPANY

Against (Utility name):

REALGY ENERGY SERVICES

As to (Reason for complaint)

BEING SWITCHED TO REALGY ENERGY FROM  
MY EXISTING GAS SUPPLIER WITHOUT PERMISSION.  
TRYING TO BE REIMBURSED & NOT BEING PROVIDED  
DETAILED, ITEMIZED BILLING FROM REALGY.  
I BELIEVE THIS IS CALLED "SLAMMING"

in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City)

1590 OLD DEERFIELD RD., HIGHLAND PK, IL 60035

The service address that I am complaining about is

1590 OLD DEERFIELD RD., HIGHLAND PK, IL 60035

My home telephone is

[ ]

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

[847] 831-2800

My e-mail address is

RICHARD@CRAFTWOODLUMBER.com

will accept documents by electronic means (e-mail)  Yes

No

(Full name of utility company)

REALGY ENERGY SERVICES

(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.

UNKNOWN

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.

- IN DECEMBER 2013**
- 1) REALLY TOOK OVER NATURAL GAS SERVICE WITHOUT PERMISSION.
  - 2) REALLY WILL NOT PROVIDE ITEMIZED DOCUMENTATION IN ORDER TO ISSUE A REFUND. THEY ARE E-MAILING AN EXCEL SPREADSHEET, CLAIMING THIS IS CORRECT & I HAVE NO WAY TO VERIFY ANY OF IT. OLT 14 & 15 2014, INVOICED \$5,159.34 WHICH IS IN DISPUTE.

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

FORCE REALLY ENERGY TO PROVIDE ITEMIZED DOCUMENTATION FOR THEIR BILLS

**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: 2/3/15 (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**

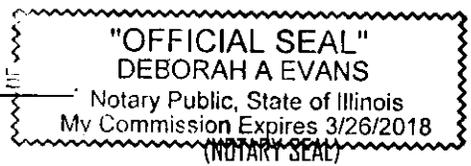
A notary public must witness the completion of this part of the form.

I, RICHARD K. SCHULTZ, 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.

[Signature]  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 2/3/2015

[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.