For Commission Use Only:
Case: 15-0096

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

INFORMAL COMPLAINT

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

ORIGINAL

R.M.

Regarding a complaint by (Person making the complaint): Robert Mele / "Little Villa Restaurant"

Against (Utility name): Nordic Energy Services, LLC

As to (Reason for complaint) Nordic charged us $901.84 for early termination fee for market price automatic renewal, which we faxed a letter before contract expires and spoke to their employee who confirmed receipt of c[illegible]

in Des Plaines Illinois.

RECEIVED
FEB 11 2015
ILLINOIS COMMERCE COMMISSION
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 660 North Wolf Rd. Des Plaines IL 60016

The service address that I am complaining about is 660 North Wolf Rd. Des Plaines IL 60016

My home telephone is [847] 296-7763

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [847] 296-7763

My e-mail address is littlevillamail@yahoo.com I will accept documents by electronic means (e-mail) ☐ Yes ☐ No

(Full name of utility company) Nordic 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.

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.) We faxed a cancellation letter on April 29 2014 not to renew automatically our market price agreement for another year.

2.) About a week later we spoke to Krista Bendersky an employee of Nordic and she confirmed receipt of our fax and cancellation request.

3. with our invoice dated on Oct 16 2014 we received an early termination charge for $901.84 even though we called Nordic to ask why, they advise that the termination letter was received too early.

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

we want the early termination amount of $901.48 to be refunded in full.

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: 01-29-2015 (Month, day, year)

Complainant's Signature: Robert M Mele

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, KAREN J. STOCCO, 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.

Robert M Mele

Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 01-29-15

Karen J Stocco

Signature, Notary Public, Illinois

OFFICIAL SEAL
KAREN J STOCCO
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES:08/13/15

(NOTARY SEAL)

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.