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ILLINOIS COMMERCE COMMISSION

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CHIEF CLERK'S OFFICE

For Commission Use Only:
Case: 15-0103

FORMAL COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Susan Levinberg

Against (Utility name): Independence Energy Group LLC

As to (Reason for complaint) Switching my power supply without my knowledge and charging more than the company I had agreed to supply my power. Independence ~~Eng~~ Energy faked a phone conversation claiming they had me on recording, however, I have phone records to prove this call never took place. They never had my consent or permission to provide my energy. They claimed to have called on Oct. 21, 2012, but I have phone records to prove they never did. They attempted to impersonate me.

in Gurnee Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 1820 N. Delany #225 Gurnee, IL 60031

The service address that I am complaining about is 1820 N. Delany #225 Gurnee, IL 60031
Independence Energy 3711 Market St. Fl 10, Philadelphia, PA 19104

My home telephone is [847] 902-5389

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [847] 902-5389

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

(Full name of utility company) Independence Energy Group 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.
83 Ill. Adm. Code Part 201 and Section 10-101.1

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

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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. Independence Energy switch my electric supplier from Com Ed to them without my knowledge or permission. They claimed to have called me on Oct. 21, 2012 to verify my information, however that phone call never took place and I have enclosed a copy of my phone records to prove that phone call never happened. They overcharged me for over a year. They attempted to impersonate me and made a fake recording. I have been very distressed by all of their actions.

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

I would like to be refunded 100% of the money they overcharged me. I would also like for them to be in trouble for a fraudulent phone call.

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: 2/9/2015 (Month, day, year)

Complainant's Signature: Susan Levinberg

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, Susan Levinberg, 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.

Susan Levinberg
Complainant's Signature

OFFICIAL SEAL
A DE JESUS
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES:06/28/15

Subscribed and sworn/affirmed to before me on (month, day, year) Feb. 9, 2015.

A. DeJesus
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.