

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT
Illinois Commerce Commission
527 E. Capital Avenue
Springfield, Illinois 62701

For Commission Use Only:
Case: 15-0260

ORIGINAL

Regarding a complaint by (Person making the complaint): Adolfo Avila

Against (Utility name): Direct Energy Services, LLC

As to (Reason for complaint) I have received extremely elevated charges for gas service from November 2014 - February 2015.

in Chicago Illinois.

CHIEF CLERK'S OFFICE
2015 APR - 2
ILLINOIS COMMERCE COMMISSION
60623

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 2400 S. Troy 1B Chicago, IL 60623

The service address that I am complaining about is 2400 S. Troy 1B, Chicago, IL 60623

My home telephone is [773] 565 4079

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 565 4079

My e-mail address is _____ 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.

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. On February 2014, I agreed for gas service at Direct Energy Services LLC. The telemarketing agent promised that charges would be stable or even lower according to my past payment history for my gas services.
2. However, my gas charges have increased over 150% since November 2014 to February 2015.
3. Although, I have received a reimbursement of \$73.84, the dollar amount reimbursed is unacceptable for such overpayment amount. Direct Energy Services LLC has not further recognized any more of my overpayment amount.

Please clearly state what you want the Commission to do in this case:
I want the Commission to find out if Direct Energy Services LLC has followed the rules from the city according to their contracts.

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: _____ Complainant's Signature: Cecilia Avila
(Month, day, year)

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, Adolfo Avila, 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.

Cecilia Avila
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 3/30/2015

Louise Rodriguez
Signature, Notary Public, Illinois



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