

For Commission Use Only:

Case: 150307

FORMAL COMPLAINT

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

ORIGINAL

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION

Regarding a complaint by (Person making the complaint): Rita Williams / Sonjia Williams

Against (Utility name): Energy Plus Holdings LLC

As to (Reason for complaint): _____

Complaint Type: Product Issues

Description of Complaint: Sonjia Williams has a Southwest credit card. As a cardholder she was offered reward points for traveling. She was baited into enrolling with Energy Plus Holdings never fully understanding that our residence account was being set up with a completely different provider. In a very short time our utility bill has drastically changed and spiked high from November 2014 to March 2015 from an average of \$120 to \$2157.78. In the short months every Billing cycle has increased greatly. Due to the Company's deception of hidden costs my family is surviving barely and suffering and scared of imminent disconnect from our utility company. Unfortunately my research on this deceiving company's practices was done later than sooner. I'm asking for assistance from the States Attorney Generals office to help my family seek retribution for an outrageous utility bill. When I called the Company seeking some answers concerning the matter I was told there was nothing the company could do to assist us. They relented and agreed to send a \$40 check toward credit to us for our troubles... What a insult! Our account is already on a lifeline alert due to my Mother needing electricity to survive medically. These matters are not taken into consideration when a company is allowed to overcharge ridiculous rates. This company has not shown Integrity and Good Business Practice. Please help our family regain a sense of balance and fairness in this whole situation. Right now we feel cheated and bullied.

Desired Settlement: Refund

Desired Outcome Description: Family is seeking full retribution of a refund of the ridiculous charges on our account

in Matteson Illinois.

ILLINOIS COMMERCE COMMISSION
APR 27 P 1:28
CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 3615 214th St. Matteson IL 60443

The service address that I am complaining about is 3615 214th St. Matteson IL 60443

My home telephone is (708) 248 5987

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (708) 200 3936

My e-mail address is Ritastrong@netzero.net I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Energy Plus Holdings 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-IL Adm. Part 280.170 Formal 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. Energy Plus Holdings LLC became our residence energy Provider in Nov 2014. Our Electric bill increased drastically in a short period until March 2015 to \$2,157⁹⁸ from a average of \$120. This is unacceptable and unreasonable. This company's practices are unscrupulous and deceptive and do not practice good business practices

Please clearly state what you want the Commission to do in this case: Request that Commission do a full investigation and seeking restitution of Full Refund of charges from beginning that Energy Holdings LLC provided services to our residence.

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. 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: 04/15/2015
(Month, day, year)

Complainant's Signature: Rita Williams
Sonja Williams

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, Rita Williams, 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.

Rita Williams
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 4/16/15

Deborah S. Peltier
Signature, Notary Public, Illinois



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