

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 15-0348

FORMAL COMPLAINT

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

ORIGINAL

2015 MAY 11 P 12:36

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Janice M. Alfred

Against (Utility name): Starion Energy PA Inc. - (Supply)

As to (Reason for complaint) A refund request for over payment/charges

for the past 7 mos. Beginning October 2014 thru April 28, 2015.
This supplier should not be listed there after (nor) should there
be any disconnection fee per. phone call rec'd from Starion rep.
Yvette. Term canceled.

in Richton Park Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 22457 Pleasant Dr. #15, Richton Park IL. 60471

The service address that I am complaining about is 22457 Pleasant Dr. #15, Richton Park IL. 60471

My home telephone is [773] 316-1118

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 316-1118

My e-mail address is _____ I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) ComEd An Exelon Company (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 200.150 not sure of specific section
of the Law.

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 In August 2014 a service advisor from (Starion) called me to offer to help save me money ea. month on my Electricity bill. That never happened over a period of Seven mos. My bill instead climbed higher.
 - ② Begining Oct. 2014, Starion Energy PA Inc. charged me \$44.00 more - Nov. 2014 I was charged \$71.74. Dec. 2014, \$121.14 - Jan. 2015, 128.34 - Feb. 2015, \$106.25 - March 2015, \$70.81 - and April 2015, \$42.99
 - ③ My bill never saved me not one penny, however Starion charged me more and more.
 - ④ When I first complained to Starion in Jan. 2015 they said it would take two months to cancel.
 - ⑤ After two mos. they said their request for some reason unknown, didn't go thru so it would take another two mos. In March 2015 once again it didn't happened but they told me they had to fire and emp. for that mishap, and it would again take another two mos. to process my cancelation request that was unexceptable I had already contacted the State of IL, ILICC.
- Please clearly state what you want the Commission to do in this case:
 I would like to be assured starion is finally no longer my supplier as well as be refunded (for) in full all that has been charged to myself (acct.) Totalling \$ 585.27 amount. Thank you,

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: April 22, 2015
(Month, day, year)

Complainant's Signature: Janice M. Alfred

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, Janice M. Alfred, 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.

Janice M. Alfred
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) May 8, 2015

Bonnie Zielinski
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.

FORMAL COMPLAINT

Illinois Commerce Commission

527 E. Capitol Avenue
Springfield, Illinois

Respondents

Time period and dollar amounts involved with this complaint.

1. In August 2014 a service advisor from (Starion) called me to offer to help save me money each Month on my electricity bill. That never happened over a period of seven mos. My bill instead climbed higher each month.
2. Beginning October 2014, Starion Energy PA Inc. charged me \$44.00 more.
3. November 2014 , I was charged \$71.74 more
4. December 2014, I was charged \$ 121.14 more.
5. January 2015, I was charged \$ 128.34 more.
6. February 2015, I was charged \$ 106.25 more.
7. March 2015, I was charged \$ 70.81 more.
8. April 2015, I was charged \$ 42.00 more.

After being taking on by Starion , I was being over charged and they never saved me a penny.

When I first complained to Starion in January 2015, and requested a cancellation I was told I would have to take my concerns up with Comed Utility Co. and if I wasn't happy with the outcome it would take two months to cancel from Starion. I spoke with Comed Co. and they said, I should be taking my concerns up with Starion. I went back and forward several time with both companies. After two months passed and Starion was still listed as my supplier, I called them once again to ask why they had not cancelled as I had request. I was told that they had let an employee go and that my original request for some reason had not been sent in or approved , therefore it would take another two months to process my request, I then said, this is unexceptable, I had already contacted the State of ICC for assistance. I received a call later from Starion stating they would no longer be my energy supplier after April 27th, 2015.

During these seven months of deceit, I was tossed back and forward between these two Co. no one wanting to own up to these higher charges.

I request Comed , to have my meter re-read and they did send someone out 30 days later.

I felt I was misled by Starion , lied to, became my energy supplier under false pretense.

They never saved me any money. I'm a senior citizen that was simply being scammed, and I hope and pray others will come forward and something will be done to stop Starion from doing this to others.

I would like to be assured that Starion is no longer my supplier, I haven't received a bill thus far to show this, and I would like to be refunded in full for the monies over charged my acct. totaling \$585.27 by Starion Inc..

Thank you for listening and for your assistance. ICC

Sincerely,

James M. Alford