

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
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For Commission Use Only:
Case: 15-0407

FORMAL COMPLAINT

2015 JUN 30 12 40
SM CHIEF CLERK'S OFFICE
Illinois Commerce Commission
527 E. Capital Avenue
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint): HECKY POWELL

Against (Utility name): AMBIT ENERGY COMPANY

As to (Reason for complaint) EXCESSIVE UTILITY BILLS BEGINNING IN OCT.
2014 THROUGH JUNE 2015 ON AMBIT
ACCOUNT # A3429339

in EVANSTON, Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 1000 MAPLE AVENUE; EVANSTON, ILL.

The service address that I am complaining about is 1000 MAPLE AVENUE; EVANSTON, 60202

My home telephone is (847) 328-4067 ILL. 60202

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (847) 542-3538 (cell)

My e-mail address is cjip22@aol.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) AMBIT ENERGY, 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? UNKNOWN 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.

SEE ATTACHED PAGE

Please clearly state what you want the Commission to do in this case: HAVE MY AMBIT BILLS REVISED TO REFLECT WHAT I WOULD HAVE PAID AMBIT FROM OCT. 2014 - JUNE 2015 HAD I RECEIVED THE OCT. 2014 MAILING FROM AMBIT.

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: JUNE 27, 2015
(Month, day, year)

Complainant's Signature: [Handwritten Signature]

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

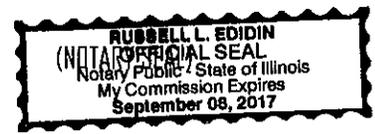
A notary public must witness the completion of this part of the form.

I, HELEN POWELL, 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.

[Handwritten Signature]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 06/27/2015

[Handwritten Signature]
Signature, Notary Public, Illinois



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

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint.

1. AMBIT energy bills became extraordinarily high over the past year.
2. When I contacted AMBIT, I was told I was paying the highest rate because I had not responded to a letter AMBIT had mailed regarding rates in October 2014.
3. I told the AMBIT representative that I had not received any mailing from them regarding rates and requested a bill reduction;
4. I was informed by AMBIT that my utility bill could not be adjusted;
5. I contacted the Consumer Services division of the Illinois Commerce Commission on March 17, 2015 and spoke with Patty regarding this matter;
6. I received a voice message from AMBIT on my home phone indicating that they had heard from the Illinois Commerce Commission, but that they still were not able to reduce my bill, even though I had not received the October mailing from them.
7. I contacted Northern Illinois Gas to determine just how much more AMBIT was charging me for energy over what I would have paid had I been receiving service from N.I. Gas.
8. I discovered that in December 2014 AMBIT charged me .9362 per therm, versus .35 per therm that Northern Illinois Gas would have charged for the same period. This means that AMBIT roughly charged me nearly **three** times more than I would have been charged by N.I. Gas. The monetary difference represents \$ 487.51 plus a \$ 10.78 late fee AMBIT also added to the bill. Total amount I was overcharged by AMBIT equals: **\$ 498.29 at a minimum since it took nearly two months before my service could be switched back to N.I. Gas.**
9. I signed up with AMBIT over two years ago because of their **guarantee** that their utility rates would be equal to or lower than rates charged by Northern Illinois Gas. This was certainly not the case beginning in October 2014, but which I did not discover until March 2015.
10. AMBIT needs to revise all bills I received from them beginning in October 2014 through June 2015 to reflect the therm rate that would have been in force had I received the October 2014 mailing from them.