

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
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For Commission Use Only:
Case: 15-0509

FORMAL COMPLAINT

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

ORIGINAL

2015 SEP -4 P 2 11
CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Renee Taylor-Reeves
Against (Utility name): North American Power and Gas LLC
As to (Reason for complaint) NAP provided as the supplier electricity for our home at a rate triple Commonwealth Edison for a period of 18 months, one year without our permission which cost us in excess of \$2,200.00 over an extended period of time. We have medical equipment and our bill is astronomical.
in Homewood, Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 18150 Los Angeles Avenue
The service address that I am complaining about is 18150 Los Angeles Avenue
My home telephone is [708] 945-4825
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708] 945-4825

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

(Full name of utility company) North American Power and Gas (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.

Utility company failed to notify us that they renewed as our supplier and charged us three times as much per kilowatt

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.

We have repeatedly attempted to no avail to resolve this matter and there is a comparison complaint with Com Ed, due to the billing/charges issue that is actually the fault of NAP, however Com Ed sends the bill. This has caused us distress and we would like it resolved.

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

Insist that utility company credit our account for all monies due.

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: Sept. 2, 2015
(month, day, year)

Complainant's Signature: *Gence Taylor Reeves*

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, *Gence Taylor Reeves*, 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.

Gence Taylor Reeves
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) SEPT-02-2015

Maria Talario
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.