

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION

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FORMAL COMPLAINT

For Commission Use Only: Case: 15-0525

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2015 SEP 14 P 2:45

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

ORIGINAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): MARCY SARTORI

Against (Utility name): SPARK ENERGY

As to (Reason for complaint) REQUEST FOR PARTIAL REFUND.

WHEN GAS FIXED RATE EXPIRED,

SPARK ENERGY'S "VARIABLE COMPETITIVE"

RATE INFLATED TWO TO THREE TIMES

NICOR GAS RATE PER THERM RESULTING IN

EXCESSIVELY HIGH BILLS in JOLIET Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 819 ROSARY LN, JOLIET, IL 60435

The service address that I am complaining about is 819 ROSARY LN, JOLIET, IL 60435

My home telephone is (815) 730-8997

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (815) 514-4980

My e-mail address is MSARTORI9@AOL.COM will accept documents by electronic means (e-mail) [X] Yes [] No

(Full name of utility company) SPARK ENERGY (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 280.50 Billing c S c ii

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint? [X] Yes [] No

Has your complaint filed with that office been closed? [] Yes [X] 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

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

REQUEST MONETARY REFUND FROM SPARK FOR EXCESSIVE CHARGES.

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: 8/30/15
(Month, day, year)

Complainant's Signature: Marcy Sartori

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

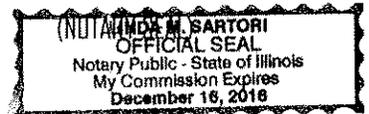
A notary public must witness the completion of this part of the form.

I, Marcy Sartori, 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.

Signature: Marcy Sartori
Complainant's Signature

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

Signature: [Notary 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.

My rate for gas expired with Spark Energy in October 2014. I was unaware, as I did not receive a notice. They state that they did send one paper notice. After the rate expired, their website states that I would be switched to a COMPETITIVE RATE. They do not inform their customers that their rates will double and triple at the end of a contract.

After caring for my mom who passed in January, I finally was able to analyze several gas bills. All had an inflated price per therm, double and triple what Nicor gas currently was charging. After speaking with a Spark rep in January, they stated that they notified me once via mail that my rate would expire and then I was switched to a COMPETITIVE variable rate plan.

Last bill before gas rate expired as follows:

9/24/14 - 10/22/14	.5280 per therm x 59 therms	\$31.68
Nicor rate	.49 per therm	

My gas bills from Spark Energy after my rate expired were as follows:

10/22/14 - 11/21/14	1.228491 per therm x 155 therms	\$195.33
Nicor rate	.45 per therm	(69.75)
Difference	.778491	125.58

11/21/14 - 12/23/14	1.287457 per therm x 226 therms	\$298.69
Nicor Rate	.46 per therm	(103.96)
Difference	.827457	194.73

12/23/14 - 1/23/15	1.269336 per therm x 279 therms	\$363.03
Nicor Rate	.49 per therm	(136.71)
Difference	.779326	226.32

1/23/15 - 2/23/15	1.226256 per therm x 205 therms	\$258.74
Nicor Rate	.44 per therm	(90.20)
Difference		168.54

In my opinion, if you compare the Spark rate against the Nicor rate, these are not competitive. After the rate expired, Spark charged a total of \$1,115.79 during the months above. Nicor would have charged a total of \$400.62. I was charged \$715.17 more by Spark than what Nicor would have charged.

Upon cancelling my contract with Spark on January 26, 2015, I had to wait one more billing cycle as Spark stated it would take one full month to switch back to Nicor.

Thank you,

Marcy Sartori
819 Rosary Lane, Joliet, IL 60435 815-730-8997
Msartori9@aol.com