

FORMAL COMPLAINT

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

NOV 12 12:49

CHIEF CLERK'S OFFICE

ORIGINAL

Regarding a complaint by (Person making the complaint): ORA M. Williams
Against (Utility name): NORTH AMERICAN POWER and Gas Services LLC
As to (Reason for complaint) To Recover full Benefits when North American has only submitted Partial Benefits, I was Slammed by North American from 2/15/2013 until 1/6/2015

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 1716 Loomis Street, Rockford, IL 61102
The service address that I am complaining about is 20 Glover Ave, Norwalk, CT 08652 203-939-1155
My home telephone is [815] 965-3171
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [815] 965-3171
My e-mail address is _____ I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) North American Power and Gas Services 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 11 Adm Part 200.170 subchapter b

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 I was slammed by north American on 2/15/13 until 1/6/15, my Actual Bills total is \$2,843.50
- ② North American has submitted 2 checks
 - ① \$61.01 2/11/13 # 46867 (holding check)
 - ② \$802.46 6/22/15 # 11748 (holding check)
 \$863.47 toward the \$2,843.50 balance
- ③ A balance due of \$1,980.03
Please clearly state what you want the Commission to do in this case:
that a check in the amount of \$2,843.50 be issued to cover the actual Billing from the time they slammed me 2/15/2013 to 1/6/2015

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: 8/4/2015
(Month, day, year)

Complainant's Signature: *ORA M. 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

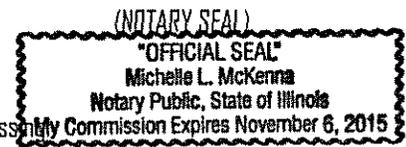
A notary public must witness the completion of this part of the form.

I, ORA M. 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.

ORA M. Williams
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 8/4/2015.

Michelle L. McKenna
Signature, Notary Public, Illinois



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