

## Illinois Commerce Commission

## Public Utility Complaint Form

## Complainant Information

Full Name: Efrain Lopez

Street Address: 1829 Waukegan Rd

Alternate Location:

City: Glenview

State: Illinois

ZipCode: 60025

Home Phone:

Day-Time Phone: 847 998 8700

E-Mail Address: efrainlopez6264@gmail.com

## Complaint Information

Have you been in contact with the Utility?

Yes, I have contacted the utility.

Complaint Type: Gas

Company Name: Las Palmas

Company Account  
Number: 32-31-55-0000 2

Please provide the details of your complaint or state your opinion:

I was slammed by Spark Energy. I was unaware of it until my accountant brought this to my attention. I have 6 restaurants and could not figure out why my bills have been so much higher at this location for basically the same usage. This has been going on for over 9 years. They have been charging me more than three times the amount of the utility Nicor Gas. I never enrolled with their company. I called on three separate occasions and was told they had a contract but with no signature. That doesn't make any sense. They told me three times they would look into it and call me back and email me back. I never heard from them again. I would like a refund for every month they ripped me off by over charging me three times the amount.



Efrain Lopez &lt;efrainlopez6264@gmail.com&gt;

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**FW: ICC CSD Informal Complaint**

2 messages

Figueroa, Omaira &lt;ofiguero@icc.illinois.gov&gt;

Mon, Nov 30, 2015 at 3:14 PM

To: "EFRAINLOPEZ6264@GMAIL.COM" &lt;EFRAINLOPEZ6264@gmail.com&gt;

NAME: LOPEZ, EFRAIN  
2015-14614  
SPARK ENERGY GAS,

Our office submitted an informal complaint on your behalf to the above listed company. The company sent us a response that indicates it was able to resolve your concern or that it provided you with a satisfactory explanation. I am sending you this letter to confirm that response, so please contact me if the issue has not been resolved or appropriately explained. You may reach me or leave a message for call-back at 1-800-524-0795 or 217-782-2024.

Sincerely,

Omaira Figueroa  
Consumer Services Division  
Illinois Commerce Commission

[ELECTRONIC COMPLAINT HEADER] ICC COMPLAINT ID: 2015-14614

CONTACT NAME: LOPEZ, MARTHA  
COMPANY NAME: SPARK ENERGY GAS, LP  
ADDRESS:  
CITY, ST, ZIP:

[COMPLAINT INFORMATION]  
COMPLAINT INFORMATION

COMPANY: SPARK ENERGY GAS, LP

PRIORITY: NORMAL

OPEN DATE: 11/16/2015  
COUNSELOR: FIGUEROA, OMAIRA  
PHONE NUMBER: (312) 814-2875  
EMAIL: OFIGUERO@ICC.ILLINOIS.GOV

ILCC FILE #: 14614  
RATE CLASS: COMMERCIAL  
CUST NAME: LOPEZ, EFRAIN  
CUST CONTACT:  
STREET: 1829 WAUKEGAN RD  
CITY/ST/ZIP: GLENVIEW, IL 60025  
COUNTY: COOK  
TELEPHONE #: (847) 998-8700  
CAN BE REACHED #: (847) 998-8700 EXT.:

ACCOUNT #: 32-31-55-0000 2  
INTERNET ID: EFRAINLOPEZ6264@GMAIL.COM

SERVICE STATUS: SERVICE ON  
SERVICE TYPE: ALTERNATIVE GAS SUPPLIER (AGS)  
CASE ORIGIN: ELECTRONIC MAIL  
CONTACT CODE: INFORMAL COMPLAINT (CSD REFERS COMPLAINT TO COMPANY) OPEN  
PROBLEM CODE: BILLING

BRIEF EXPLANATION: I WAS SLAMMED BY SPARK ENERGY. I WAS UNAWARE OF IT UNTIL MY ACCOUNTANT BROUGHT THIS TO MY ATTENTION. I HAVE 6 RESTAURANTS AND COULD NOT FIGURE OUT WHY MY BILLS HAVE BEEN SO MUCH HIGHER AT THIS LOCATION FOR BASICALLY THE SAME USAGE. THIS HAS BEEN GOING ON FOR OVER 9 YEARS. THEY HAVE BEEN CHARGING ME MORE THAN THREE TIMES THE AMOUNT OF THE UTILITY NICOR GAS. I NEVER ENROLLED WITH THEIR COMPANY. I CALLED ON THREE SEPARATE OCCASIONS AND WAS TOLD THEY HAD A CONTRACT BUT WITH NO SIGNATURE. THAT DOESN'T MAKE ANY SENSE. THEY TOLD ME THREE TIMES THEY WOULD LOOK INTO IT AND CALL ME BACK AND EMAIL ME BACK. I NEVER HEARD FROM THEM AGAIN. I WOULD LIKE A REFUND FOR EVERY MONTH THEY RIPPED ME OFF BY OVER CHARGING ME THREE TIMES THE AMOUNT. 1) IDENTIFY MARKETER, IF THIRD PARTY MARKETER, PROVIDE THEIR NAME AND ADVISE WHETHER THEY ARE AN ABC OR DO THEY SOLICIT EXCLUSIVELY FOR YOUR COMPANY. 2) IDENTIFY THE SALES CHANNEL AND THE NAME OF THE SALESPERSON. 3) PROVIDE THE AUTHORIZED VERIFICATION OF THE SWITCH INCLUDING ANY OF THE FOLLOWING WHICH ARE AVAILABLE: RECORDING OF SALES CALL, TPV, LOA, COPY OF SIGNED AGREEMENT, OTHER VERIFICATION. 4) IF YOU FIND THAT THE CUSTOMER WAS SWITCHED WITHOUT PROPER AUTHORIZATION, WHAT WILL THE COMPANY DO TO ENSURE THE CUSTOMER DOES NOT PAY MORE THAN THE RATE OF THE CHOSEN SUPPLIER (INCLUDING ANY PENALTIES IF THE CUSTOMER HAD AN ARES)? 5) WHAT RATE IS THE CUSTOMER ON AND WHEN DID THEY ENROLL IN YOUR SUPPLY SERVICE? 6) VERIFY THE RATE CLASS FOR THIS CUSTOMER. 7) ARE THERE ANY EARLY TERMINATION FEES (ETF)? WHAT IS THE AMOUNT? PROVIDE CALCULATION OF THE ETF AND A COPY OF THE AGREEMENT/CONTRACT. ARE THE FEES BEING WAIVED? 8) IF ONLINE ENROLLMENT, PLEASE PROVIDE UNIQUE IDENTIFIER AND ONLINE LOA THAT WAS USED TO LEGITIMATE THE SALE/AUTHORIZATION. 9) PLEASE PROVIDE THE RECORDING OF THE SALES CALL

[END OF COMPLAINT INFORMATION]

To Whom It May Concern:

This is Spark Energy's ("Spark") response to ICC Complaint No. 2015-14614

Thank you for bringing Efrain Lopez's concern to our attention and for allowing us to address it.

Mr. Lopez has filed a complaint because he did not authorize the switch to Spark and was unaware of the