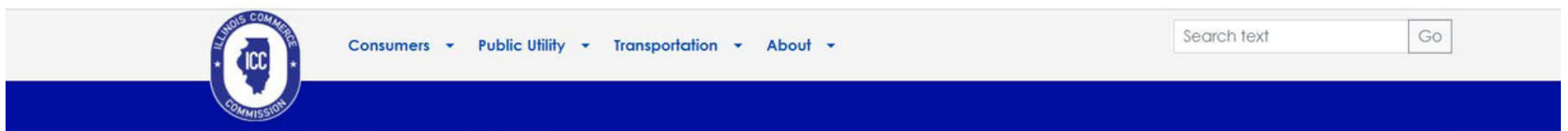


FILING AN ICC INFORMAL COMPLAINT

The ICC's Consumer Services Division provides assistance to consumers in the resolution of informal complaints with regulated utilities and other entities. Informal complaints, as the name implies, are those handled by the Staff that works for the ICC, and are not formally considered by the Commission itself. The informal complaint process is a required step that must be taken before a formal complaint can be filed at the ICC. It is important to note, however, that the informal complaint procedure does not serve as a placeholder when it comes to the 2-year time limit for a utility customer to seek relief for the product or service performed or for incorrect billing(refunds). Under Illinois law, only the formal complaint can do this, so when you make your informal complaint, please be certain to let us know how far back in time this matter extends. If the informal complaint process cannot secure the resolution you are seeking or the utility fails to respond in a timely fashion, then you may file a formal complaint. Once filed with the Commission, the formal complaint will be given a docket number and assigned to an Administrative Law Judge. If the formal complaint proceeds to a hearing, the process is similar to a court hearing.



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Complaint Type

What service is your informal complaint concerning?

- Gas
- Electric
- Water and Sewer
- Telephone

Contact Information

First Name	Last Name	
<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	
Street	<input type="text" value="Street"/>	
Street 2	<input type="text" value="Street 2"/>	
City	State	Zip Code
<input type="text" value="City"/>	<input type="text" value="State"/>	<input type="text" value="Zip Code"/>
Email Address		
<input type="text" value="Email Address"/>		
Home Phone	Day-Time Phone	
<input type="text" value="Home Phone"/>	<input type="text" value="Day Time Phone"/>	

Is Billing Address Different



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Detail Information

Company Name
<input type="text" value="Company Name"/>
Account Number
<input type="text" value="Account Number"/>
Please provide the details of your complaint or state your opinion
<input type="text" value="Please provide the details of your complaint or state your opinion"/>