**Section 450.160 Complaint Procedures**

a) Complaints alleging violations of this Part shall be filed pursuant to 83 Ill. Adm. Code 200.

b) Pursuant to Section 16-121 of the Act, after notice and hearing held on complaint or on the Commission's own motion, the Commission may:

1) Order the affiliated alternative retail electric supplier to cease and desist, or correct, any violation of or non-conformance with the provisions of 83 Ill. Adm. Code 450;

2) Impose financial penalties for violations of or non-conformance with the provisions of 83 Ill. Adm. Code 450, not to exceed $10,000 per occurrence or $30,000 per day for those violations or the non-conformance that continue after the Commission issues a cease-and-desist order; and

3) Alter, modify or suspend the certificate of service authority of an electric utility's affiliated alternative retail electric supplier for substantial or repeated violations of or non-conformance with the provisions of 83 Ill. Adm. Code 450.