



Nicor Gas
1844 Ferry Road
Naperville, IL 60563-9600

Mailing Address:
P.O. Box 190
Aurora, IL 60507-0190

Phone 630 983-8676
Internet www.nicor.com

July 20, 2004

Mr. Ricardo Johnson &
Mrs. Carolyn Clark
400 Heather Ct Apt A2
Schaumburg, IL 60193

Dear Mr. Johnson & Mrs. Clark:

This letter is in regards to the complaint filed with the Illinois Commerce Commission.

Recently, Nicor Gas was contacted about a gas leak in your building. While the leak was being repaired, Nicor discovered a switch meter between your unit and unit A1. As a result, it was determined that you were under billed for consumption. According to 83 Administrative Code, Part 280.100, Unbilled Service:

"A utility may render a bill for services or commodities provided to:

- 1) *A residential customer only if such bill is presented within one year from the date the services or commodities were supplied....."*

I have attached a copy of the original letter sent to you from our Billing Quality Assurance representative. The total billing adjustment for under billed service is \$240.98. This was posted to your account effective 07/09/04 (see attached). While speaking to Mrs. Clark on Monday, July 19, 2004, Nicor offered to reduce this amount by half the total charge. In a return voice mail message from Mr. Johnson, this offer was declined. As Nicor maintains the position that under billed service are due, this offer is still available. In addition, if you need a payment arrangement, please contact our Customer Care Center at 1-888-642-6748. If you wish to contact me directly, I can be reached at 630-388-3081.

Sincerely,

Alita Guerrero
Customer Relations Specialist

Cc: Illinois Commerce Commission
Arreane Toney, Billing Quality Assurance
Donna Harness, Supervisor Billing Quality Assurance
Tom Moretti, Manager Customer Relations



June 28, 2004

Carolyn Clark
400 Heather Ct Apt# A2
Schaumburg, IL 60193

Reference: Meter Switch on Account 1-09-52-7092

Dear NICOR Gas Customer:

A field investigation has determined that you were billed on an incorrect meter. This has been corrected.

You were billed on meter number 2667788. You should have been billed on meter number 2667770. Attached you will find a "Meter Switch Correction Worksheet" which shows what you were billed and what you should have been billed. The difference in billing will be credited/debited to your account.

We apologize for any inconvenience this may have caused you. If you have any questions, feel free to contact me at 1-800-535-3648, extension 296.

Sincerely,

Arreane Toney
Billing Quality Assurance

1-800-Call-Ph # (847) 691-2208

METER SWITCH CORRECTION WORKSHEET

Name: Carolyn Clark

Address: 400 Heather Ct Apt# A2

Town: Schaumburg

Account Number: 1-09-52-7092

DATE	AMOUNT BILLED	AMOUNT YOU SHOULD HAVE BEEN BILLED	DIFFERENCE
6/16/2004	\$ 13.54	\$ 40.40	\$ (26.86)
5/12/2004	\$ 8.95	\$ 39.57	\$ (30.62)
4/14/2004	\$ 59.34	\$ 80.46	\$ (21.12)
3/12/2004	\$ 68.83	\$ 102.16	\$ (33.33)
2/13/2004	\$ 95.61	\$ 148.71	\$ (53.10)
1/14/2004	\$ 95.84	\$ 142.00	\$ (46.16)
12/12/2003	\$ 51.39	\$ 74.39	\$ (23.00)
11/11/2003	\$ 40.30	\$ 57.86	\$ (17.56)
10/13/2003	\$ 31.32	\$ 34.92	\$ (3.60)
9/11/2003	\$ 28.53	\$ 21.62	\$ 6.91
8/13/2003	\$ 28.17	\$ 21.53	\$ 6.64
7/16/2003	\$ 32.09	\$ 31.27	\$ 0.82
6/13/2003			\$ -
			\$ -
Total	\$ 553.91	\$ 784.89	\$ (240.98)

COMMENTS: You were billed on the incorrect meter. The above amounts show what you were billed in comparison to what you actually used and should have been billed. You were **UNDERBILLED \$240.98**. Your account will be **DEBITED** this amount.

* Figures in () indicates underbilled

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1-09-52-7092 CLARK, CAROLYN 400 HEATHER CT A2 SCHAUMBURG T/ON 11/20/96

T	ISSUE	TO	DYS	READ	CCF	BTU	THERMS	GSC	AMOUNT	DD	%NR
2	62204	61604	0	5878							
2	62204	61604	0	1122NX							
2	62104	61604	35	1122	8	1.009	8.07	.6457	13.54	78	82
2	51304	51204	28	1114	3	1.010	3.03	.5900	8.95	197	65
2	41504	41404	33	1111S	74	1.011	74.81	.5658	59.34	695	92
2	31504	31204	28	1037	87	1.011	87.95	.5804	68.83	807	86
2	21604	21304	30	0950S	115	1.010	116.15	.6540	95.61	1412	110
2	11504	11404	33	0835	120	1.010	121.20	.6233	95.84	1170	86
2	D1503	D1203	31	0715S	60	1.010	60.60	.5800	51.39	783	82
2	N1303	N1103	29	0655	45	1.010	45.45	.5603	40.30	445	91
2	O1403	O1303	32	0610S	32	1.010	32.32	.5688	31.32	190	141
2	91203	91103	29	0578	27	1.010	27.27	.5997	28.53	1	8
2	91203	81303	28	0551E	25	1.010	25.25	.6443	28.17	0	0
2	71703	71603	33	0526	29	1.010	29.29	.6700	32.09	2	0
2	71703	61303	29	0497E	34	1.010	34.34	.6466	35.39	143	185
2	51603	51503	31	0463	31	1.009	31.27	.6519	33.14	308	96
2	41503	41403	28	0432S	58	1.009	58.52	.7557	60.32	543	89
2	31803	31703	32	0374	106	1.009	106.95	.6900	93.38	1189	109
2	21403	21303	31	0268S	131	1.008	132.04	.5439	93.17	1442	109
2	11503	11303	32	0137	132	1.009	133.18	.5088	88.97	1088	82
2	D1302	D1202	30	0005S	66	1.008	66.52	.4900	49.10	965	104

1 1 Pg=1 NORM RCV LTAI

4-26-04=1112

1-09-52-7092 CLARK,CAROLYN				400 HEATHER CT A2		SCHAUMBURG		T/ON 11/20/96	
FROM	TO	DUE	AMOUNT	BALANCE	FROM	TO	DUE	AMOUNT	BALANCE
NSVC CHARGE		50404	29.48	59.34					
CASH PAYMENT		50504	88.82	29.48-					
NSVC PYMT		51004	29.48	0.00					
41404	51204	60304	8.95	8.95					
CASH PAYMENT		52704	38.43	29.48-					
NSVC PYMT		60204	29.48	0.00					
NSVC CHARGE		60404	29.48	0.00					
51204	61604	71204	13.54	13.54					
NSVC CHARGE		70604	29.48	13.54					
BILLING ADJ		70904	240.98	254.52					
CASH PAYMENT		70804	43.02	211.50					
NSVC PYMT		71304	29.48	240.98					
61604	71304	80504	33.34	274.32					

1 1 Pg=1 NORM RCV LTAI