

Attachment to Formal Complaint
Illinois Commerce Commission
527 East Capital Avenue
Springfield, IL 62701

Statement #1:

The reason for the complaint is a result of three separate improper or incorrect invoice billings.

Statement #2:

The Illinois Commerce Commission did not provide me with the information necessary to list a specific code section. The complaint is very simple, a result of three separate improper or incorrect invoice billings.

If the specific code section is needed, please provide me a hard copy of the statute; so that I will then be able to provide a specific code section.

Statement #3:

There are three complaints, both relate to improper or incorrect billing.

#1. The first complaint is I, (Dean Silver) was not responsible for the utility bills at 21305 Tower Avenue in Matteson, IL prior to December 19, 2003. I did not order any services from Ni-Cor until December 19, 2003. Prior to December 19, 2003 Ni-Cor had agreed to provide service to Mr. William R. Muys. Mr. Muys had owned the property and been a customer of Ni-Cor for many years. Mr. Muys lived in the subject property until he vacated it in December of 2003, at which point I had access to the property and immediately order service from Ni-Cor.

#2. The second complaint is for improper billing or double billing. Ni-Cor's invoice issued February 27, 2004, includes an actual meter reading of 5652 as of March 6, 2002 and an actual meter reading of 8618 as of February 20, 2004 for \$2,169.02. I have paid a number of invoices for meter readings between meter readings 5652 and 8618. At your request, I can provide actual Ni-Cor invoices and cancelled checks.

#3. Finally, Ni-Cor transferred a balance due on the account for the property located in Matteson to a different property. The ownership of these two properties is not the same and therefore, Ni-Cor is not allowed to do so.

Statement #4:

I would like the Commission to hear my case and fairly rule on this case based on the statutes. Once the evidence is reviewed I expect the commission to find that I do not owe the \$2,169.02 and any penalties and/or interest charge by Ni-Cor relating to this issue

FINAL NOTICE PRIOR TO DISCONNECTION

IMPORTANTE

Esta noticia afecta sus derechos y obligaciones y debe traducir inmediatamente

Dean Silver

ACCOUNT NO
6-34-11-3420 0

This is NOTICE to you that your GAS service is subject to be DISCONNECTED on or after

April 29, 2005

To prevent interruption of your gas service, please make immediate payment of:

Past due bill(s) in the amount of \$	1915.19
Deposit due in the amount of \$	
TOTAL AMOUNT DUE \$	1915.19

Any question concerning this notice should be discussed with our Customer Care credit specialist.

Please call our Credit Assistance Center (CAC) at our toll-free number, 1-800-310-0566

If service is disconnected, the total amount due must be paid before service can be re-established. A CASH DEPOSIT plus a standard RECONNECTION CHARGE may be due plus any additional charges resulting from disconnecting and reconnecting service other than at the meter. **In addition, there must be a responsible person present at the time of reconnection.**

In the case of master-metered buildings, TENANTS are being notified of the pending DISCONNECTION of service.

If payment of the entire past-due balance at one time will impose a severe hardship, a deferred payment arrangement may be available by contacting the Credit Assistance Center (CAC) at the telephone number shown above. *(See reverse side.)*

If disconnection of gas service will aggravate an existing serious illness of a permanent resident of the premises, such action can be delayed for an initial period of 30 days, and renewable for another 30 days, if the illness is certified by letter to the company from a registered physician or local Board of Health. The written certification showing the name, business address and telephone number of the certifying party shall include the name of the ill person, nature of illness and the period of time during which termination will aggravate the illness. Initial certification by a registered physician or local Board of Health may be made by telephone if written certification is forwarded within five days.

As required by Illinois law, during the months of November through March, the director of your local or county Department of Public Health or your township supervisor or your county sheriff will be notified at least 24 hours prior to the termination of your gas service.

Your service may be subject to disconnection due to a prior disconnect notice. Further billing will not nullify this NOTICE.

Nicor Gas personnel are on duty during regular office hours for the explicit purpose of hearing any complaints you may have concerning, among other things, our service, customers' bills, billing practices and deposit requirements. If your complaint is not resolved to your satisfaction, please ask to be referred to a supervisor. If the supervisor cannot help you, call the Consumer Services Division of the Illinois Commerce Commission at 1-800-524-0795. Customers using a TDD call 1-800-858-9277.

A copy of the Illinois Commerce Commission's 83 Illinois Administrative Code Part 280, rules pertaining to customer credit, customer deposits, collection activities and disconnection of service is available for your reading at our local business office. Or you can review or obtain a copy at the Illinois Commerce Commission, Consumer Services Division, State of Illinois Building, 160 North LaSalle Street, Suite C-800, Chicago, Illinois 60601-3104 or 527 East Capitol Avenue, P.O. Box 19280, Springfield, Illinois 62794-9280.

- over -



For
service
at

16801 Brentwood Ct

Homertwp IL

Dean Silver
16801 S Brentwood Ct
Lockport IL 60491

Date APR 21, 2005

ACCOUNT NO.	6-34-11-3420 0
DEPOSIT AMOUNT	XXXXXXXXXX
BILL AMOUNT	\$1915.19

P O BOX 310
AURORA IL 60507-0310



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