For Commission Use Only:
Case: 06-0265

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint): Sherri Miller #2006-017860s

Against (Utility name): Nicor Gas

As to (Reason for complaint) understood gas had gone up. I went to read meter because I suspected wasn't right with reading. There was a leak. (going into the resident) Gas co. says it was reported on their side.

in Farmer City Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1009 E. Richardson St. Farmer City Il 61842

The service address that I am complaining about is Nicor

My home telephone is [309] 928-2829

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [309] 268-2662

(Full name of utility company) Nicor Gas (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.
persons coming to residents giving false information to the company. This is computerized only. I have no documentation stating "signature" etc as proof that they were here. Once July 2005 then this presently ~~that this~~ complaint they said leak was on their side. (incorrect) I requested credit due to leak.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint? [X] Yes [ ] No

Has your complaint filed with that office been closed? [ ] Yes [X] No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

Billing - seemed high, even though increase in prices, called and they (Nicor) said this is what your meter is actually reading. When I went out to read from Feb 1 to Feb 17 there was a great deal of increase and I smelled gas. I reported it. I asked if they were just here, why would they not smell it too. (2) A lady came found leak. it was on right hand side, which is going into my home. this goes through meter to read. (cont. paper)

Dec. 2 2194 → Feb 1 2503 Feb 17 3942

Please clearly state what you want the Commission to do in this case:

give Credit from when leak. Now I have new meter I suspect it should be fine - however I continue to read + call in reading

Date: 3/22/06 (Month, day, year)

Complainant's Signature Sheri Miller

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Sherri Miller, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

(Signature) Sheri Miller

Subscribed and sworn/affirmed to before me on (month, day, year) March 22, 2006.

Marjorie A. Young
Notary Public, Illinois

OFFICIAL SEAL
MARJORIE A YOUNG
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES: 10-06-06

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

* Solve by giving me credit from gas leak on meter.

repair

I asked the Nicor lady to read the meter to me because I wanted to see what I'm seeing is what they are reading also. We both agreed. When I explained to her whoever is supposedly reading the meter isn't giving correct reading then. I asked her who comes out to read - She said she only repairs not the person who comes to read & report the readings for bill. I went in the house and called. Got no where. I requested if someone else could take a look then. Because 10 min later the lady comes back & says I'm sorry I read the meter wrong. I asked what the ment we agreed on the reading. So I requested her, Paul (friend) & I to go out and read. She said said "you don't want to tell them that or you'll be charged more" I said I am being charged more thats the problem I feel the person that reads is giving estimates - even when they say actual reading. There is no possible way in 6 days the meter reads that far off.

→

I went in & called Nicor again reported someone needs to come to the resident home & find out what is going on. I told the gentleman on the phone I will take a picture if I have to and if there is still a leak then they will be responsible. Within the hour the lady returned & put on a new meter. ØØØØ
So now that we are starting fresh I asked if I couldn't be credit for the last bill since we & Nicor have no idea how long that was leaking. Now Nicor says it was on our side (the leak) so it wasn't going through the meter to be read! I asked then why did you place a new meter but won't credit my money. —
So this is where we are at this time.
I've requested a credit not just a new meter.
The right side goes into the home not coming from ground.

Sh.