

For Commission Use Only:  
Case: 07-0304

# FORMAL COMPLAINT

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

# ORIGINAL

Regarding a complaint by (Person making the complaint): Joy TAYLOR

Against (Utility name): NICOR GAS

As to (Reason for complaint) NICOR has placed Adversity ON my Credit AND claimed it to my NICOR ACCOUNT, I've had SINCE 1977 IN Good Standing. FINALLY ON 10-10-06 JOAN CALLED ME AND CLEARED my ACCOUNT. 3 months LATER they put the CHARGES BACK.  
in HazelCrest Illinois.

### TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 17201 HOLMES AVE. HAZELCREST, IL. 60429

The service address that I am complaining about is 17201 HOLMES AVE. HAZELCREST, IL. 60429

My home telephone is (708) 335-6750

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (708) 335-6750

(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.

CODE PART 200

CHIEF CLERK'S OFFICE  
2007 MAY 11 P 4:15  
ILLINOIS COMMERCE COMMISSION

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

Has your complaint filed with that office been closed?  Yes  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.

STATEMENT Attached:

Please clearly state what you want the Commission to do in this case: HAVE NICOR REMOVE THE ADVERSITY. Put my account back as it was. HAVE NICOR provide the RECORDED TALK with JOAN. HAVE them stop harassing me. PROVIDE ME WITH ANOTHER SUPPLIER IF POSSIBLE AND INSIST THEY STOP USING UNFAIR PRACTICES.

Date: 05/18/2007  
(Month, day, year)

Complainant's Signature: Joy Taylor

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.

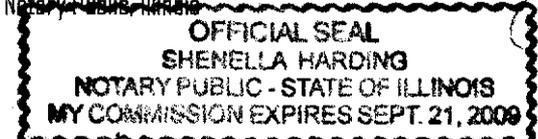
I, Joy TAYLOR, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

(Signature) Joy Taylor

Subscribed and sworn/affirmed to before me on (month, day, year) 05/18/2007.

Shenella Harding

Notary Public, Illinois



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.

1. Nicor took my account I've had since 1977 that never had been delinquent or late at any time, and reported false information to the credit bureaus.
  2. I started talking to Joan of Nicor in July or Aug. of 2006 about the charges placed on my account.
  3. I had been talking with Jean Wojcik prior to Joan. Jean promised to correct my bill if I could provide info to her, whereas I did. She promised to get back to me and never did. I would call her and I did leave messages.
  4. Finally after my calls and faxes to that office, pleading for someone to please respond, Joan called and claimed Jean was no longer at that location and that she took Jean's place. She promised to look into the matter.
  5. On about 10/10/06, Joan called me and told me she cancelled all the charges. She explained she understood my frustrations and apologized for the inconvenience. On 10/16/06 I got a threatening call about shutting off my service. I then called Nicor and they verified that my account was not delinquent and the balance was 0.-
  6. My next monthly bills represented that all charges were removed, as Joan had stated.
  7. Suddenly on my bill for Jan./07. The charges appeared back on my bill.
  8. I wrote to the Commerce Commission.
- The charges are difficult for me to give exact dollar amounts. I have attempted to pay for my actual usage each month, however my amounts are so confusing and I don't know if they are taking away funds for the alleged delinquency. The charges are about \$900.00.

1. I would want the COMMISSION to: have Nicor remove the adversity from my credit report.
2. Put my account back as it was.
3. Provide the recorded conversations with Joan.
4. Insist they refrain from using unfair practices of any kind, especially in a retaliatory manner, which is what they appear to be doing with both my account and my handicapped son's account, which I handle.

attachment  
Brief complaint  
what I want commission to do.

Informal  
Complaint #  
2007-02378

Jay Taylor  
17201 Holmes Ave  
Hazel Crest, IL  
60429  
708/335-6750