

For Commission Use Only:
Case: 08-0592

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): Penny B Bradford

Against (Utility name): NICOR

As to (Reason for complaint) Nicor did not transfer service, or close my account AS request on ON, NOV 28, 05. At 3078 Wakefield, even though I told them I was moving to Bldg brook, resulting in a 1,975.00 overdue bill

in _____ Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 295 N. Oakhurst Pr #16, Aurora, IL 60504

The service address that I am complaining about is 3078 Wakefield, Carpentersville IL, 60110

My home telephone is [630] 820-5463

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [630] 820-5463

My e-mail address is Penbtwo@aol.com

I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Nicor (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.

CO-PART 200

Stamp: 2005 OCT 29 P 2:30
Handwritten: PAM

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 don't know

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.

(F) ON or About Nov 28, 05 I called Nicor to have 2 things done #1 to get service turned on At 164 Grady, Bolingbrook IL, and to get my name off the service At 3078 Wakefield. I told the Service Rep. that I was moving out of my house, but my soon to be ex was still living At 3078 Wakefield, so I needed A transfer of service or something to get off the bill At 3078 Wakefield.

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

Have Nicor Admit they made A mistake of not transferring the balance on Nov. 05, And not hold me responsible for 1,975. of said Bill

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: Penny Bradford
(Month, day, year)

Complainant's Signature: Penny Bradford

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

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

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

I, Penny Bradford, Complainant, 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.

Penny Bradford
Complainant's Signature

Subscribed and sworn affirmed to before me on (month, day, year) 10/16/2008

[Signature]
Signature, Notary Public, Illinois



(NOTARY SEAL)

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

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At that point the service rep became indignant with me, telling me I couldn't just put someone on the bill, I explained to them that the bill was in my name, but I needed to be taken off because I was moving out and my "cant wait to be ex" was still living at 3078 Wakefield, and I wasn't going to be responsible for the bill.

#(3)

Had they been trained to handle the procedure they should've transferred the balance of 3078 Wakefield to my new account, and sent a "dear occupant" letter to Mr Foster at 3078 Wakefield, but instead they didn't even record that I requested my service at 3078 Wakefield to be turned off.

#(4)

Given the circumstances of my move I think it's only common sense that I would ask to be taken off the bill at Wakefield. Nicor says they have no record of me asking for the service to be shut off, but my service at 164 Grady was turned on, proving I did in fact call Nicor.