

New Canaanland Christian Church

Lonnie E. Posley, Sr. - Pastor
225 East Clinton Street, Joliet, Illinois 60435
Church (815) 726-0945 Fax (815) 727-Word 9673

October 27, 2008.

**Illinois Commerce Commission:
527 E. Capital Avenue
Springfield, Illinois 62701**

**Re: Nicor Gas
File # 2008-12097**

Dear Illinois Commerce Commission:

Our Complaint with Nicor Gas has not been resolved; and in fact has gotten worse because we have contacted you. Upon having the meter read and speaking with Nicor Gas Regarding Our balance. Nicor corrected our bill to \$14,121.41. We paid Nicor Gas \$7,060.71 and agreed on nine installments of \$784.52 plus any current charges. This agreement was made between Kyra (Nicor Gas) and Pastor Posley, and then reiterated by Kyra (Nicor Gas) to Margret Lawler , Secretary.

After paying the \$7,060.71, we called Nicor for a date to restore our service and a representative (Nancy) Stated that our service could not be restored until we paid the entire \$14,121.41.

After speaking with you (ICC), Our service was restored on 10/24/08.

On 10/30/08, we received a Bill for \$22,529.65. This includes a deposit of \$8,390.00 to be paid in 14 days. (we have not used our heating).

Enclosed, is a copy of the bill Nicor sent us which was issued on 10/27/08. And also the letter from Citizens Utility Board. Please help us regarding this matter.

**Sincerely,
New Canaanland Christian Church
Lonnie Posley
Pastor,**

*"A Ministry committed to making a difference with the Word,
Worship, Warfare & Wealth of the Lord that makes us rich and adds no sorrow."*

Nicor Gas
PROBLEM METER RESULTS 3111 9-07

Date 9/12/08 Reason returned 105

METER NUMBER 2748737		ACCOUNT NUMBER 6-27-07 0131		TAGGED <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	SEALED <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	86 STANDARDS <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TESTED BY 189
Meter Information		Accuracy		Index		Meter	
PURCHASE YEAR 1979		OPEN 101.3		MATERIAL		SIZE 5 1/4	
SET YEAR 1979		CHECK 100.9		DATE		TYPE DAESSER	
REMOVED DATE 8-14-08		AVERAGE ACCURACY 101.1		PROBLEM 8		READING 86008	
		REASON FOR FAILURE					
<input checked="" type="checkbox"/>	N	Does meter register?					
<input checked="" type="checkbox"/>	N	Does meter pass gas?		Found nothing wrong			
<input checked="" type="checkbox"/>	Y	Internal problem?					
<input checked="" type="checkbox"/>	Y	Index problem?					

Kyrna Mitchell
 630.388.3081

Bal. \$14,121.41

1/2 down payment \$7,060.71 [Ⓢ]

9 installments of \$784.52 + current charges

Ⓢ Upon receipt will start service

Fax # ~~6304831631~~
 6755

Terry



Nicor Gas
P.O. Box 2020
Aurora, IL 60507-2020

nicorgas.com/myaccount

1 888 Nicor4U 1 888 642-6748

Account Summary for New Canaanland

Account Number: 85-43-91-2000 8

Service Address: 225 E Clinton St, Joliet
00/00/00 - 00/00/00 (0 days)

Bill Issue Date: 10/27/08

Total Previous Balance	\$21,200.36
Payment Received 10/20/2008 - Thank you!	-\$1,000.00
Payment Received 10/24/2008 - Thank you!	-\$6,060.71
Remaining Balance	\$14,139.65
Deposit	\$8,390.00

Total Amount Due \$22,529.65

A Message for You

Your bill statement has changed to a new, easier-to-read format. See the enclosed insert or visit nicorgas.com/newbill for details. Want to save paper? Receive an electronic copy of your gas bill by signing up for CheckFree at mycheckfree.com.



Deposit	\$8,390.00
Deposit Installment	8,390.00
Deposit Balance	8,390.00

Please see the reverse side of this bill for additional billing explanations.

Please do not include written inquiries as the stub is processed by machine. Return this portion with your check made payable to Nicor Gas.



Please check a box to add a one-time charitable donation to Sharing:

\$2 \$5 \$10 \$25

Total Amount Due
\$22,529.65

MDG2009 00087509 1 AV 0324 1



New Canaanland
225 E Clinton St
Joliet, IL 60432-2864



Past due balance is \$14139.65 due now.
Current bill \$8390.00 due by 11/11/2008

PO BOX 0632
AURORA, IL 60507-0632



Account Number: 85-43-91-2000 8

85 43 91 2000 8 0022529655 0022529655 911

CUB Consumer Inquiry

Customer ID: 69462

Date: 5/20/2008

Call Taken By: Annie

Utility Company: Nicor Gas

Concern: Billing

Concern	Explanation
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Special Programs: N/A

Customer's Experience with Utility prior to contacting CUB
Not Applicable

Callers First Name: Margaret

Last Name: Lawler

Callers Home Phone:

Callers Work Phone:

Account First Name:

Last Name:

Company: New Canaanland Christian Church

Service Address: 225 East Clinton

City: Joliet

State: IL

Zip: 60432

Mailing Address: 2008 Plainfield Rd.

Mailing City: Crest Hill

Mailing State:

Mailing Zip: 60403
Ext:

Account#:

Work

Home Phone: 815-280-5808

Cell: 815.666.8829

Pager:

Summary: After reviewing account number 85-43-91-2000 8 CUB found several errors and questionable charges on different bills. The customer would like to file a dispute and have the company revise the billing to make the necessary changes and award pending credits to the account.

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Problem 1. The company issued a cancel re-bill from **October 2006 to April 2007**. The problem is that the company is basing it on an **estimated reading** going back to **October 2006**. According to the regulations the company has to use actual meter readings.

On this statement the company shows three corrected billing 01/12, 02/16 and 03/12 these cancel out the \$11,833.65 balance Nicor Gas had charged on the account leaving a credit of the same amount. Furthermore, the company issued a new bill for services rendered **October 2006 to April 2007** based on **estimated readings** charging the account \$2,841.94. The company allocated most of the therms at the highest price. They estimated the amount of therms used in a particular period because they do not have accurate information.

After subtracting the current charges the account is left with a credit of \$9,065.90, but because there was a previous outstanding balance of \$7,833.09 the company subtracted this amount from the credit. Therefore the account remained with a credit of \$1,232.81. The customer had paid Nicor \$3292.00 on 03/13/08 and this payment was not credited to the billing **October 2006 to April 2007**. There is also a **\$708 unaccounted for**.

Problem 2. The company issued **a second cancel re-bill** for services already billed and rendered from **October 2006 to February 2007**. The problem is that the company is basing it on two **estimated readings** and going back to **October 2006 AGAIN**. Nicor cancels the previous current bill 04/11 and 05/10 leaving the account with a credit of \$3641.57. However, the estimated readings are so ridiculously high and the therms are charged at the highest price that the customer ends up with a balance of \$9,960.58. The company billed 13,000 therms from Feb 2007 to June 2007. Granted this is a commercial account, but it is a church that is using the gas and it is important to point out that the usage is completely out of line with average usage. Because of the huge current balance the customer ends up owing Nicor \$9,960.58, of which \$2,443.67 is the only amount required to be paid.

Problem 3. On the next billing cycle August 2007 to September 2007, the company does not show \$2,443.67 as the **previous balance but 9,522.62**. How did this happen is an enigma. The August reading is an actual read and in this case the company bills for 10 therms. So the reading jumps from 13,000 in a month to 10 therms. The company bills \$2,513.72. No one knows why or how they come up with this number. The church paid the bill in full and it shows on the next billing cycle. The October 2007 reading is also based on an actual and the company bills for 7 therms. On this statement the company bills for the previous current plus the current leaving a balance of \$138.28. However, the account shows a previous balance of \$7,149.00. during the following statements the company bills only for current service and the customer pays each bill in full and on time.

Problem 4. Nicor generated another cancel re-bill for November 2007 to February 2008. Once again the company is basing the calculations on estimated readings and allocating the maximum number of therms at the highest price. The new usage is so high that the company bills the account \$7,761.88. All of this is based on the company's projected usage. The following statement February-March gets worse because the company adds the previous balance of \$7,761.88 plus the previous balance that was carrying on from the previous bills. The account was left with a balance of 13,142.02.

Problem 5. The customer made a payment of \$2,000 and on the next billing cycle march-April the company shows the payment made. On this statement the company shows a previous balance of **\$20,220.97**. No one knows here this astronomical figure came from. The company charges 2163 therms of usage based on current actual readings and previous estimated. According to Nicor Gas the amount due is \$13,780.95. This is the last bill received.

Customer request:

- A. Cancel all the "re-bills" that were based on estimated readings. The company already billed for those dates and the customer paid for the service. The October 2006 should not be used as a starting point because it is an estimated reading. It makes no sense to re-bill for services based on ESTIMATED readings, unless the goal is to add more therms than what the customer could have used and re-allocate therms at a higher price to make a profit.
- B. Award a credit for the amount paid to Nicor when deciphering new calculations and adjustments.
- C. Test the meter because the actual readings are inconsistent and go from 13,000 therms to 9 therms to 2000 therms and so on.
- D. Re-allocate the therms on all statements with estimated readings
- E. Re-bill for the one month periods in which the estimated readings were excessive. (Feb 07 to march 07), (Jan 08 to Feb 08), (Feb 08 to March 08).

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OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

Dear Consumer:

Thank you for contacting my office concerning your consumer problem. Enclosed you will find a complaint form which I ask you to fill out completely and return to my office. Also, please enclose two (2) copies of any documents relevant to your complaint. Please do not send any original documents.

Upon receipt of your complaint, a staff person will first review your complaint to determine if the complaint pertains to a matter better addressed by another agency. If so, your complaint will be referred. If your complaint is retained by this office, a staff person will forward your complaint to the business involved requesting a response. Any response will be forwarded to you.

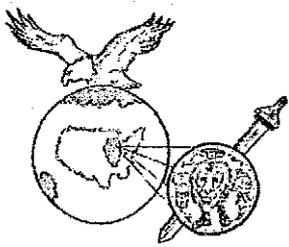
If this informal dispute resolution process does not result in a satisfactory conclusion, this office cannot require a business to respond to or adjust your complaint. Illinois law does not permit the Attorney General's Office to represent private citizens in legal actions.

Where evidence indicates that a business is engaging in substantial and systemic violations of consumer protection laws, we do bring legal actions on behalf of the State of Illinois that are in the public interest. If your complaint supports a pattern of deceptive practices, it may be included in future investigations or litigation.

I appreciate your interest in bringing this complaint to our attention. One of the most valuable ways we can learn of problems existing in the marketplace is by receiving complaints from concerned citizens.

Sincerely,

LISA MADIGAN
Attorney General



New Canaanland Christian Church

Lonnie E. Posley, Sr. - Pastor

*225 East Clinton Street, Joliet, Illinois 60435
Church (815) 726-0945 Fax (815) 727-Word 9673*

September 8, 2008

Consumer Protection Division
Office of The Attorney General
100 West Randolph Street
Chicago, IL 60601

Re: Nicor Gas
File No: 2008-CONSC-00222652

Dear Ms. Weimar,

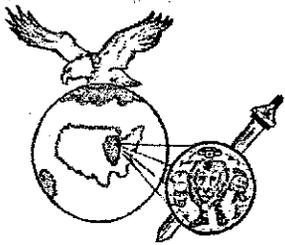
I have spoken to several people at the Nicor Gas and explained that this is not the case. Nicor Gas is using this issue with Margaret Lawler not having authorization to escape the issue at hand, the enormous gas bill that we are being forced to pay.

Margaret Lawler is a board member and has full authority to pay bills, to call and conduct business with the various agencies, to act on my behalf concerning all utilities and other purchases for New Canaanland Christian Church, as well as Rhonda Posley and Walterine Myers. These 3 board members have complete authority when it comes to any issues involving this building at 225 East Clinton Street, Joliet IL 60432. Nicor was given this information months ago at the inception of this complaint.

When the issue arose about the changing of the gas meter, Margaret Lawler informed Nicor Gas that she needed to speak with me concerning my availability because I wanted to be present at the church when the gas meter was removed for testing. Margaret needed to contact me because I had my calendar with me and she didn't want to suggest a date to Nicor until she spoke with me to make sure I was free.

This was explained to Nicor Gas. They took this information and sent it to Citizen's Utility Board, your office and the Illinois Commerce Commission requesting the case be closed because Ms. Lawler did not have authorization. Margaret Lawler and Walterine Myers were present at the time of the meter exchange on my authority. We are currently waiting for another date for the testing of the meter. We were scheduled to attend the test Thursday, September 4, 2008 however, Nicor called at the last minute and canceled.

*"A Ministry committed to making a difference with the Word,
Worship, Warfare & Wealth of the Lord that makes us rich and adds no sorrow."*



New Canaanland Christian Church

Lonnie E. Posley, Sr. - Pastor

225 East Clinton Street, Joliet, Illinois 60435

Church (815) 726-0945 Fax (815) 727-Word 9673

In closing, I hope this puts to rest the issue of authorization and who has it. We are asking that this case be kept open at least until we receive the results from the meter test. A copy of the letter will be forwarded to Cheryl Manno at Nicor Gas so that she too can put the question of who has authorization to rest.

Best regards,

L. E. Posley Sr.

Lonnie E. Posley, Sr.
Pastor and Founder

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Worship, Warfare & Wealth of the Lord that makes us rich and adds no sorrow."*



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

August 27, 2008

New Canaanland Christian Church
225 East Clinton
Joliet, IL 60432

Re: Nicor Gas
File No: 2008-CONSC-00222652

Dear New Canaanland Christian Church:

Enclosed please find a copy of the company's response to your complaint.

Please review this response and contact the undersigned **in writing** within ten (10) days of your receipt of this letter with your comments. Direct all correspondence to the Consumer Protection Division, Office of the Attorney General, 100 W. Randolph Street, Chicago, IL 60601. Refer to the above mentioned file on all correspondence. If we do not receive written communication from you within this time, we will subsequently close your file.

Thank you for bringing this matter to our attention.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Kathleen Weimar

Kathleen Weimar
Citizen's Advocate
Consumer Protection Division
(312)814-4322

enc.
/drf

Weimar, Kathleen

From: Cheryl Manno [CManno@nicor.com]
Sent: Friday, August 22, 2008 10:08 AM
To: Weimar, Kathleen
Subject: 2008-CONSC-00222652 Canaanland Christian Church

Hi Kathleen,

This customer was already address though an ICC complaint on 07/30/08. Nicor explained the account has been rebilled to actual readings and all payments processed have been applied accordingly. The customer states she has discussed the bill individually with several people but still feel the usage isn't possible for a church. I offered to exchange the meter for testing. Margaret does not have authorization to allow the exchange but will call me back after speaking with the Pastor. Nicor will re-open the complaint when the customer calls back.

Thanks You

Cheryl

Cheryl Manno
Customer Relations.
Nicor Gas
1844 Ferry Rd
Naperville, IL 60563
PH# 630-388-3407
Fax# 630-983-0687
cmanno@nicor.com

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8/22/2008