

For Commission Use Only:
Case: 08 0690

ILLINOIS
COMMERCE COMMISSION

FORMAL COMPLAINT

2008 DEC 29 A 10:33 AM

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

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): RoRo Inc (Vic BAKLAYAN - OWNER)

Against (Utility name): NICOR GAS

As to (Reason for complaint) BILLING DISPUTE AT SERVICE ADDRESS 6236
OGDEN AVE. NICOR GAS FRAUDULENTLY SET UP AN
ACCOUNT IN OUR NAME.

in BERWYN Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 300 S. AUSTRALIAN AVE #1610 BEACH, FL 33401 WEST PALM

The service address that I am complaining about is 6236 OGDEN AVE

My home telephone is (561) 909-6220

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (561) 909-6220

My e-mail address is _____ I will accept documents by electronic means (e-mail) Yes No

(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.

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.

(X) SEE EXTRA SHEET INCLUDED (X)

Please clearly state what you want the Commission to do in this case: ALL BILLING FROM NICOR GAS NEEDS TO BE CREDITED AND THIS FRAUDULENT NICOR ACCOUNT CLOSED.

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: 12/9/08 (Month, day, year) Complainant's Signature: [Signature]

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, Stewart J. Johnson Jr., 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.

X [Signature] Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 12/23/08

[Signature] Signature, Notary Public, Illinois FI



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

Shoe Warehouse

CORPORATE HEADQUARTERS

RoRo Inc. ®

300 S. Australian Ave. #706

West Palm Beach, FL 33401

561-909-6220 – main

561-909-6223 – fax

December 10, 2008

Illinois Commerce Commission
527 E. Capitol Ave
Springfield, Illinois 62701
217-782-7295

RE: Formal Complaint filing against Nicor Gas (COMPLAINT #2008-16625 – PATTY BLUE)

Commerce Commission:

1. In August 2007 we purchased a vacant property at 6236 Ogden Ave, Berwyn, IL and purposely DID NOT contact the utility companies, for service, due to a planned demolition project.
2. In January 2008 Nicor Gas states they noticed gas usage at the vacant premise. They looked up the tax record, found us as the owners, and established an account (fraudulently and without our consent), to bill for the usage. It's odd that they noticed usage of the service in Jan-08 but billed dating back to August-07.
3. Again, we never contacted Nicor Gas to set up service. If service was being used it was not by anyone from our company and was not authorized by RoRo Inc. The building is and was vacant.
4. We are not responsible for Nicor Gas having active service that was unaccounted for (at a vacant building) or for any billing for that service. If service was being used, a field investigation should have been done to find out who is stealing the service and bill that entity. They cannot just take a short cut, find the new existing owner, and bill them.
5. We find it VERY alarming that a utility company can set up an account in our name, without having any authorization to do so and with no attempt to contact us.
6. Finally a large part of this billing is also based off of "estimated meter readings" and shows an average usage of over 2000 Therms, which is impossible even with an occupied building. That is several thousand dollars worth of usage. However there were two times when there was an "actual meter reading" and that usage showed an average of only about 100 Therms (approx. \$100 worth of usage). It is obvious that Nicor had issues with reading the meter accurately. When they got the actual reading they should have noticed that the building was vacant and should have done their investigation then, to find out who was using this service. It was certainly NOT our organization.

Thank You.

Stu Johnson – Corporate Director

