

- 1) Nicor Gas left service on for 10 months (4/04/08-1/28/09) in no one's name because a tenant called and said to take the bill out of her name and stayed living there. I was told by Nicor she most likely had a old bill that caught up to her. When I called to have service put in my name back on 1/27/09 Nicor told me there was gas being used from 4/4/08 to date, which needed to be paid for by me. I called because the tenant did a midnight move sometime in Jan.2009 and wanted the service put in my name as of that date. I asked at that point, why the gas was not shut off back when Samantha Davis called, since it was not going into anyone else's name. It was April, not cold enough to leave service on. I was told it might take a couple of month for them to find out that service was still being used. So how is that my responsibility it took them 10 months to find out? They still would have left service on if I didn't call for it to be put in my name.
- 2) My whole complaint is on file with the Illinois Commerce Commission. Jessa Copper is whom I was speaking to. She said Nicor was not going to do anything about it and that if I wanted to take it before a judge I needed to file a formal complaint.
- 3) After Nicor wouldn't do anything about it, received a bill on a different service address (331 Yount Ave)for the first time with the amount of \$681.01(copy attached). Called Nicor and they told me it was for 101 S Sheridan but was transferred to that account. I asked why I didn't get a bill for 101 S Sheridan before they decided to transfer the amount and the rep. told me she didn't know but would correct it and would send me my first bill for 101 S Sheridan.
- 4) Received first new bill that now has corrected service address (101 S Sheridan copy attached) but the dollars are not the same. The bill is now for \$ 1,060.73. Why the difference? Both bills were after the final meter reading. Called Nicor 4/13/2009 to ask why and was told don't know but it would be looked into. I was also told my real service dates 1/28/2009-2/26/2009 would be about \$110.56 which I do not have a problem with.
- 5) I just do not feel it is right for me to pay when I have no control over the deals made between callers and the gas co. Nicor would shut my gas off in April if I didn't pay my bill, so how can they leave gas on that is in no one's name with usage being used?
- 6) According to the U.S. Post Office, Water Dept, and Ameren Cips everything was still in her name until I contacted them about her move.

- 7) I would like the time to state my whole case before a judge.
Thank-You Informal Complaint #2009-01348



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

Nicor Gas
 1 888 Nicor4U

Account Summary for DONNA ORR	
Account Number: 87-51-56-4955 3	
Meter Number: 4342623	
Service Address: 101 S Sheridan Ave, Watseka	
Bill Period: 04/04/08 - 02/26/09 (328 days)	
Bill Issue Date: 04/03/09	
New Charges - Utility	\$1,060.73
Total Amount Due by 04/27/2009	\$1,060.73

A Message for You
 Nicor Gas offers convenient payment options, including credit/debit card options. For details, visit nicorgas.com and click "Bill Payment Information."

New Charges - Residential - Heat
Rate 1: Residential Service

Delivery Charges 04/04/2008 - 06/18/2008 \$38.91	
Monthly Customer Charge	22.13
First 20 Therms 50 @ \$0.1473	7.37
21 - 50 Therms 75 @ \$0.0579	4.34
Over 50 Therms 67.66 @ \$0.0519	3.51
Environmental Cost Recovery 192.66 @ \$0.0024 =	0.46
Franchise Cost Adjustment (for 75 of 30 days)	1.10

Natural Gas Cost \$221.12	
April @ 69.36 Therms x \$0.99	68.67
May @ 79.63 Therms x \$1.24	98.74
June @ 43.67 Therms x \$1.23	53.71

Taxes \$4.88	
Utility Fund Tax \$260.03 @ 0.1%	0.26
State Revenue Tax 192.66 @ \$0.024 =	4.62

Delivery Charges 06/18/2008 - 08/18/2008 \$23.89	
Monthly Customer Charge	17.99
First 20 Therms 33.46 @ \$0.1473	4.93
Environmental Cost Recovery 33.46 @ \$0.0024 =	0.08
Franchise Cost Adjustment (for 61 of 30 days)	0.89

Natural Gas Cost \$43.49	
June @ 7.13 Therms x \$1.23	8.77
July @ 17 Therms x \$1.45	24.65
August @ 9.32 Therms x \$1.08	10.07

Taxes \$0.87	
Utility Fund Tax \$67.38 @ 0.1%	0.07
State Revenue Tax 33.46 @ \$0.024 =	0.80

Delivery Charges 08/18/2008 - 10/17/2008 \$22.08	
Monthly Customer Charge	17.70
First 20 Therms 23.32 @ \$0.1473	3.44
Environmental Cost Recovery 23.32 @ \$0.0024 =	0.06
Franchise Cost Adjustment (for 60 of 30 days)	0.88

Natural Gas Cost \$20.71	
August @ 5.44 Therms x \$1.08	5.88
September @ 11.66 Therms x \$0.84	9.79
October @ 6.22 Therms x \$0.81	5.04

Taxes \$0.60	
Utility Fund Tax \$42.79 @ 0.1%	0.04
State Revenue Tax 23.32 @ \$0.024 =	0.56

Delivery Charges 10/17/2008 - 12/16/2008 \$40.59	
Monthly Customer Charge	17.70
First 20 Therms 40 @ \$0.1473	5.89
21 - 50 Therms 60 @ \$0.0579	3.47
Over 50 Therms 228.53 @ \$0.0519	11.86
Environmental Cost Recovery 328.53 @ \$0.0024 =	0.79
Franchise Cost Adjustment (for 60 of 30 days)	0.88

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:



Payment Due By
04/27/2009
\$1,060.73

Current bill \$1060.73 due by 04/27/2009

MDG2009 00086628 1 AT 0346 1



DONNA ORR
 310 E Main
 Gardner, IL 60424



PO BOX 0632
 AURORA, IL 60507-0632



Account Number: 87-51-56-4955 3

87 51 56 4955 3 0001060730 0001060730 911

Account number 87-51-56-4955 3 for DONNA ORR

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Natural Gas Cost \$246.40

October @ 82.13 Therms x \$0.81	66.53
November @ 164.27 Therms x \$0.77	126.49
December @ 82.13 Therms x \$0.65	53.38

Taxes \$8.17

Utility Fund Tax \$286.99 @ 0.1%	0.29
State Revenue Tax 328.53 @ \$0.024 =	7.88

Delivery Charges 12/16/2008 - 02/26/2009 \$55.76

Monthly Customer Charge	21.24
First 20 Therms 48 @ \$0.1473	7.07
21 - 50 Therms 72 @ \$0.0579	4.17
Over 50 Therms 395.11 @ \$0.0519	20.51
Environmental Cost Recovery 114.47 @ \$0.0024 =	0.27
Environmental Cost Recovery 400.64 @ \$0.0036 =	1.44
Franchise Cost Adjustment (for 72 of 30 days)	1.06

Natural Gas Cost \$320.52

December @ 114.47 Therms x \$0.65	74.41
January @ 221.78 Therms x \$0.65	144.16
February @ 178.86 Therms x \$0.57	101.95

Taxes \$12.74

Utility Fund Tax \$376.28 @ 0.1%	0.38
State Revenue Tax 515.11 @ \$0.024 =	12.36

Total \$1,060.73

Nicor in the Community

Help a family in need pay their gas bill this winter. Please donate \$2, \$5, \$10, or \$25 to our Sharing Program by checking the appropriate box on your payment stub. Nicor Gas matches all donations, dollar-for-dollar, up to \$175,000 annually.

Monthly Energy Profile

Current Reading	Previous Reading	Usage CCF	BTU Factor	Therms	Avg. Daily Therms 2007	Avg. Daily Therms 2008
06/18/08 (Actual) 654	04/04/08 (Estimated) 464	190	1.014	192.66	0.00	4.66
08/18/08 (Actual) 687	06/18/08 (Actual) 654	33	1.014	33.46		
10/17/08 (Actual) 710	08/18/08 (Actual) 687	23	1.014	23.32		
12/16/08 (Actual) 1034	10/17/08 (Actual) 710	324	1.014	328.53		
02/26/09 (Final - Act.) 1542	12/16/08 (Actual) 1034	508	1.014	515.11		

CCF x BTU Factor = Therms

Monthly Therm Use

