

For Commission Use Only:
Case: 09-0216

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): Chiquita R. Bayless

Against (Utility name): NICOR GAS

As to (Reason for complaint) A incorrect billing AND credit request

in Joliet Illinois.

CHIEF CLERK'S OFFICE
2009 APR 23 A 10:55
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 637 Berry Ridge Drive Joliet, IL 60431

The service address that I am complaining about is 637 Berry Ridge Drive Joliet IL 60431

My home telephone is [815] 730-8699

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [815] 730-8699

My e-mail address is chiquitabayless@sbcglobal.net 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.
83-IL-Adm. Part 280.50(a), 280.70(a)

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.

See Attached

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

That my account is credited for the excessive billing amounts between 12/15/08 - 3/17/09, AND that I not be held responsible for the excessive charges.

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: April 18, 2009
(Month, day, year)

Complainant's Signature: Chiquita R. Bayless

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, Chiquita R. Bayless, 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.

Chiquita R. Bayless
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 4-18-09

Esperanza Hernandez
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.

1. I called Nicor Gas on 1/21/09 to question the bill I received for \$275.87. The service representative advised me on 1/21/08 that there was a previous balance showing. I explained to the representative that I received a refund for \$51.83 the exact amount Nicor stated was past due.

2. I advised the representative that the previous billing statement for 11/5/08-12/15/08 for \$140.74 was paid in full on 12/23/08, and I did not have a previous balance with Nicor., because I received a deposit refund for \$51.83.

3. On 2/6/09 I spoke with another representative about the billing error. The representative advised I owed the money and if I wanted to speak with a supervisor I would have to call back.

4. I immediately called back and spoke with another representative who stated the refund was sent out in error. The representative advised a supervisor would call me back on Monday about the issue.

5. I spoke with a Nicor Customer Relations representative about the charges. The representative could not clearly explain how I owed a previous balance and the increased charges on my bill. The representative stated \$10.00 was credited to my account but I still owed \$41.77 based on a timing issue. The representative stated Nicor would credit the late fee of less than \$1.00 for my inconvenience.

6. I received a letter from Nicor dated March 20, 2009 notifying me that a courtesy credit of \$41.77 had been applied to my account.

7. I have been overcharged for gas service for the past four months. I have been dealing with this issue now for four months with no resolution. I continue to be billed at two different higher rates for gas on the following statements. Bill Period 12/15/08-1/01/09 \$275.87 Bill Period 1/15/09-2/13/09 \$530.23 Bill Period 02/13/09-3/17/09 \$688.11

7. I have continued to receive statements from Nicor with double charges. I have requested my account be reviewed and a corrected bill be sent out for the last three month period.