

STATE OF ILLINOIS

ILLINOIS COMMERCE COMMISSION

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COMMERCE COMMISSION

FEB 27 11 24 AM '01

CHIEF CLERK'S OFFICE

CITIZENS UTILITY BOARD)
Request for an investigation)
into the current structure of the Nicor)
Customers Sect Pilot Program and the)
Proposed Changes filed August 10, 2000,)
Meet the Public Interest Standards and)
Other Requirements Set Forth in the)
Public Utilities Act. 220 ILCS 5/4-101;)
220 ILCS 5/8-101; 220 ILCS 8-102)

Docket No. 00-0620

SUPPLEMENTAL EXHIBIT 2.2

OF MARTIN R. COHEN REBUTTAL TESTIMONY

ON BEHALF OF THE

CITIZENS UTILITY BOARD

FEBRUARY 26, 2001

CUB Consumer Inquiry

Date: 1/17/01

Call Taken By: martin

Utility Company NICOR

Concern Company Program

Caller First Name:

Name On Account
First

Address:

Summary

Caller states that she cannot get NiCor Gas to send \$ form LIHEAP to NiCor Energy.

CUB Consumer Inquiry

Date: 2/13/01

Call Taken By: Sarah

Utility Company NiCor

Concern Company Program

Caller First Name

Name On Account
First

Address:

Summary

Caller is upset because he was solicited in February 2000 to sign up with NiCor Energy. He was promised a locked-in rate of 26.5 cents/ therm, which he never got. He believes that this is fraud, and is upset that neither the AG office nor the ICC can do anything about this.

CUB Consumer Inquiry

Date: 2/13/01

Call Taken By: Sarah

Utility Company NiCor

Concern Natural Gas Prices/ Company Program

Caller First Name

Name On Account
Firs

Address:

Summary

Caller is upset that natural gas prices are so high. When he calls NiCor, they tell him to sign up for the Customer Select program, but he is afraid that this is just a scam.

CUB Consumer Inquiry

Date: 2/13/01

Call Taken By: Martin

Utility Company NiCor

Concern Customer select plan

Caller First Name:

Name On Account:
First

Address:

Summary

Wants to know if he should sign up w/customer select?

CUB Consumer Inquiry

Date: 1/23/01

Call Taken By: Sandra

Utility Company NICOR

Concern Company Program

Caller First Name:

Name On Account:
First

Address:

Summary

Customer states that she thought she was getting a locked in price and felt what NICOR did was deceptive.

CUB Consumer Inquiry

**CUB Utility
Response:**

Mail to Home: 119 Brentwood Trail/
Elgin, IL 60120

CUB Consumer Inquiry

Date: 1/20/01

Call Taken By: Martin

Utility Company NICOR

Concern Company Program

Caller First Name

Name On Account
Firs

Address:

Summary

Consumer states she was quoted a lower rate than she is currently paying.

CUB Consumer Inquiry

Date: 2/8/01

Call Taken By: Sandra

Utility Company NICOR

Concern Company Program

Caller First Name

Name On Account
First

Address:

Summary

Customer was solicited by NICOR Energy and told that her \$5,700 bill would have been \$3,000 had she switched to NiCor Energy.

CUB Consumer Inquiry

Date: 2/12/01

Call Taken By: Sarah

Utility Company NiCor Energy

Concern Company Program

Caller First Name

Name On Account
Firs

Address:

Summary

Caller signed up for NiCor Energy to be his supplier starting in May 2000. He was under the impression that he'd be paying 15% less for natural gas than those NiCor gas customers who did not choose their own supplier. He has gone back over his bills, and it looks like he only has saved 6% so far. He believes that this program was fraudulently marketed.

CUB Consumer Inquiry

Date: 2/12/01

Call Taken By: Sarah

Utility Company NiCor Energy

Concern Company Program

Caller First Name

Name On Account
First

Address:

Summary

Caller is a NiCor Energy customer, through NiCor Gas' Customer Select Program. He wanted to voice his complaint against this company, as he was promised a 26.5 cent/ therm rate that he never saw, and he was led to believe that, by selecting NiCor Energy, he was basically staying with NiCor gas.

CUB Consumer Inquiry

Date: 1/23/01

Call Taken By: Sandra

Utility Company NiCor

Concern Customer select program

Caller First Name

Name On Account
First

Address:

Summary

Consumer wants to know how to go about switching suppliers w/in the Customer select program.

CUB Consumer Inquiry

**CUB Utility
Response:**

Contact supplier to inquire about penalties w/ regards to such a switch.

CUB Consumer Inquiry

Date: 1/31/01

Call Taken By: Sarah

Utility Company NICOR

Concern Company Program

Caller First Name:

Name On Account:
First

Address:

Summary

Caller states that she received a letter from NiCor Energy telling her that her 3-year contract was up, and she could go with another supplier if she wished. She called us to find out if we had any advice.

CUB Consumer Inquiry

Date: 1/29/01

Call Taken By: Sarah

Utility Company NICOR

Concern Billing/Company Program

Caller First Name:

Name On Account:
First

Address:

Summary

Caller did not want to give his address or phone number. He just wanted to bring to our attention the fact that Nicor Energy's cost per therm does not jive with what the company is charging him per therm. He also states that his contract with the company mentions nothing about the "Storing balancing and transition charge" which costs him around \$4 each month.

CUB Consumer Inquiry

Date: 2/ 2/01

Call Taken By: Sarah

Utility Company NiCor Energy

Concern Billing/ Contract

Caller First Name:

Name On Account
First

Address:

Summary

Caller signed up with NiCor Energy as her natural gas supplier, since the company promised her lower rates. Her contract stated that she could exit at any time, which she is now trying to do. By 1/9, she was told that she would no longer be with the supplier. But as of today, she still is. She is being charged high rates by NiCor Energy, and would like out of the contract.

CUB Consumer Inquiry

Date: 2/6/01

Call Taken By: Sarah

Utility Company NICOR

Concern Billing

Caller First Name

Name On Account
First

Address:

Summary

Caller states that NiCor had been underestimating his bills for 9 months. When he was finally backbilled as a result, NiCor Energy, his natural gas supplier, charged him all the way back at today's higher rate (for a total of \$1100). When customer calls NiCor Gas, they point the finger at NiCor Energy; and vice versa.

CUB Consumer Inquiry

**CUB Utility
Response:**

Called Tom at NiCor Energy, who emphasized that his company would pro-rate the billing in such an instance, and if this did not happen in Mr. Lyons' case, I could give Mr. Lyons his phone number so they could try to resolve this. Called Mr. Lyons and gave him Tom's number 2/6.

CUB Consumer Inquiry

Date: 1/9/01

Call Taken By: Martin

Utility Company NICOR

Concern Company Program

Caller First Name:

Name On Account:
First

Address:

Summary

Caller states they signed up w/NiCor Energy in 4/00, paid \$30-\$40/month. They just got a \$224 bill, but NiCor gas says they cannot get on budget, but NiCor Energy says they should be able to. Caller states they cannot pay this bill (due 1/26) & fear disconnection.

CUB Consumer Inquiry

Date: 1/11/01

Call Taken By: Martin

Utility Company NICOR

Concern Company Program

Caller First Name:

Name On Account
First:

Address:

Summary

Caller states that he was promised a rate of \$0.25/therm, he is now being charged \$0.60/therm.

CUB Consumer Inquiry

Date:

Call Taken By:

Utility Company

Concern

Caller First Name:

Name On Account
First

Address:

Summary

Which suppliers have the best deal?

CUB Consumer Inquiry

Date: 1/11/01

Call Taken By: Martin

Utility Company NICOR

Concern Company Program

Caller First Name:

Name On Account
First

Address:

Summary

Caller states that he was promised a rate of \$0.25/therm, he is now being charged \$0.60/therm.

CUB Consumer Inquiry

Date: 1/4/01

Call Taken By: Martin

Utility Company NICOR

Concern Company Program

Caller First Name:

Name On Account
First:

Address:

Summary

Caller wants info on Customer Select.

CUB Consumer Inquiry

Date: 1/4/01

Call Taken By: Martin

Utility Company NICOR

Concern Company Program

Caller First Name:

Name On Account
First

Address:

Summary

Caller wants info on Customer Select.

CUB Consumer Inquiry

Date: 10/13/00

Call Taken By: Sandra

Utility Company GENERAL INFORMATION

Concern General Inquiry

Caller First Name:

Name On Account
First:

Address:

Summary

Customer received info from Connect Illinois, Executive Director Eric Robinson and wanted to know if

CUB Consumer Inquiry

Date: 1/8/01

Call Taken By: Sarah

Utility Company NICOR

Concern Company Program

Caller First Name:

Name On Account
First:

Address:

Summary

Caller was solicited by NiCor to sign up for the customer select program. He wanted any information on this that we had, to aid him as he made a decision.

CUB Consumer Inquiry

**CUB Utility
Response:**

Explained the pros and cons as I understood them.

CUB Consumer Inquiry

Date: 1/11/01

Call Taken By: Sandra

Utility Company NICOR

Concern Company Program

Caller First Name:

Name On Account
First

Address:

Summary

Customer seeking info on Customer Select Program.

CUB Consumer Inquiry

**CUB Utility
Response:**

Will mail once available.

CUB Consumer Inquiry

Date: 2/ 8/01

Call Taken By: Sarah

Utility Company NICOR

Concern Natural Gas Prices/ NiCor Energy

Caller First Name

Name On Account
Firs

Address:

Summary

Caller wanted to voice his complaint re: high natural gas prices. He is also an unsatisfied NiCor Energy (via customer select) customer. He states that the company marketed itself very aggressively and he was unpleasantly surprised to find that he would not be getting that 26.5 cent/therm rate.

CUB Consumer Inquiry

**CUB Utility
Response:**

Sent him information on CUB 2/13.

CUB Consumer Inquiry

Date: 1/25/01

Call Taken By: Sarah

Utility Company NICOR

Concern Budget

Caller First Name:

Name On Account:
First

Address:

Summary

Caller's company is with NiCor Energy. He called to find out about getting on a budget, and was told that he could, but NiCor energy would charge him 1.5% interest.

CUB Consumer Inquiry

Date: 1/22/01

Call Taken By: Martin

Utility Company NICOR

Concern Company Program

Caller First Name

Name On Account
First

Address:

Summary

caller states he was quoted a locked-in price.

CUB Consumer Inquiry

Date: 1/8/01

Call Taken By: Sarah

Utility Company NICOR

Concern Company Program

Caller First Name:

Name On Account:
First

Address:

Summary

Customer owns an apartment building. When he was solicited to sign up for the Customer Select Program, he signed up with NiCor Energy as his supplier, and had been promised a per therm rate of 26.5 cents. He never paid this amount, however. Customer wanted to voice his complaint, and would be happy to assist CUB however he can.

CUB Consumer Inquiry

Date: 1/16/01

Call Taken By: Sarah

Utility Company NICOR

Concern Company Program

Caller First Name

Name On Account
First

Address:

Summary

Caller wanted information on NiCor's customer select program.

CUB Consumer Inquiry

**CUB Utility
Response:**

Discussed with her some of the things that she should look out for.

CUB Consumer Inquiry

Date: 1/23/01

Call Taken By: Sandra

Utility Company NiCor

Concern Customer select

Caller First Name

Name On Account
First

Address:

Summary

Consumer wants to know if CUB has any info that compares/evaluates NiCor's customer select program.