

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

ORIGINAL

For Commission Use Only:  
Case: 09-0288

FORMAL COMPLAINT

ILLINOIS  
COMMERCE COMMISSION

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

2009 JUN 18 A 11:11 AM

Regarding a complaint by (Person making the complaint):

Robert S. Held  
CHIEF CLERK'S OFFICE

Against (Utility name):

Nicor Gas

As to (Reason for complaint):

Nicor charged me for - and withdrew funds without notice - gas used at a home I rent out. The withdrawal was taken automatically from my account at my residence - even though the charges were incurred at a different property. The charges were incurred before I owned the home.

in Flossmoor Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

3142 Redwood Court

The service address that I am complaining about is

2227 Hutchison + 3142 Redwood CT, Flossmoor

My home telephone is

[312] 282 9082

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[312] 332 - 5530

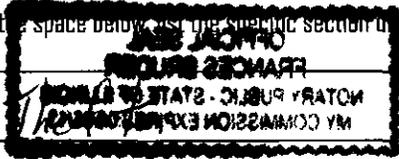
My e-mail address is

Robertsheld@gmail.com

I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) Northern Illinois Gas Company (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.

1. In late 2008, ~~tenants in the~~ prior owner incurred charges for gas.
2. After I bought the <sup>Property</sup> ~~house~~, the charges were eventually recovered by an auto withdrawal from an account for my <sup>(different)</sup> home. Efforts to fix this were met w/ hostility and indifference.
3. To be clear, the charges were incurred at a rental property I later purchased - not my home. The charges were incurred before I owned the property.

Please clearly state what you want the Commission to do in this case: ① Order the Respondent to apologize in writing.

② Order the Respondent to never do this again.

③ Ensure my credit report is completely fixed.

**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: June 16 2009  
(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, Robert S. Held, 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.

[Signature]  
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) June 16, 2009

[Signature]  
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.