

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 09-0347

ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

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

ORIGINAL

CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

Candice Donaldson

Against (Utility name):

Nicer GAS (Exelon)

As to (Reason for complaint)

Charge utilities to me and put in my name without permission from me or my spouse.

Nicer is also putting bill on multiple accounts in my name. I have a legal lease for any and all properties that state tenant pays all utilities. in Rockford Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

14854 Route 72 E Davis Junction IL 61020

The service address that I am complaining about is

3112 Kishwaukee St Rockford IL 61109

My home telephone is

[815] 742-5110

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

[815] 742-5110

My e-mail address is

RealtorCandice@aol.com

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

(Full name of utility company)

~~Exelon~~ ~~Gas~~ NICER 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.

83:280.135 (a) OR 83:280.135 (b) (a)
IF I DID NOT PERMIT TO PUT THE CHARGES UP. TENANT DID NOT MAKE SERVICE. GAS SHUT OFF IN 2009 - BILLED ME UNTIL APRIL 2009 - PIPES FROZEN WHEN I WAS NOT WATCHING OR MY PERMISSION. THEY HAVE PUT IT ON MY CREDIT FOR SERVICES I DID NOT RECEIVE PUT ON MULTIPLE ACCOUNTS NOT MINE. I GOT NOISE BAR NOT 31 MINE

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. \$475.00 Services I did not receive Nicergas has chosen to use my private information including Social Security Number to charge me for something I did not agree to for services.
 2. I have legal docs. proving this is not my service. Nicergas has
 3. Chosen to put it on my credit report turn it over to a collection agency and ding my credit. This is Fraud to use my info without my permission. Back billed me several months. I did not have any notice.
 4. I was not there pipes frozen & busted 3/2009 I got noyse back
- Please clearly state what you want the Commission to do in this case: ~~that I not be held responsible for the service for tenants bill.~~
 That I not be held responsible for the service for tenants bill.

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: 7/29/09 (Month, day, year) Complainant's Signature: Candice Donaldson

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, Candice Donaldson, 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.

Candice Donaldson
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) July 29, 2009

Elyse Farzaneh Moayyad
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.