

For Commission Use Only:

Case: 09-0349

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):

JEFFREY TERBERG

Against (Utility name):

NICOR

As to (Reason for complaint)

CHARGES REGARDING NATURAL GAS USAGE.

in ELGIN Illinois.

CHIEF CLERK'S OFFICE
1009 AUG - 31 P 2:27
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

41 W/470 PARD ROAD, ELGIN, IL 60124

The service address that I am complaining about is

S/A/A

My home telephone is

(847) 464-4040

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

(847) 815-6222

My e-mail address is _____

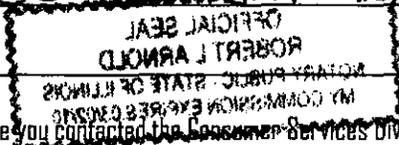
I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) NICOR

(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-TL Amendment 280.80, 280.90



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 EXHIBIT A

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

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 2009
(Month, day, year)

Complainant's 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

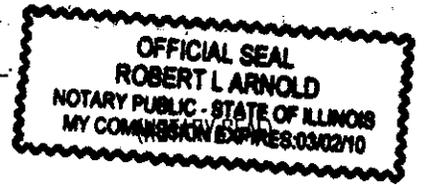
A notary public must witness the completion of this part of the form.

I, JEFFREY A. TERNBERG, 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.

Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 7-29-2009

Signature, Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

EXHIBIT A

1. Nicor Gas supplied gas and billed to my account 77-27-77-26970 beginning February 2003 through February 2007. These bills were paid in full and on time.
2. Nicor Gas estimated meter reads from February 2007 through April 2008. These bills were paid in full and on time.
3. Early to mid 2007 a Representative from Nicor called stating they were having problems while changing their computer systems over, and she was looking into an out of the ordinary meter reading on my account I never received. While on the phone I read the meter to her and we agreed the estimated reading was in excess of the actual reading I just gave her. She called this a "misread". She stated she fixed the extraordinary meter read while I was on the phone with her. I continued to receive estimated billing statements through April 2008, which were paid in full and on time.
4. In April 2008 a representative from Nicor Gas made an actual meter reading, this bill was paid in full and on time.
5. The next bill I received, June 2008, was for more than \$9,200.00 In addition to all of the other payments. Nicor Gas called this a corrected bill.
6. I immediately called customer service and was bounced from dept. to dept from June 2008 to October 2008. I finally received a call back from someone who stated that she is the only one in the Chicago area that investigates these situations and that she was too busy to look at this situation. She referred me to Debbie out of Moline to complete a site visit. Debbie could not interpret or explain the meter history reports she brought on October 9, 2008. She found mistakes in her own printouts and said she needed to look at everything at the office because the reports were incorrect. She also informed me she wanted to remove the existing meter & regulator and have them tested, than install a replacement which was done a few days later. Approximately 2 weeks later Debbie left a message and stated the meter tested within their tolerances and was operating properly. She also informed me this is a computer problem not a meter problem and that she was unable to help me any further. Debbie suggested I file a complaint with the Illinois Commerce Commission.
7. In May 2009 I received a billing statement with a credit of more than \$5500.00 stating a billing adjustment and late pay charges refunded.
8. From June 2008 through July 2009 I have been trying to resolve this problem. I have contacted numerous customer service representatives, supervisors, the legal department and the Illinois Commerce Commission to no avail.
9. I have accurate actual meter reads and I am willing to pay for the amount of gas I have used. I am not willing to pay anything towards the erroneous computer generated estimation received June 2008.