

I would prefer the mediation be in Chicago.

The relief amount I request is \$1500.00. I went thru stress with this incident, ruining my credit, and believe the Nicor tech was wrong. I truly believe that he was wrong and the leak was outside or my family would not be living.

There was no bargaining with payment as to the amount, I support 6 people and could not meet the payments Nicor required plus all added late charges they would not waive.

I tried to mediate with Nicor thru Lisa Madigan to no avail.

That is why this step is the next step with the ICC



www.nicorgas.com

CAUTION: UNSATISFACTORY CONDITION

An unsatisfactory condition has been found at this address. In the interest of your safety, you are urged to have it corrected.

Address 652 Nantucket Way

Town Felton Lake

Date 4/11/08 Meter number 3159400 Employee no. 51318 Supervisor no.

Provide code number(s) for condition(s) found and indicate status:

- Central heat
 - Room heater
 - Water heater
 - Range
 - Dryer
 - Piping
 - Other
- Appliance disconnected
 - Left on
 - Valved off
- Comments Leak on 1"
Elbow on Main
Piping By water
Heater

- Meter left:**
- On
 - Off
- Customer:**
- Owner
 - Tenant

- Temporary repair made:**
- Yes
 - No
- Refused to sign
 - Not available

Customer:

For your safety, have your contractor thoroughly check the affected appliance. Call 1-888-Nicor4u (1-888-642-6748) if you have a question about the problem(s) found by our service person.

This is to acknowledge that I have been advised by a Nicor Gas employee of an unsatisfactory condition and action taken at the above address. I should take immediate steps to have the condition corrected.

[Signature] 4/11/08
Customer signature Date

CUSTOMER

Guidelines for conditions to be evaluated

- 1 Gas appliance equipment drawer, panels or doors not in position.
- 2 Appliances installed where the combustion or ventilation air is obtained only from a bathroom, bedroom, or a room used for sleeping.
- 3 Appliances other than sealed combustion are installed in a garage with burner or burner ignition device less than 18 inches from the floor.
- 4 Automatic appliances with altered, defective or missing safety devices.
- 5 Unvented room heater installed in sleeping quarters, bathroom or any confined space.
- 6 Appliance improperly vented.
- 7 Venting system blocked, rusted, disconnected or not sealed.
- 8 Vent connectors that are touching combustibles or where combustibles show evidence of scorching.
- 9 Solid fuel-burning appliances vented into Type B or BW gas vents or into chimney above any gas-burning appliance.
- 10 Appliance observed to be operating improperly by evidence of the following:
 - Spillage, sooting or discoloration of the appliance near the burner or vent areas.
 - Improper flame characteristics.
- 11 Dryers exhausting into chimney.
- 12 Gas leak not repaired, valved off or disconnected.
- 13 Gas piping in circulated air duct.
- 14 Gas valve or fuel line not plugged or capped. Plug or cap same.
- 15 Plastic tubing or fittings installed indoors.
- 16 Appliance connectors that are exposed to damage by one of the following:
 - Not installed entirely in one room
 - Not secured from excessive vibration.
 - Multiple connectors.
- 17 Pounds-to-inches regulator without vent limiter or not piped to outdoors atmosphere (2 psig customers).
- 18 No temperature and pressure relief valve, or installed in the cold water line, or if located more than six inches above the top of the tank.
- 19 Temperature and pressure relief valve discharge connection plugged or capped.



Nicor Gas
P.O. Box 2020
Aurora, IL 60507-2020

www.nicorgas.com/myaccount

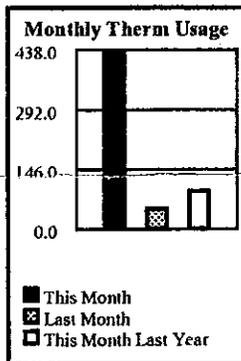
1 888 NICOR 4U 1 888 642-6748

Energy

Average Daily Cost	
2008	\$15.51
2007	\$3.58

Average Daily Therms	
2008	13.69
2007	3.32

Total Degree Days	
2008	851
2007	620



Visit the "My Account" section of nicorgas.com where you can conveniently:

- Pay your bill
- Sign up for email reminders, Auto Payment and Budget Plan
- Make payment arrangements
- Submit a meter read
- View your gas use history

Service For:
David Vogel

Account 76-10-38-9554 6

Payment Information

Previous Balance	69.61
4/03 Payment received, Thank you!	-69.61

Total Payments and Balances \$0.00

General Adjustments

4/25 Material Charge	23.15
4/25 Service Charge	84.77

PIPE \$107.92

For gas service at the following location:
652 Nantucket Way, Island Lake

Meter Reading Meter Number 3159400

Current: 8741 Actual Reading - April 7, 2008
Previous: 8309 Estimated Reading - March 6, 2008
Difference: 432 (32 days)
Conversion to Therms: 432 X 1.014 BTU Factor = 438.04 Therms

Residential Gas Heat Service

Delivery Charges

Monthly Customer Charge	8.85
First 20 Therms 20 @ \$0.1473	2.95
21 - 50 Therms 30 @ \$0.0579	1.74
Over 50 Therms 388.04 @ \$0.0519	20.14
Environmental Cost Recovery 355.91 @ \$0.003 =	1.07
Environmental Cost Recovery 82.13 @ \$0.0024 =	.20
Franchise Cost Adjustment	.36
	\$35.31

Natural Gas Cost

355.91 Therms x \$0.97	345.23
82.13 Therms x \$0.99	81.31
	\$426.54

Taxes

Municipal Utility Tax \$461.85 @ 5.15%	23.79
Utility Fund Tax \$461.85 @ 0.1%	.46
State Revenue Tax 438.04 @ \$0.024 =	10.51
	\$34.76

Total Current Bill Amount \$496.61

Total Amount Due \$604.53

Bill Date 4/25/2008, due by 5/19/2008

Please detach and return with your payment



Current bill \$604.53 due by 05/19/2008

Due by 5/19/08

\$604.53

35314 1 AT 0.334
David Vogel
652 Nantucket Way
Island Lake IL 60042-9766



Indicate amount added for Sharing:

\$ _____

Account 76-10-38-9554 6

PO BOX 416
AURORA IL 60568-0001



76 10 38 9554 6 0000604538 0000604538 9



Nicor Gas
P.O. Box 2020
Aurora, IL 60507-2020

nicorgas.com/myaccount
1 888 Nicor4U 1 888 642-6748

ATTACHMENT A

Account Summary for David Vogel

Account Number:	76-10-38-9554 6
Meter Number:	3159400
Service Address:	652 Nantucket Way, Island Lake
Bill Period:	03/06/09 - 04/06/09 (31 days)
Bill Issue Date:	04/07/09
Total Previous Balance	\$1,449.11
Payment Received 03/10/2009 - Thank you!	-\$50.00
Payment Received 04/07/2009 - Thank you!	-\$40.00
Remaining Balance	\$1,359.11
New Charges - Utility	\$121.43
Total Amount Due	\$1,480.54

A Message for You

Your natural gas delivery rates have changed. For more information you can visit nicorgas.com/newrates. You will also receive a special insert in one of your next two bills that includes details on the adjustments to your monthly costs.

If you have already mailed your payment, thank you. If not, please send it today. Call us at 1 800 310-0566 to discuss arrangements. Bills 30 days or more past due and over \$100 are reported to credit bureaus.

New Charges - Residential - Heat

Rate 1: Residential Service

Delivery Charges 03/06/2009 - 04/02/2009	\$18.67
Monthly Customer Charge	8.00
First 20 Therms 18.06 @ \$0.1473	2.66
21 - 50 Therms 27.1 @ \$0.0579	1.57
Over 50 Therms 106.87 @ \$0.0519	5.55
Environmental Cost Recovery 141.17 @ \$0.0036 =	0.51
Environmental Cost Recovery 10.86 @ \$0.0048 =	0.05
Franchise Cost Adjustment (for 28 of 31 days)	0.33

Natural Gas Cost	\$65.37
March @ 141.17 Therms x \$0.43	60.70
April @ 10.86 Therms x \$0.43	4.67

Taxes	\$8.06
Municipal Utility Tax for Island Lake \$84.04 @ 5.15%	4.33
Utility Fund Tax \$84.04 @ 0.1%	0.08
State Revenue Tax 152.03 @ \$0.024 =	3.65

Delivery Charges 04/03/2009 - 04/05/2009	\$2.17
Monthly Customer Charge	1.35
All Therms 16.29 @ \$0.0453	0.74
Environmental Cost Recovery 16.29 @ \$0.0048 =	0.08

Please see the reverse side of this bill for additional billing explanations.

Please do not include written inquiries as the stub is processed by machine. Return this portion with your check made payable to Nicor Gas.



Please check a box to add a one-time charitable donation to Sharing:

\$2 \$5 \$10 \$25

MDG2009 00005812 1 AV 0324 1

David Vogel
652 Nantucket Way
Island Lake, IL 60042-9766

Account Number: 76-10-38-9554 6

Natural Gas Cost	\$7.00
April @ 16.29 Therms x \$0.43	7.00
Taxes	\$0.87
Municipal Utility Tax for Island Lake \$9.17 @ 5.15%	0.47
Utility Fund Tax \$9.17 @ 0.1%	0.01
State Revenue Tax 16.29 @ \$0.024 =	0.39
Other Charges	\$19.29
Late Pay Charge 04/06/2009	19.29
Total	\$121.43

Handwritten notes and calculations:

- 1480.54
- 451.08
- 257.38/mo
- 833.46
- 608/mo
- 1029.46
- 529.46
- 1372.63
- 343.16
- 500.00

Total Amount Due
\$1,480.54

Past due balance is \$1359.11 due now.
Current bill \$121.43 due by 04/29/2009

PO BOX 0632
AURORA, IL 60507-0632



FINAL NOTICE PRIOR TO DISCONNECTION

IMPORTANTE

Esta noticia afecta sus derechos y obligaciones y debe traducirse inmediatamente

David Vogel

(452) down payment

ACCOUNT NO
76-10-38-9554 6

- 888-642-6748

This is NOTICE to you that your GAS service is subject to be DISCONNECTED on or after April 16, 2009.

To prevent interruption of your gas service, please make immediate payment of:

Past due utility charge in the amount of \$1,251.19
Deposit due in the amount of \$0.00
TOTAL AMOUNT DUE \$1,251.19

(entire amount)

257.38 / MO
4 MO

Any questions concerning this notice should be discussed with our Customer Care credit specialist. Please call our Credit Assistance Center (CAC) at our toll-free number: 1-800-310-0566.

If service is disconnected, the total amount due must be paid before service can be re-established. A CASH DEPOSIT plus a standard RECONNECTION CHARGE may be due plus any additional charges resulting from disconnecting and reconnecting service other than at the meter.

In addition, there must be a responsible person 18 years of age or older present at the time of reconnection.

Energy Dept
888-642-6748

In the case of master-metered buildings, TENANTS are being notified of the pending DISCONNECTION of service.

If payment of the entire past-due balance at one time will impose a severe hardship, a "payment arrangement" (83 IL Administrative Code, Part 280.110 - Deferred Payment Agreement) may be available by contacting the CAC at the telephone number shown above. (See reverse side.)

If disconnection of gas service will aggravate an existing serious illness of a permanent resident of the premises, such action can be delayed for an initial period of 30 days, and renewable for another 30 days, if the illness is certified by letter to the company from a registered physician or local Board of Health. The written certification showing the name, business address and telephone number of the certifying party shall include the name of the ill person, nature of illness and the period of time during which termination will aggravate the illness. Initial certification by a registered physician or local Board of Health may be made by telephone if written certification is forwarded within five days.

As required by Illinois law, during the months of November through March, the director of your local or county Department of Public Health, your township supervisor or your county sheriff will be notified at least 24 hours prior to the termination of your gas service.

556.69

799.19

1929
18.08

Your service may be subject to disconnection due to a prior disconnect notice. Further billing will not nullify this NOTICE.

529.76

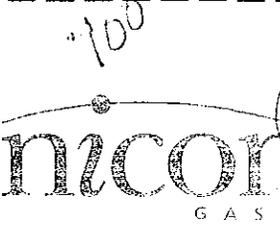
Nicor Gas personnel are on duty during regular office hours for the explicit purpose of hearing any complaints you may have concerning, among other things, our service, customers' bills, billing practices and deposit requirements. If your complaint is not resolved to your satisfaction, please ask to be referred to a supervisor. If the supervisor cannot help you, call the Consumer Services Division of the Illinois Commerce Commission at 1-800-524-0795. Customers using a TDD call 1-800-858-9277.

4425 *5131*

A copy of the Illinois Commerce Commission's 83 Illinois Administrative Code Part 280, rules pertaining to customer credit, customer deposits, collection activities and disconnection of service is available for your reading at our General Office at 1844 Ferry Rd. in Naperville. Or you can review or obtain a copy at the Illinois Commerce Commission, Consumer Services Division, State of Illinois Building, 160 North LaSalle Street, Suite C-800, Chicago, IL 60601-3104 or 527 East Capitol Ave, P.O. Box 19280, Springfield, IL 62794-9280.

- over -

NCRDIS 001599 P



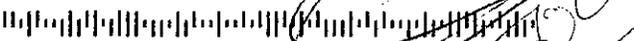
For service at 652 Nantucket Way Island Lake, IL

556.69

556.69

MDG2009 00001599 1 AT 0346 1

David Vogel
652 Nantucket Way
Island Lake, IL 60042



001599

P O BOX 310
AURORA, IL 60507-0310



Date: April 08, 2009	
ACCOUNT NO.	76-10-38-9554 6
DEPOSIT AMOUNT	\$0.00
UTILITY AMOUNT	\$1,251.19
TOTAL AMOUNT DUE NOW TO AVOID DISCONNECTION	\$1,251.19

565.04
1030
452
1482

800.11

565.04

76 10 38 9554 6 0001251198 0001251198 911