

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION **FORMAL COMPLAINT**

For Commission Use Only:
Case: 09-0520

ORIGINAL

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

Regarding a complaint by (Person making the complaint): Dennis Ward of ORREN Pickell Builders

Against (Utility name): ~~Alcor~~ Gas North Shore Gas (NSG)

As to (Reason for complaint) Bait + switch pricing. We contracted with our client based on ^{NSG} ~~Alcor~~ #5 and when we asked for service after payment was submitted ^{NSG} ~~Alcor~~ asked for more money.

in Mettawa Illinois.

CHIEF CLERK'S OFFICE
NOV-9 A 11:00
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 101 Waukegan rd STE 900 Lake Bluff ⁶⁰⁰⁴⁴

The service address that I am complaining about is 25300 Nektosha Way, Mettawa 60048

My ^{work} home telephone is [847] 572-5200 (AKA 850 Riverwoods)

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [847] 609-9554

My e-mail address is DWard@Pickellbuilders.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) ~~Alcor~~ Gas North Shore 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.

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.

Total Estimated Costs were (50ft @ 20#) of main work for \$1,000 plus the base agreement of 18,140. A Total of \$19,140 was paid to ~~Attor~~^{NSG} who then demanded another \$3,000 After the fact and has not begun to install service.

Please clearly state what you want the Commission to do in this case: ~~Attor~~^{NSG} should provide service based on their original pricing of which we have already paid.

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: 10/29/09 (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

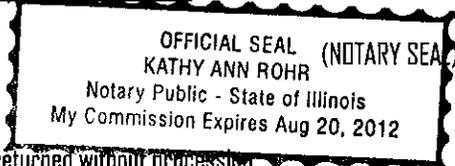
A notary public must witness the completion of this part of the form.

I, Dennis W. Ward, 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) 10/29/09

[Signature]
Signature, Notary Public, Illinois



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