

FORMAL COMPLAINT

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

Regarding a complaint by (Person making the complaint): Cheryl DeFrancisco

Against (Utility name): North shore gas

As to (Reason for complaint) Large bills due to a gas leak

ILLINOIS
COMMERCE COMMISSION
2009 NOV 18 A 9:20 AM
CHIEF CLERK'S OFFICE

in Long Grove, Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 7101 N. RFD Long Grove, IL 60060

The service address that I am complaining about is 25932 N. Rt 83 Long Grove, IL 60060

My home telephone is (73) 732-7100

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (73) 732-7100

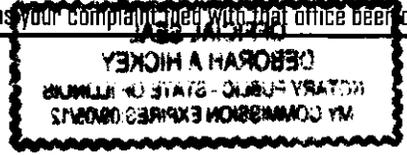
My e-mail address is _____ I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) North shore 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.
Gas leak outside near meter

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 March a worker from Northshore gas came to my house (25932 N. Rt 83 Mundelein / Long Grove, IL 60060) to fix a gas leak.
- ② Before they (Northshore gas) found the gas leak my bills were very high, since he fixed the leak the bills have been drastically reduced. Prior to them finding the gas leak I had called many times (Northshore gas) to see why my bills were so high.

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

Credit the amount of the bills that were due to the gas leak.

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: 11/15/09 Complainant's Signature: Cheryl DeFrancisco
(Month, day, year)

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, CHERYL DEFRANCISCO, 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.

Cheryl DeFrancisco
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) NOV. 15, 2009

Deborah A Hickey
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.

