

For Commission Use Only:

Case: 10-0042

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): TERESA BERRY

Against (Utility name): ~~NICOR SOLUTIONS~~ NICOR Advanced Energy

As to (Reason for complaint) OVER CHARGING OF FIXED BILL PLAN

ILLINOIS
COMMERCE COMMISSION
2010 JAN 19 P 12:56
CHIEF CLERK'S OFFICE

in Woodstock Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 108 Stewart Avenue Woodstock IL 60098

The service address that I am complaining about is 108 Stewart Avenue Woodstock IL 60098

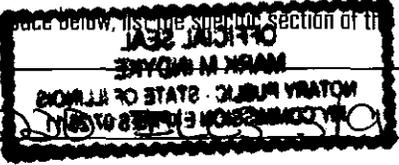
My home telephone is (815) 338-2213

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (815) 715-1988

My e-mail address is TERESA.BERRY@MSN.COM treeberr@sbglobal.net will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) NICOR SOLUTIONS (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.

- ① OVER A 28 MONTH PERIOD WAS OVER CHARGED BY \$2723.23
- ② FROM 9/2007-7/2008 OVER ~~PAID~~ CHARGED \$504.18
- ③ 8/2008-7/2009 OVER CHARGED \$1850.77
- ④ 8/2009-11/2009 OVER CHARGED \$368.28
- ⑤ COMPANY REFUSES TO PROVIDE DETAILED QUOTES FROM THIS TIME PERIOD

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

HELP TO FACILITATE REFUND / CREDIT. MAKE FIXED BILL PLAN MORE TRANSPARENT & EASIER TO UNDERSTAND.

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: 1/6/2010
(Month, day, year)

Complainant's Signature: *Teresa Berry*

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

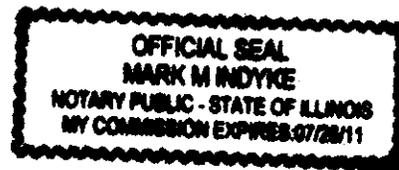
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

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

I, TERESA BERRY, 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.

Teresa Berry
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 1-8-10

Mark M. Indyke
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.