

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

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

For Commission Use Only:

Case: 10-0117

ORIGINAL

Regarding a complaint by (Person making the complaint): Ashraf Amaya

Against (Utility name): Nicor Gas

As to (Reason for complaint) Billed for the wrong meter for 7 years

in LaGrange Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 25030 Round Barn Rd, Plainfield, IL 60585

The service address that I am complaining about is 200 East Avenue, LaGrange, IL 60525 (common area)

My home telephone is [815] 791-2228

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [815] 715-1774

My e-mail address is f-amaya@comcast.net. I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Nicor 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.

83 IL Admin. Part 510

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

CHIEF CLERK'S OFFICE
2010 FEB 16
ILLINOIS COMMERCE COMMISSION

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.

Please see attachment # 1

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

Reimburse me for the seven years of incorrect billing

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: 02/10/10
(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

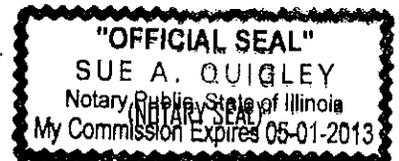
A notary public must witness the completion of this part of the form.

I, Ashraf Anwar, 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) Feb. 10, 2010

[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.

Attachment 1

1. I purchased the two unit apartment building at 200 East Avenue in La Grange, Illinois in June of 2002. At the time of purchase, the property was brand new (new construction).
2. Three gas meters where in place and the billing already established by Nicor Gas.
 - a. The meter numbers are:

Meter #02NG4011005	1 st floor apartment
Meter #02NG4011007	2 nd floor apartment
Meter #01NG396865	for the common area
3. I discovered in February of 2009 through conversations with a billing representative at Nicor Gas that the common area bill was incorrectly linked to the meter for the 2nd floor apartment. And the bill for the 2nd floor apartment was linked to the meter for the common area.
4. Through subsequent conversations with Nicor, I was told that they (Nicor) have billing records that go back at least 5 years because Nicor changed billing systems at that time.
5. I'm requesting a full reimbursement of the difference between the common area bill and the 2nd floor apartment bill for the seven years of incorrect billing from Nicor Gas.
6. This billing error is estimated to be approximately \$3,000 - \$5,000.