

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION NORMAL COMPLAINT

For Commission Use Only:
Case: 10-0414

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

ORIGINAL

Regarding a complaint by (Person making the complaint): RAFE SHENOUDA

Against (Utility name): NICORE GAS

As to (Reason for complaint) Please see attached

2010 JUN 28 P 11:13
COMMUNICATIONS SECTION

in Aurora Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 6626 BENTLEY - DARIEN, IL,

The service address that I am complaining about is 60561. Some

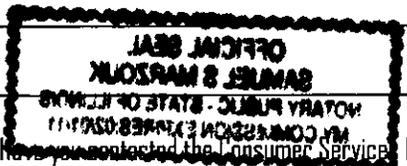
My home telephone is [630] 825-9300

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [630] 825-9300

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

(Full name of utility company) NICORE 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, Ch I, 200.210



Have you contacted the Consumer Service 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.

Please See Attached.

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

Remove Additional Charges.

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:

6/20/10
(Month, day, year)

Complainant's Signature:

Rafe Shenuoda

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.

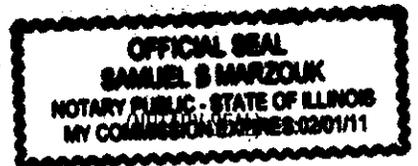
I, RAFE SHENOUDA, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Rafe Shenuoda
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year)

6/20/10

Signature, Notary Public, Illinois



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

The Complaint :

I had paid my bills to Nicor since I moved to my house during May-2009. While the bills are excessive, I paid the bills like all home owners.

Prior to May-2010, I received several cards from Nicor, indicating that my bill would be late and sorry for the inconvenience.

In May-2010, I received a bill from Nicor. The bill was the strangest bill I have ever seen. Some how, they have adjusted my account to the tune of -683.91. But some how I have new total charges of \$1386.13, with a bill now due of \$682.17. Having paid our bills pretty much on time, we almost went into shock.

I have attached this preposterous bill to this letter.

When I called Nicor to complain, they simply indicated that the bills were based on estimates. They also indicated that I had to pay the bills.

Facts:

- 1- I have lived in the house since May-2009. Nicor has sent me numerous bills before then, and since these bills were based on actual readings.
- 2- After doing actual reading from many months, Nicor decides for whatever reason to do "Estimated" readings for 3 months". After I pay my bills, they decide to charge me this exorbitant amount of money.
- 3- Like all Americans, trying to make ends meet, I base my budget on my monthly bills. To have Nicor reverse chargers at it's whim, when they decide to do actual readings again, is simply not right.

I request the commission to reverse the extra charges levied by Nicor. I further request that Nicor never does this practice again.

Regards,

Rafe Shenouda
6626 Bentley
Darien, IL. 60561