

Case: 10-0438

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): George Vukotich

Against (Utility name): Northern Illinois Gas Company d/b/a Nicor Gas Company

As to (Reason for complaint) Charging for services that were never provided. With holding information about charges. Deceptive business practices.

in River Forest, Illinois.

CHIEF CLERK'S OFFICE
2010 JUL -9 A 10:42
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1408 Bonnie Brae Pl. River Forest, IL 60805

The service address that I am complaining about is 7765 W. North Avenue, River Forest, IL 60305

My home telephone is [708] 259-3686

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708] 259-3686

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

(Full name of utility company) Northern Illinois Gas Company d/b/a 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.
Section 500.330 Information to customers b) Each utility shall, upon request, specifically inform any customer as to the conditions under which efficient and economical service may be secured from its system. Along with aspects of section 280.

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.

Please see attached page.

Please clearly state what you want the Commission to do in this case:
Have Nicor refund all fees charged, plus pay interest on the money held. Nicor should also be fined for violating the Administrative Code. Nicor should also be required to tell customers of any type charges like this in the sales process.
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: June 24, 2010 Complainant's Signature: George Vukotich
(Month, day, year)

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

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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

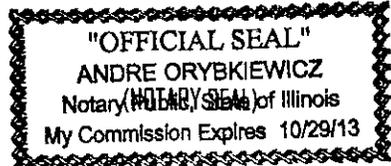
A notary public must witness the completion of this part of the form.

I, George Vukotich, 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.

George Vukotich
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 7-3-10

Andy Orsky
Signature, Notary Public, Illinois



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

June 24, 2010

George Vukotich, 7765 W. North Avenue -- Complaint against Nicor Gas Company

Nicor claims to have all documents including dates and amounts going back to 2004. They state their computer system was changed at that time and cannot retrieve information prior to that.

In 2001 I was involved in the purchase and rehab of a building located at 7765 W. North Avenue in River Forest, IL 60305.

As part of the rehab process the units were reconfigured.

Nicor was contacted about having each unit pay its own gas bill.

Nicor did some reconfiguration including adding an additional meter which would be used in the future as the unit was leased.

As time transpired to this date the unit has never been leased. The service never connected to or used.

On a few occasions Nicor representatives called and came out to check if the meters and service were working properly. Each time they saw that the meter had not been connected to nor the service used. At one point they even connected a device on the outside of the building (damaging brick work in the process).

A few months back an individual from Nicor contacted me again asking about using the service. I again indicated to her that the space had still not been leased. At that, the first time ever, she indicated we were being charged \$40 per month even though we had never used the service.

Nicor never indicated there would be a charge for a meter that was never connected to or a service that were never used.

This is a deceptive trade practice. Nicor did this without ever notifying me there would be any charge for a service that was never used.

Utility bills are difficult enough to read without having an organization like Nicor hide fees to take advantage of its consumers.

Nicor should refund all fees charged plus pay interest on the money and should be required to notify consumers anytime there will be additional charges for things like this.