

CONFIDENTIAL
2010 OCT 22 A 10:42

FORMAL COMPLAINT

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

ORIGINAL

~~INFORMAL COMPLAINT # 2010-07028~~

Regarding a complaint by (Person making the complaint): FRANCIS J. OTTO

Against (Utility name): NICOR GAS

As to (Reason for complaint) PAYING FOR THE WRONG GAS BILL FOR 10 1/2 YRS AND BEING OVERCHARGED FOR APPROXIMATELY 1654 THERMS OF GAS AND NICOR WILL ONLY MAKE ADJUSTMENTS FOR 4 1/2 YRS

in INDIAN HEAD PARK Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 7265 FLAGCREEK DR, INDIAN HEAD PARK, IL 60525

The service address that I am complaining about is SAME

My home telephone is [708] 246-5099

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708] 246-5099

My e-mail address is N/A 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.
UNKNOWN

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 I WAS OVERCHARGED APPROXIMATELY \$2067.14 FOR 1659 THERMS OF GAS FROM DEC. OF 1999 TO MAY 15, 2010 BECAUSE OF PAYING FOR WRONG GAS METER FOR 10 1/2 YRS
- ② NICOR WILL COMPENSATE ME FOR ONLY 4 1/2 YRS.
- ③ THEY HAVE PAID NO INTEREST ON MONIES OWED
- ④ NICOR'S REFUSAL TO NEGOTIATE IN A FAIR AND EQUATABLE SOLUTION FOR THEIR NEGLIGENCE BY ASSIGNING THE WRONG METER NUMBER TO MY ADDRESS
- ⑤ CHANGED MY ACCOUNT NUMBER TWO TIMES WITH OUT NOTIFYING ME

Please clearly state what you want the Commission to do in this case: THAT I BE COMPENSATED IN A FAIR AND EQUATABLE AMOUNT FOR THE ENTIRE 10 1/2 YRS INCLUDING INTEREST, THAT I BE COMPENSATED DAMAGES BECAUSE OF THEIR UNWILLINGNESS TO SEE MY RECEIPTS AND SETTLE THIS MATTER IN A EQUABLE WAY. MY LETTER IN REGARDS TO COMPLAINT # 5

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: October 18, 2010
(Month, day, year)

Complainant's Signature: Francis J Otto

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

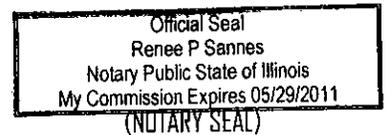
A notary public must witness the completion of this part of the form.

I, Francis J. Otto, 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.

Francis J Otto
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) October 18 2010.

Renee P. Sannes
Signature, Notary Public, Illinois



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