

For Commission Use Only:
Case: 10-0743

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): Martinez Auto Repair

Against (Utility name): Nicor Gas

As to (Reason for complaint) Being double charged for service.

2010 DEC 30 A 11:07
ILLINOIS COMMERCE COMMISSION
CONSUMER SERVICES DIVISION

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 815 1st Ave Rockford IL 61104

The service address that I am complaining about is 815 1st Ave Rockford IL 61104

My home telephone is [815] 703-8332

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [815] 968-7270

My e-mail address is Martinez-auto-repair-shop@yahoo.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.

83-11. Admin Code 280.110 (a), 280.160 (b)

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 sheet.

Please clearly state what you want the Commission to do in this case: *Help resolve this matter so that we are not being double billed for previous gas service.*

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: Dec 28, 2010
(Month, day, year)

Complainant's Signature: *Felipe Martinez*

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

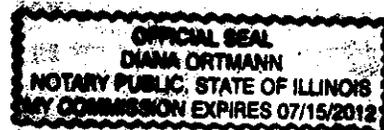
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

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

I, Felipe Martinez, 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.

Felipe Martinez
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 12/28/10

Diana Ortmann
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.

Nicor Gas Complaint

1. Our Nicor gas account was sent to NCO Financial Systems collection agency in 2006 and it was paid off on April 27, 2007. On Dec 15, 2009 I called Nicor Gas regarding connecting our service again. I was told that I had to speak with Mr. Coleman regarding a past due balance and I was transferred over to him. When I spoke with Mr. Coleman he said that per his records we still owed money to NCO Financial Systems that needed to be paid before our service could be reconnected.
2. I spoke with a representative at NCO Financial Systems named Doris. She confirmed that our account was paid in full. I asked her if she could send me something in writing that proved that but she said that she wasn't allowed to do that. She said that if anyone from Nicor contacted her she would be able to inform them that the account was paid in full. I asked her if she could call them but she said that it was against their policy to do that.
3. On Dec 17, 2009 I spoke with Mr. Coleman and informed him that per Doris a representative at NCO Financial Systems collection agency our account had been paid in full as of 2007 and had been closed. Mr. Coleman then told me that per his records there was still an outstanding balance of \$1,309.00 that was never paid. He said that he had confirmed it with the collection agency that it was still outstanding. I told him that I had spoken with the collection agency two days ago and that their records indicated that we had paid our balance in full as of 2007. I told him that I would call the collection agency again to see if they could send me any type of proof.
4. I called NCO Financial Systems again and asked to speak with Doris. I was told that she wasn't available so I spoke with Marcie. Marcie said that a balance did appear of \$1,309.00. I told her that I spoke with Doris two days ago and there was no balance. She told me I should contact Nicor Gas again because that didn't make any sense to her.
5. On Dec 21, 2009 I called Mr. Coleman again and spoke with him regarding the account. I faxed him copies of the disbursements that paid off the balance which was due. Once he received the copies of the disbursements he said that this amount was never initially sent to collection and had remained as outstanding in the Nicor billings department. I explained to him that that made no sense. Why would the billing department send only part of the amount that was past due to collection. Besides he had told me that on the 17th he had confirmed with the collection agency that it was still due.