

For Commission Use Only:

Case: 11-0437

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): Zhenyu Wang

Against (Utility name): North Shore Gas

As to (Reason for complaint) Billing issue

CHIEF CLERK'S OFFICE
2011 MAY 18 A 10:58
ILLINOIS
COMMERCE COMMISSION

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 7399 Bradford Ct, Gurnee, IL 60031

The service address that I am complaining about is 708 N Aspen Dr, Vernon Hills, IL 60061

My home telephone is (408) 826-1736

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (408) 826-1736

My e-mail address is ZYW6@hotmail.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) North Shore 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.

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 the attached sheet for details.

In sum, my total gas bill was based on an unreasonable estimate, not on the actual usage.

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

Approve a reasonable estimate of the gas usage at ~~30~~ cubic feet (12 + 12 + 8) in total, and readjust the final bill.

Jan ↑
Feb ↑
Mar ↑

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: May 14, 2011
(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

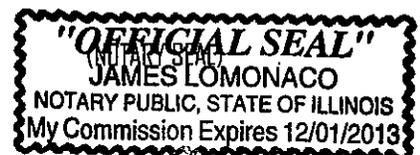
A notary public must witness the completion of this part of the form.

I, Zhenyu Wang, 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) 5/13/11

[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.

My complaint on North Shore Gas operational and billing irregularities:

1. My property was purchased in early Dec 2010, and had been vacant until the tenant moved in on Feb 27, 2011. Since nobody lived there, I turned off the air heating and put twater heater on vacation mode.
2. I turned on the gas service on Dec 16, 2011. North Shore Gas put me under 'Budget Billing Plan' without my authorization and consent. So my first bill (Jan 2011) was based on its estimates at 98 cubic feet usage. This unauthorized 'budget plan' was the beginning of the billing disaster.
3. North Shore Gas stated that it read the actual usage every other month for our developments. However, my Feb 2011 meter reading matched the Jan 2011 bill estimate exactly at 98 cubic feet usage. Astonished by the whopping 'actual' usage on a vacant unit, I called North Shore for clarification. One rep confirmed after a long wait that if the actual reading is lower than the prior estimate, the technician would use the prior estimate as the actual so it does not get into the negative usage and credit balance situation. T. Barragan at North Shore Gas denied its own statement.
4. After I requested termination of gas service on 2/25/2011 and North Shore assured me that it would acquire the actual meter reading on the next business day, North Shore did not read the meter until 3/18/2011, which was 21 days after my service termination request. This whole issue could have been avoided if North Shore Gas read the meter on the promised date.
5. The tenant moved in my property on 2/27/2011. Since North Shore did not have the actual reading from the service termination date, my final bill was based on the 'reasonable' estimate by North Shore Gas. My last month's usage was 8 cubic feet for 21 days.
6. My total bill was \$164 on a vacant property for 2.5 months. I did not believe this high usage was justified due to lacking the actual reading at termination and in-between and the heating being off. Especially, the usage from Feb 9th to Mar 1 was only 8 cubic feet (equivalent to 12 cubic feet on a monthly basis). How can it justify a whopping 98 cubic feet usage for Jan and Feb?
6. After my dozens of contacts with North Shore Gas trying to adjust the bill to a reasonable amount failed, I opened a case with Illinois Commerce Commission. While the case remains open, North Shore Gas sent my bill to Collections. Now Collections called my cell phone and office several times a week. Meanwhile, North Shore still sent the bill to me after it sent my account to Collections.
7. Bad business practices like these need to stop, and consumer rights need to be protected. Small consumers need ICC's help!