

Illinois Commerce Commission

527 East Capitol Avenue

Springfield, Illinois 62701

Hello,

My name is Mary Ann King and I'm writing to you to complaint about the misuse of funding by Ni-Cor Gas. On a prior complaint (#2010-01293) I informed I.C.C. that I had gone to LIHEAP and they had approved my application and I needed to make a good faith payment of \$75.00 then call Ni-Cor and schedule a reconnection date. I talked with Ni-Cor and was told to pay the \$75.00 and call back with the receipt # and they would connect me. When I called back I was told that the service would not be restored because of tampering. At the time , I was not occupying the apartment because the lights where off also. When I went to the apartment I notice that there had been some squatters occupying the apartment. I notice that the bedroom window was broken and my landlord informed me to file a police report. I went to the Police Department on 02/03/10 to file the report. On 02/04/10 I talked to Omaira, a I.C.C. representative and was asked to fax over the police report. I talked back and forth with Omaira and Ni-Cor until 03/12/10 when Ni-Cor asked me to fax over the police report. At the time, an agreement was not reach but Ni-Cor knew I was not pleased with the bill amount.

On 11/04/10 I was contacted by Ni-Cor to reach a settlement agreement if I would drop the initial complaint. The Ni-Cor representative Chad, offered to settle the bill(Account #80-21-04-5849 5) with a remaining balance of \$356, which was to be paid in four installment payment of \$84.00 a month. I asked Chad about the \$988.00 that LIHEAP had awarded me and I was told that the money hadn't been placed on the account yet. He said there was a promise to pay on 01/20/10. At this point, Chad had every opportunity to inform me of the additional grant money that was promised to be paid; otherwise I would have never agreed to this arrangement. I didn't learn of the additional money until I complained about a disconnection notice I received. I asked about the \$988.00 that hadn't been posted yet and that's when I found out about the additional \$1565.00. I went to LIHEAP (05/26/11) and was told about the additional funding of \$1565.00 that was awarded on 10/21/10.

From my understanding, my agreement with Ni-cor was that the dispute of the original bill would be agreed upon to a total of \$356. Next, a new account (59-34-33-9406 6) would be opened and the \$356 would be divided into four monthly installment payments of \$84.00.

According to my calculations, my current bill is \$760.50 and I believe Ni-Cor owes \$804.50 credit to my account after subtracting my bill from the \$1565.00 that was awarded to me. I appreciate your time in this matter and hope the three of us can come to some type of agreement.

Mary Ann King

(815) 713-6874 CEL

(815) 708-0771 HOME

(815) 229-0102 Office

A handwritten signature in black ink, appearing to read 'M King'.

06/18/11

(220 ILCS 5/8-303) (from Ch. 111 2/3, par. 8-303)

Sec. 8-303. Where, within 30 days of receipt of a utility bill, a customer alleges that the level of consumption reflected in his utility bill is unreasonably high, it shall be the responsibility of the public utility furnishing natural or artificial gas, electricity or water to that customer to investigate the allegation. If as a result of such an investigation, the public utility determines that the customer's line has been tapped, the utility shall attempt to ascertain the identity of the third party benefiting from the usage of the utility service or for payment for all or part of the disputed charges. If the utility determines that the landlord of the building or his agent is the party who benefited from the usage of the utility service, either the utility or the customer may petition the court for the appointment of receiver to collect the rents due and to remit a portion to the utility company for payment of bills for the tapped service, for current bills and for any expenses incurred by the utility as a result of the tap. The receiver shall make all reasonable efforts, including the obtaining of court orders, to provide to the utility access to the building. Any changes in the building's piping which are necessitated by the tap shall be at the expense of the person benefiting from the tap.

If the utility determines that the landlord of the building is not the party who benefited from the usage of the utility service, the customer shall be so notified and shall also be informed by the utility of a right to register a dispute pursuant to procedures developed by the Commission for resolution of disputed bills, including his right to bring a complaint before the Commission if an agreement with the utility cannot be reached.

In order to enable the customer to ascertain whether the level of consumption is greater than the amounts billed in other billing periods and to eliminate to the fullest extent practicable consecutive estimated bills, the public utility shall make an actual meter reading at least every second billing period. If a meter reader is unable to gain access to the meter for the purpose of making an actual reading, the public utility shall take other appropriate and reasonable measures to read the meter.

Nothing in this Section shall preclude either the customer or the public utility from filing a complaint with the State's Attorney located in the county where the utility service is being rendered to allege an unlawful theft of the customer's utility service.

(Source: P.A. 84-617.)

When service has been discontinued pursuant to Section 280.130 herein, the utility may charge and collect the reconnection charge, if any, set forth in its rules, regulations or terms and conditions of service which are on file with the Commission. Such rules, as filed, shall provide for the automatic waiver of one service reconnection charge for each customer for each year. For gas utilities and electric utilities, such automatic waiver shall apply only to reconnection at the meter. For water utilities and sanitary sewer utilities, such automatic waiver shall apply to reconnection at the meter or curb valve (buffalo box). Customers may be liable for the additional costs incurred in disconnecting and reconnecting service other than at the meter, or for water utilities and sanitary sewer utilities, other than at the curb valve.

Section 280.160 Dispute Procedures

- a) A utility shall assign to one or more of its personnel in each of its offices where it transacts business with the public, the duty of hearing, in person, any dispute by an applicant, customer or user. Such personnel shall consider the complainant's allegations and shall explain the complainant's account and utility's contentions in connection therewith. Such personnel shall be authorized to act on behalf of the utility in resolving the complaint and shall be available during all business hours for the duty hereinbefore described.
- b) Where any dispute between a utility and an applicant, customer or user cannot be resolved between the parties, each utility shall direct its personnel engaged in personal contact with the applicant, customer or user seeking such dispute resolution under the provisions of this Part, to inform him/her, if he/she expresses nonacceptance of the decision of such personnel, of his/her right to have the problem considered and acted upon by supervisory personnel of the utility. Each utility shall further direct such supervisory personnel to inform such an applicant, customer, or user who expresses nonacceptance of the decision of such supervisory personnel, of his/her right to have the problem reviewed by the Commission, and shall furnish him/her with the telephone number and address of the Consumer Assistance Section of the Illinois Commerce Commission.
- c) When a customer disputes a particular bill, a utility shall not discontinue service for nonpayment so long as the customer
 - 1) pays the undisputed portion of the bill or an amount equal to last year's bill at the location for the same period normalized for weather, whichever is greater; and
 - 2) pays all future periodic bills by the due date; and
 - 3) enters into bona fide discussions with the utility to settle the dispute with dispatch.

- d) Only net rates shall be charged on any disputed bill paid within fourteen days of resolution of the dispute if the complaint was filed before the bill became past due.

Section 280.170 Commission Complaint Procedures

- a) Before the Commission may allow the filing of a formal complaint by an applicant, customer, user or utility, an informal complaint shall be filed with the Commission's Consumer Assistance Section.
- b) The informal complaint
 - 1) should be in writing but may be initiated by telephone or in person at the offices of the Commission; and
 - 2) shall provide the following information to the Commission:
 - A) the name, address and telephone number of the applicant, customer, or user,
 - B) the name of the utility involved,
 - C) the nature of the complaint in a clear and concise manner,
 - D) the specific relief requested.
- c) Upon receipt of the informal complaint, the Consumer Assistance Section shall:
 - 1) advise the party complained of that a complaint has been filed against it; the party complained of must in turn respond to the Consumer Assistance Section within fourteen days; and
 - 2) review and investigate the complaint; and
 - 3) advise the parties of the results of the investigation within a reasonable time not to exceed fourteen days following receipt of the response from the party complained of concerning the complaint.
- d) If the Consumer Assistance Section is unable to resolve the complaint to the satisfaction of the parties or if the party complained of fails to respond to the Consumer Assistance Section within fourteen days, any party may file a formal complaint in accordance with the Commission's Rules of Practice. By agreement of the parties and the Consumer Assistance Section, these time limits may be extended.

any deposit received. The Certificate shall show the customer's name, service address, serial number, type of service, amount of deposit, rate of interest on deposit, date received, utility's name and a statement of the conditions under which the deposit will be refunded to the applicant or customer. Nothing is implied herein to require a utility to accept deposits from third parties on behalf of an applicant or customer.

- 2) When a deposit is refunded, the utility shall issue a Cancellation Notice carrying the same serial number as the Certificate of Deposit. When refunds are not deliverable, records shall be maintained to show a utility's efforts toward locating the applicant or customer and delivering such deposit.

AGENCY NOTE: As required by 1 Ill. Adm. Code 100.380, statutory language in this Section appears in distinguishing type. However, the Small Business Utility Deposit Relief Act, which is the statute quoted, applies only to deposits requested from "small businesses" as defined in Section 280.40. Therefore, the statutory language in this Section is statutorily mandated as to small businesses only, and not as to other customers or applicants.

(Source: Amended at 26 Ill. Reg. 7032, effective May 1, 2002)

Section 280.75 Refunds

- a) In the event that *a customer pays a bill as submitted by a public utility and the billing is later found to be incorrect due to an error either in charging more than the published rate, in measuring the quantity or volume of service provided, or in charging for the incorrect class of service, the utility shall refund the overcharge with interest from the date of overpayment* by the customer.
- b) The rate of interest shall be the rate as established by the Commission to be paid on deposits in Section 280.70(e)(1) of this Part.
- c) The refund shall be accomplished either by a credit on a subsequent bill for service or by check if the account is final or if so requested by the customer.

(Source: Amended at 8 Ill. Reg. 3664, effective March 15, 1984)

Section 280.76 Refunds of Additional Charges

In the event that the Commission orders a public utility to refund incorrectly calculated additional charges made pursuant to Section 9-221 or Section 9-222 of the Public Utilities Act, the public utility shall pay interest on such refund at the rate established by the Commission to be paid on deposits in 83 Ill. Adm. Code 280.70(e)(1).

Illinois Commerce Commission

527 East Capitol Avenue, Springfield, Illinois, 62701

**Illinois Commerce Commission
Public Utility Complaint Form
Track Number: 1315-2011****Complainant Information**

Full Name: Mary King

Street Address: 5875 Garrett Ln.

Alternate Location:

City: Rockford

State: Illinois

ZipCode: 61107

Home Phone:

Day-Time Phone:

E-Mail Address: wrap.it.tyt@att.net

Complaint Information

Have you been in contact with the Utility?

Yes, I have contacted the utility.

Complaint Type: Gas

Company Name: Ni-cor

Company Account Number: 80-21-04-5849-5 & 59-34-33-9406-6

Please provide the details of your complaint below:

I've tried to resolve this matter with Ni-cor and they are not budging. I also learned from Liheap yesterday that two additional payments were made on my account. One Payment in the amount of \$565.00 and \$423.00 totaling \$988.00 were identified on my bill but the payment of \$1000.00 and \$565.00 totaling \$1565.00 was not added to my account. My current bill is \$760.50 and I would like for ICC to send me paperwork for a formal complaint to be processed as soon as possible. My tracking # for this case is 1165-2011.

Company Contacted Date:

Describe the Company's response to you and the action you would like to see taken by the ICC:



Nicor Gas
P.O. Box 2020
Aurora, IL 60507-2020

nicorgas.com/myaccount

1 888 Nicor4U 1 888 642-6748

Account Summary for Maryann King

| | |
|--|-------------------|
| Account Number: 80-21-04-5849 5 | |
| Meter Number: 3671636 | |
| Service Address: 5875 Garrett Ln, Rockford | |
| Bill Period: 08/17/09 - 12/11/09 (116 days) | |
| Bill Issue Date: 12/16/09 | |
| Total Previous Balance | \$2,518.38 |
| New Charges - Utility | \$202.89 |
| Late Pay Charge 12/02/2009 | \$91.70 |
| Service Charge 12/14/2009 | \$47.00 |
| Material Charge 12/14/2009 | \$6.01 |
| Flat service charges 12/16/2009 | \$47.00 |
| Total Amount Due | \$2,912.98 |

A Message for You

If you have already mailed your payment, thank you. If not, please send it today. Call us at 1 800 310-0566 to discuss arrangements. Bills 30 days or more past due and over \$100 are reported to credit bureaus.

Manage your account online with My Account at nicor.com. It's a safe and secure way to view account information, sign up for our Budget Plan, pay your bill, make a payment arrangement, enter a meter reading, sign up for reminders and more.

New Charges - Residential - Heat
Rate 1: Residential Service

| | |
|---|-----------------|
| Delivery Charges 08/17/2009 - 12/11/2009 | \$43.34 |
| Monthly Customer Charge | 25.81 |
| All Therms 333.63 @ \$0.0485 | 16.18 |
| Environmental Cost Recovery 333.63 @ \$0.003 = | 1.00 |
| Franchise Cost Adjustment (for 55 of 30 days) | 0.09 |
| Efficiency Program | 0.26 |
| Natural Gas Cost | \$151.35 |
| October @ 90.99 Therms x \$0.39 | 35.49 |
| November @ 181.98 Therms x \$0.47 | 85.53 |
| December @ 60.66 Therms x \$0.50 | 30.33 |
| Taxes | \$8.20 |
| Utility Fund Tax \$194.69 @ 0.1% | 0.19 |
| State Revenue Tax 333.63 @ \$0.024 = | 8.01 |
| Total | \$202.89 |

Monthly Energy Profile

| Current Reading 12/11/09 (Final - Act.) | Previous Reading 08/17/09 (Actual) | Usage CCF 330 | BTU Factor 1.011 | Therms 333.63 | Avg. Daily Therms 2008 0.00 | Avg. Daily Therms 2009 2.88 |
|---|--|---------------------|------------------------|------------------|--------------------------------------|--------------------------------------|
| 1347 | 1017 | | | | | |
| CCF x BTU Factor = Therms | | | | | | |
| Monthly Therm Use | | | | | | |
| | | | | | | |
| Avg. Temp | 0 | 0 | 0 | 0 | 0 | 30 |
| Natural Gas Cost | \$.00 | .00 | .00 | .00 | .00 | .50 |

Please see the reverse side of this bill for additional billing explanations.

Please do not include written inquiries as the stub is processed by machine. Return this portion with your check made payable to Nicor Gas.



Please circle an amount to add a one-time charitable donation to Sharing:

Total Amount Due
\$2,912.98

MDG2009 00064071 1 AV 0335 1



Maryann King
5875 Garrett Ln
Rockford, IL 61107-5114

Past due balance is \$2489.81 due now.
Previous billed balance is \$28.57
Current bill \$394.60 due by 01/07/2010

PO BOX 0632
AURORA, IL 60507-0632



Account Number: 80-21-04-5849 5



Nicor Gas
 P.O. Box 2020
 Aurora, IL 60507-2020

nicorgas.com/myaccount

1 888 Nicor4U 1 888 642-6748

Account Summary for Maryann King

Account Number: 80-21-04-5849 5

Service Address: 5875 Garrett Ln, Rockford
 00/00/00 - 00/00/00 (0 days)

Bill Issue Date: 09/10/10

| | |
|--|------------|
| Total Previous Balance | \$2,912.98 |
| Payment Received 01/21/2010 - Thank you! | -\$75.00 |
| Remaining Balance | \$2,837.98 |
| Deposit | \$135.00 |
| Non Sufficient Funds 08/23/2010 | \$16.00 |
| Late Pay Charge 01/04/2010 | \$53.92 |
| Late Pay Charge 01/14/2010 | \$17.97 |
| Liheap Promised State DVP 01/21/2010 | -\$565.00 |
| Liheap Promised State ES 01/21/2010 | -\$423.00 |

Total Amount Due \$2,072.87

A Message for You

If you have already mailed your payment, thank you. If not, please send it today. Call us at 1 800 310-0566 to discuss arrangements. Bills 30 days or more past due and over \$100 are reported to credit bureaus.

Save money and energy! Rebates for purchasing energy efficient heating equipment are now available through the Nicor Gas Energy Efficiency Program. For details, visit nicorgasrebates.com.

| | |
|---------------------|-----------------|
| Deposit | \$135.00 |
| Deposit Installment | 135.00 |
| Deposit Balance | 135.00 |

TRACK#
1165-2011

352.87
 356.87

1-800
 -310
 -0566

Please see the reverse side of this bill for additional billing explanations.

Please do not include written inquiries as the stub is processed by machine. Return this portion with your check made payable to Nicor Gas.



Please circle an amount to add a one-time charitable donation to Sharing:

To sign up for the Budget Plan, pay \$67.00

\$5 \$10 \$25 \$50

Total Amount Due
\$2,072.87

MDG2009 00062508 1 AV 0335 1



Maryann King
 5875 Garrett Ln
 Rockford, IL 61107-5114

Past due balance is \$1849.98 due now.
 Current bill \$222.89 due by 10/04/2010

Account Number: 80-21-04-5849 5

PO BOX 0632
 AURORA, IL 60507-0632





Nicor Gas
P.O. Box 2020
Aurora, IL 60507-2020

nicorgas.com/myaccount

1 888 Nicor4U 1 888 642-6748

Payment Arrangement

Maryann King
5875 Garrett Ln
Rockford, IL 61107-5114

Dear Customer:

This letter confirms the **payment arrangement** you have made to pay for your natural gas service.

Down payment \$0.00 DUE NOW

Balance \$356.87

Payable in equal
installments of \$89.22 PER MONTH

You will be charged late payment fees against the balance until it is paid in full. If you fail to pay future gas bills and the monthly installment by the due date, the entire balance will become due and payable immediately, and your gas service may be disconnected.

Please detach the lower portion of this agreement and enclose it with your down payment. The remaining monthly installments will be included on your future gas bills. Thank you.

Credit Assistance Center
Telephone: 1-888-642-6748

Account No. 59-34-33-9406

Service
address: 5875 Garrett Ln
Rockford, IL



NCRDPA 00009C

For 5875 Garrett Ln
service Rockford, IL
at

Date: November 05, 2010



| |
|-----------------------------|
| ACCOUNT NO. |
| 59-34-33-9406 6 |
| DOWN PAYMENT AMOUNT DUE NOW |
| \$0.00 |

MDG2010 0000090 1 SP 0440 2



Maryann King
5875 Garrett Ln
Rockford, IL 61107-5114

000090

P O BOX 632
AURORA, IL 60507-0632



356 81

5895 Emerald Ln.

4:23pm

cut on Saturday
8-5

MICOL - GAS
WANTS TO MAKE
A DON IF I
DON'T FILE A
COMPLAINT

11-04-10
11-04-10
ICC

~~DOWN~~

800
month
current
bill

27%

4 | 356
34
16

4 months
Installments
630-388-3084
Chad

333 47
MADE THESE NOTES
8/05/20/11

988 00
454
33 400

Friends

Not Approved
How could it be
Approved when my
balances were
off

Actual notes
taken on 11/04/10
when Chad
made the
agreement
11/18/11



Nicor Gas
P.O. Box 2020
Aurora, IL 60507-2020

Account Summary for Maryann King

| | |
|---|-----------------|
| Account Number: 59-34-33-9406 6 | |
| Meter Number: 3671636 | |
| Service Address: 5875 Garrett Ln, Rockford | |
| Bill Period: 10/29/10 - 12/01/10 (33 days) | |
| Bill Issue Date: 12/01/10 | |
| Total Previous Balance | \$356.87 |
| New Charges - Utility | \$57.33 |
| Payment Arrangement | \$89.22 |
| Total Amount Due by 12/27/2010 | \$146.55 |

A Message for You

Save money and energy! Rebates for purchasing energy efficient heating equipment are now available through the Nicor Gas Energy Efficiency Program. For details, visit nicorgasrebates.com.

Monthly Energy Profile

| Current Reading 12/01/10 (Estimated) | Previous Reading 10/29/10 (Actual) | Usage CCF 86 | BTU Factor 1.008 | Therms 86.60 | Avg. Daily Therms 2009 0.00 | Avg. Daily Therms 2010 2.62 |
|--|--|--------------------|------------------------|-----------------|--------------------------------------|--------------------------------------|
| 1442 | 1356 | | | | | |
| CCF x BTU Factor = Therms | | | | | | |
| Monthly Therm Use | | | | | | |
| | | | | | | |
| Avg Temp | | 0 | 0 | 0 | 0 | 27 |
| Natural Gas Cost | | \$.00 | .00 | .00 | .00 | .46 |

New Charges - Residential - Heat

Rate 1: Residential Service

| | |
|---|----------------|
| Delivery Charges 10/29/2010 - 12/01/2010 | \$17.95 |
| Monthly Customer Charge | 13.47 |
| All Therms 86.60 @ \$0.0485 | 4.20 |
| Environmental Cost Recovery 86.60 @ \$0.0016 = | 0.14 |
| Franchise Cost Adjustment (for 26 of 30 days) | 0.17 |
| Efficiency Program | -0.03 |
| Natural Gas Cost | \$37.24 |
| November @ 86.60 Therms x \$0.43 | 37.24 |
| Taxes | \$2.14 |
| Utility Fund Tax \$55.19 @ 0.1% | 0.06 |
| State Revenue Tax 86.60 @ \$0.024 = | 2.08 |
| Total | \$57.33 |
| Payment Arrangement | \$89.22 |
| Payment Arrangement Installment | 89.22 |
| Payment Arrangement Balance | 356.87 |

Please see the reverse side of this bill for additional billing explanations.

Please do not include written inquiries as the stub is processed by machine. Return this portion with your check made payable to Nicor Gas.



Please circle an amount to add a one-time charitable donation to Sharing:

00 0.10 0.25 0.50

Payment Due By
12/27/2010
\$146.55

Current bill \$146.55 due by 12/27/2010

MDG2009 00053118 1 AV 0335 1



Maryann King
5875 Garrett Ln
Rockford, IL 61107-5114



PO BOX 0632
AURORA, IL 60507-0632



Account Number: 59-34-33-9406 6



Nicor Gas
P.O. Box 2020
Aurora, IL 60507-2020

nicorgas.com/myaccount
1 888 Nicor4U 1 888 642-6748

Account Summary for Maryann King

Account Number: 59-34-33-9406 6
 Meter Number: 3671636
 Service Address: 5875 Garrett Ln, Rockford
 Bill Period: 03/02/11 - 04/01/11 (30 days)
 Bill Issue Date: 04/01/11
 Total Previous Balance **\$545.31**
 New Charges - Utility **\$109.02**
Total Amount Due \$654.33

A Message for You

If you have already mailed your payment, thank you. If not, please send it today. Call us at 1 800 310-0566 to discuss arrangements. Bills 30 days or more past due and over \$100 are reported to credit bureaus.

Save money and energy! Rebates for purchasing energy efficient heating equipment are now available through the Nicor Gas Energy Efficiency Program. For details, visit nicorgasrebates.com.

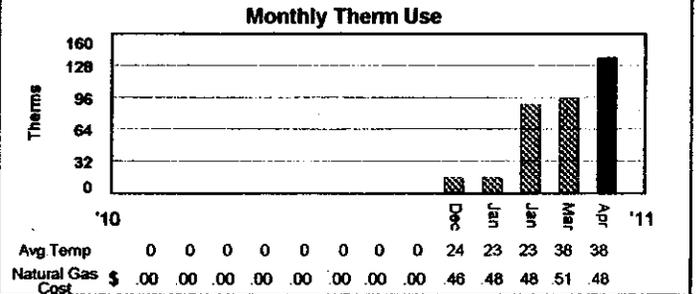
New Charges - Residential - Heat
Rate 1: Residential Service

Delivery Charges 03/02/2011 - 04/01/2011 \$21.40
 Monthly Customer Charge14.07
 All Therms 137.08 @ \$0.04856.65
 Environmental Cost Recovery 137.08 @ \$0.0037 =0.51
 Franchise Cost Adjustment0.20
 Efficiency Program-0.03
Natural Gas Cost \$69.91
 March @ 137.08 Therms x \$0.5169.91
Taxes \$3.38
 Utility Fund Tax \$91.31 @ 0.1%0.09
 State Revenue Tax 137.08 @ \$0.024 =3.29
Other Charges \$14.33
 Late Pay Charge 03/04/20116.15
 Late Pay Charge 04/01/20118.18
Total \$109.02

Monthly Energy Profile

| | | | | | | |
|--|--|---------------------|------------------------|------------------|--------------------------------------|--------------------------------------|
| Current Reading 04/01/11 (Estimated) 1708 | Previous Reading 03/02/11 (Actual) 1572 | Usage CCF 136 | BTU Factor 1.008 | Therms 137.08 | Avg. Daily Therms 2010 0.00 | Avg. Daily Therms 2011 4.57 |
|--|--|---------------------|------------------------|------------------|--------------------------------------|--------------------------------------|

CCF x BTU Factor = Therms



Please see the reverse side of this bill for additional billing explanations.

Please do not include written inquiries as the stub is processed by machine. Return this portion with your check made payable to Nicor Gas.



Please circle an amount to add a one-time charitable donation to Sharing:

\$5 \$10 \$25 \$50

Total Amount Due
\$654.33

Past due balance is \$545.31 due now.
Current bill \$109.02 due by 04/25/2011

MDG2009 00046801 1 AV 0335 1



Maryann King
5875 Garrett Ln
Rockford, IL 61107-5114



PO BOX 0632
AURORA, IL 60507-0632



Account Number: 59-34-33-9406 6

FINAL NOTICE PRIOR TO DISCONNECTION

IMPORTANTE

Está noticia afecta sus derechos y obligaciones y debe traducirse inmediatamente

Maryann King

ACCOUNT NO
59-34-33-9406 6

This is NOTICE to you that your GAS service is subject to be DISCONNECTED on or after May 11, 2011.

To prevent interruption of your gas service, please make immediate payment of:

| | |
|--|-----------------|
| Past due utility charge in the amount of | \$654.33 |
| Deposit due in the amount of | \$0.00 |
| TOTAL AMOUNT DUE | \$654.33 |

Any questions concerning this notice should be discussed with our Customer Care credit specialist. Please call our Credit Assistance Center (CAC) at our toll-free number: 1-800-310-0566.

If service is disconnected, the total amount due must be paid before service can be re-established. A CASH DEPOSIT plus a standard RECONNECTION CHARGE may be due plus any additional charges resulting from disconnecting and reconnecting service other than at the meter.

In addition, there must be a responsible person 18 years of age or older present at the time of reconnection.

In the case of master-metered buildings, TENANTS are being notified of the pending DISCONNECTION of service.

If payment of the entire past-due balance at one time will impose a severe hardship, a "payment arrangement" (83 IL Administrative Code, Part 280.110 - Deferred Payment Agreement) may be available by contacting the CAC at the telephone number shown above. (See reverse side.)

If disconnection of gas service will aggravate an existing serious illness of a permanent resident of the premises, such action can be delayed for an initial period of 30 days, and renewable for another 30 days, if the illness is certified by letter to the company from a registered physician or local Board of Health. The written certification showing the name, business address and telephone number of the certifying party shall include the name of the ill person, nature of illness and the period of time during which termination will aggravate the illness. Initial certification by a registered physician or local Board of Health may be made by telephone if written certification is forwarded within five days.

As required by Illinois law, during the months of November through March, the director of your local or county Department of Public Health, your township supervisor or your county sheriff will be notified at least 24 hours prior to the termination of your gas service.

Your service may be subject to disconnection due to a prior disconnect notice. Further billing will not nullify this NOTICE.

Nicor Gas personnel are on duty during regular office hours for the explicit purpose of hearing any complaints you may have concerning, among other things, our service, customers' bills, billing practices and deposit requirements. If your complaint is not resolved to your satisfaction, please ask to be referred to a supervisor. If the supervisor cannot help you, call the Consumer Services Division of the Illinois Commerce Commission at 1-800-524-0795. Customers using a TDD call 1-800-858-9277.

A copy of the Illinois Commerce Commission's 83 Illinois Administrative Code Part 280, rules pertaining to customer credit, customer deposits, collection activities and disconnection of service is available for your reading at our General Office at 1844 Ferry Rd. in Naperville. Or you can review or obtain a copy at the Illinois Commerce Commission, Consumer Services Division, State of Illinois Building, 160 North LaSalle Street, Suite C-800, Chicago, Illinois 60601-3104 or 527 East Capitol Ave, Springfield, Illinois 62701-1827.

- over -

NCRDIS 0015



For
service
at
5875 Garrett Ln
Rockford, IL

MDG2011 00001549 1 AT 0365 1



Maryann King
5875 Garrett Ln
Rockford, IL 61107-5114

001549

Date: May 03, 2011

| | |
|---|-----------------|
| ACCOUNT NO. | 59-34-33-9406 6 |
| DEPOSIT AMOUNT | \$0.00 |
| UTILITY AMOUNT | \$654.33 |
| TOTAL AMOUNT DUE NOW TO AVOID DISCONNECTION | \$654.33 |

P O BOX 632
AURORA, IL 60507-0632





Nicor Gas
P.O. Box 2020
Aurora, IL 60507-2020

nicorgas.com/myaccount
1 888 Nicor4U 1 888 642-6748

Account Summary for Maryann King

Account Number: 59-34-33-9406 6
 Meter Number: 3671636
 Service Address: 5875 Garrett Ln, Rockford
 Bill Period: 04/01/11 - 05/02/11 (31 days)
 Bill Issue Date: 05/04/11
 Total Previous Balance \$654.33
 New Charges - Utility \$106.17
Total Amount Due \$760.50

A Message for You

If you have already mailed your payment, thank you. If not, please send it today. Call us at 1 800 310-0566 to discuss arrangements. Bills 30 days or more past due and over \$100 are reported to credit bureaus.

Save money and energy! Rebates for purchasing energy efficient heating equipment are now available through the Nicor Gas Energy Efficiency Program. For details, visit nicorgasrebates.com.

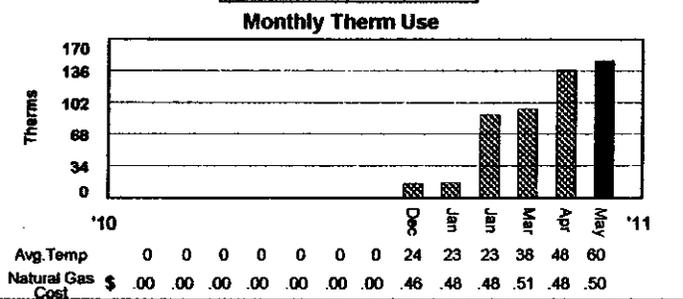
New Charges - Residential - Heat
Rate 1: Residential Service

Delivery Charges 04/01/2011 - 05/02/2011 \$22.00
 Monthly Customer Charge 14.07
 All Therms 147.16 @ \$0.0485 7.14
 Environmental Cost Recovery 147.16 @ \$0.0042 = 0.62
 Franchise Cost Adjustment 0.20
 Efficiency Program -0.03
Natural Gas Cost \$70.74
 April @ 142.41 Therms x \$0.48 68.36
 May @ 4.75 Therms x \$0.50 2.38
Taxes \$3.62
 Utility Fund Tax \$92.74 @ 0.1% 0.09
 State Revenue Tax 147.16 @ \$0.024 = 3.53
Other Charges \$9.81
 Late Pay Charge 05/02/2011 9.81
Total \$106.17

Monthly Energy Profile

| Current Reading 05/02/11 (Actual) | Previous Reading 04/01/11 (Estimated) | Usage CCF 146 | BTU Factor 1.008 | Therms 147.16 | Avg. Daily Therms 2010 0.00 | Avg. Daily Therms 2011 4.75 |
|---|---|---------------------|------------------------|------------------|--------------------------------------|--------------------------------------|
| 1854 | 1708 | | | | | |

CCF x BTU Factor = Therms



Please see the reverse side of this bill for additional billing explanations.

Please do not include written inquiries as the stub is processed by machine. Return this portion with your check made payable to Nicor Gas.



Please circle an amount to add a one-time charitable donation to Sharing:

\$5 \$10 \$25 \$50

Total Amount Due
\$760.50

MDG2009 00048640 1 AV 0340 1



Maryann King
5875 Garrett Ln
Rockford, IL 61107-5114

Past due balance is \$654.33 due now.
Current bill \$106.17 due by 05/26/2011

PO BOX 0632
AURORA, IL 60507-0632

Account Number: 59-34-33-9406 6



3085471 RHSD

O B B

Benefit Summary

| | | | |
|--------------------|-----------------------------|-----------------|------------|
| Application ID: | 3085471 | App. Status: | Open |
| Head of Household: | Mary Ann King (358-62-6003) | App Date: | 10/13/2010 |
| Num. of Members: | 2 | Total Income: | \$150.00 |
| Intake Site: | Booker Washington Center | # Missing Docs: | 0 |

Primary Vendor

Secondary Vendor

Vendor Name: Nicor Gas
 COR Name: Mary Ann King
 Account #: 80210458495
 Fuel Type: Natural Gas
 Connection Status: Disconnected
 Vendor Status: On Invoice ▾
 Denial Reason: <<< None Chosen >>> ▾
 Remaining GFE: \$0.00
 Remaining CPR: \$357.00 Override
 Client Payments: \$0.00
 Account Verified: True

Vendor Name: XX - Commonwealth Edison Two Party Check
 COR Name: Mary Ann King
 Account #: 3561070098
 Fuel Type: Electric
 Connection Status: Disconnected
 Vendor Status: On Invoice ▾
 Denial Reason: <<< None Chosen >>> ▾
 Remaining GFE: \$0.00
 Remaining CPR: \$1,934.00 Override
 Client Payments: \$0.00
 Account Verified: Unverified

| Type | Amt | Status | Reg. | Inv. | Proc.Date |
|------|------------|----------|--------|-------|------------|
| DVP | \$565.00 | Accepted | 187177 | 78354 | 10/21/2010 |
| RA | \$1,000.00 | Accepted | 187177 | 78354 | 10/21/2010 |

| Type | Amt | Status | Reg. | Inv. | Proc.Date |
|------|----------|----------|--------|-------|------------|
| DVP | \$160.00 | Rejected | 187020 | 78351 | 10/20/2010 |
| DVP | \$160.00 | Accepted | 187716 | 77930 | 10/26/2010 |

Refresh

New Application

Process Application

Save

Cancel

2690315 RHSD

C B D

Benefit Summary

| | | | |
|--------------------|-----------------------------|-----------------|------------|
| Application ID: | 2690315 | App. Status: | Closed |
| Head of Household: | Mary Ann King (358-62-6003) | App Date: | 12/23/2009 |
| Num. of Members: | 1 | Total Income: | \$0.00 |
| Intake Site: | Life Center | # Missing Docs: | 0 |

Primary Vendor

Vendor Name: Nicor Gas
 COR Name: Mary Ann King
 Account #: 8021045849
 Fuel Type: Natural Gas
 Connection Status: Disconnected
 Vendor Status: On Invoice
 Denial Reason: <<< None Chosen >>
 Remaining GFE: \$0.00
 Remaining CPR: \$0.00 Override
 Client Payments: \$75.00
 Account Verified: True

Secondary Vendor

Vendor Name: Commonwealth Edison Company
 COR Name: Mary Ann King
 Account #: 3561070070
 Fuel Type: Electric
 Connection Status: Connected
 Vendor Status: LAA Denied
 Denial Reason: AFP - Account closed/finale
 Remaining GFE: \$0.00
 Remaining CPR: \$0.00 Override
 Client Payments: \$75.00
 Account Verified: False

| Type | Amt | Status | Reg. | Inv. | Proc.Date |
|------|----------|----------|--------|-------|------------|
| DVP | \$565.00 | Accepted | 164724 | 69939 | 01/20/2010 |
| RA | \$423.00 | Accepted | 164724 | 69939 | 01/20/2010 |

Refresh

New Application

Process Application

Save

Cancel



Pat Quinn Warren Ribley
Governor *Director*

MARY ANN KING
5875 GARRETT LN
ROCKFORD IL 61107-5114

BENEFIT APPROVAL #2690315

1/21/2010

Your application for the Low Income Home Energy Assistance Program has been reviewed . The indicated utility/fuel has been approved, the amount shown below will be paid on your behalf. If your application included multiple vendors you will receive a letter per fuel type.

Nicor Gas

| <u>Payment Type</u> | <u>Benefit</u> |
|---------------------------------------|-----------------|
| Natural Gas - LIHEAP Grant | <u>\$565.00</u> |
| Natural Gas - Reconnection Assistance | <u>\$423.00</u> |

Nicor Gas (For customer service, call 888-642-6748)

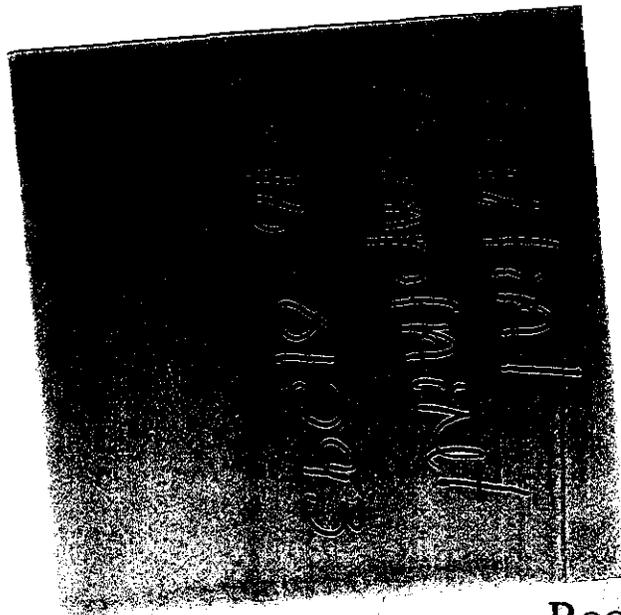
Please contact your utility to arrange for reconnection of your service(s). We appreciate this opportunity to serve you. For questions about your LIHEAP application, contact:

Rockford Human Services Department
612 North Church Street
Rockford IL 61103

(815) 987-5711

Please continue to make regular payments toward your utility services until the LIHEAP benefit is applied to your account.

Your full hearing/appeal rights are explained in 'Your Rights', which you received when you applied.



ROCKFORD POLICE DEPARTMENT

987-5912
987-5913

INCIDENT CRIMINAL TRESPASS TO RES. DATE 2/13/10

CASE NUMBER 10-013841 OFFICER Arthur #297

A REPORT SUMMARY IS AVAILABLE FROM THE RECORDS DIVISION AFTER (5) WORKING DAYS. RECORDS IS LOCATED IN THE PUBLIC SAFETY BUILDING, 420 W. STATE ST. ROCKFORD ILLINOIS 61101 Phone 987-5902. THE HOURS ARE 8 A.M. TO 5 P.M. MONDAY THROUGH FRIDAY.

CENTRAL REPORTING UNIT (Report by Telephone)

1. Additional information about previously reported cases can be taken over the phone by a CRU Officer. To initiate the CRU process see step 2 below.
2. Call 987-5800, remain on the line until a 911 telecommunicator answers.
3. When a 911 telecommunicator answers, provide them with the necessary information and an officer assigned to CRU will call you back later to complete the report.
4. The report will then be sent to the appropriate division for additional action if it is needed.

1:35
Drop-off

CHARLES CE
1015 CHARLES STREET
ROCKFORD IL 61104
(815) 964-5300

Terminal ID: IL2108 Teller: GENERAL
January 20, 2010 01:25 PM
Receipt Number - 020050012

- STUB(S) -
TR#: IL210800158018-1
TRANSH 018.1 SEGM 17 TSH 00158
Nicor Gas Company - (A) NEW STUB
MARY ANN KING
ACT#: 80210458495
AMOUNT PAID : \$75.00

- FEES -
FEES PAID : \$1.00

- PAYMENT(S) -
CASH \$76.00

TOTAL PAID: \$76.00

TOTAL TENDERED: \$76.00
CHANGE DUE: \$0.00

Thank you for choosing Nicor Gas.

Please verify all account information
is correct before leaving the payment
location.

Thank you for using CheckFreePay.

5875 GARRETT LANE
ROCKFORD, IL. 61107
Phone: 815-670-5141
Fax: 815-229-0102

Mary Ann King
Corp. Mgt Director

Fax

| | | | |
|--------|----------------|--------|---------------|
| To | DMAIRA | From: | Mary Ann King |
| Fax: | 1-312-814-5710 | Date | 02/04/10 |
| Phone: | | Pages: | 2 |
| Re: | NICOR - GAS | CC: | |
| ACCT# | 80210458495 | | |
| | | | |
| | | | |
| | | | |
| | | | |

Urgent for Review Please Comment Please Reply Please Recycle

•Comments:

DMAIRA,
my landlord and I confirmed that
there were squatters in the apartment.
He informed me to file a police
report. Case# 10-013841. I'll send
you a copy of the report as soon
as I receive it.

MARY ANN KING
(815) 229-0102

5875 GARRETT LANE
ROCKFORD, IL. 61107
Phone: 815-670-5141
Fax: 815-229-0102

**Mary Ann King
Corp. Mgt Director**

Fax

| | | | |
|---------------|-------------------|---------------|---------------|
| To: | Omaira | From: | Mary Ann King |
| Fax: | 1-312-814-5710 | Date: | 02/19/2010 |
| Phone: | | Pages: | 2 |
| Re: | Nicor -Gas | CC: | |
| | Acct# 80210458495 | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Urgent for Review Please Comment Please Reply Please Recycle

•Comments:

Omaira,

Here is a brief summary of the police report. Since this is a criminal case, the police report is not allowed for public viewing. If you have any questions please call me.

Thank You,

Mary Ann King

(815) 670-5141 or (815) 229-0102



Chet Epperson
Chief
Police Department

VANDALISM

Date Request Processed: 2/19/2010

Case Number: 10-013841

Date of Offense: 8/28/09-1/28/10

Location of Offense: 5875 GARRETT LN

Victims Name: KING,MARY

Address: SAME

Complainant: SAME

Solved:

Unsolved:

Clerk: AS

| ARTICLE | DESCRIPTION | VALUE |
|---------|-------------|-------|
| WINDOW | BROKEN | 100 |

Remarks:

KING STATED SHE HAS BEEN LIVING WITH HER BOYFRIEND SINCE AUGUST OR SEPTEMBER BUT WOULD GO TO HER APARTMENT AND GET HER MAIL BUT NOT GO INSIDE. KING STATED THE GAS WAS TURNED OFF WHILE SHE WAS NOT LIVING THERE. WHEN SHE CAME BACK SHE CALLED NICOR TO GET THE GAS BACK ON AND THEY TOLD HER THE GAS HAD ALREADY BEEN RECONNECTED. KING FOUND A REAR WINDOW BROKEN OUT. WHEN SHE WENT THROUGH THE APARTMENT SHE FOUND A COUPLE BLANKETS IN THE BEDRRM AND A COUPLE PILLOWS ON THE FLOOR. SHE ALSO FOUND DIRTY DISHES IN THE SINK. KING STATED SHE DID NOT LEAVE THOSE ITEMS THERE. THERE IS NO SUSPECT INFORMATION.

5875 GARRETT LANE
ROCKFORD, IL. 61107
Phone: 815-670-5141
Fax: 815-229-0102

**Mary Ann King
Corp. Mgt Director**

Fax

| | | | |
|---------------|-------------------------|---------------|---------------|
| To: | Reconnection Supervisor | From: | Mary Ann King |
| Fax: | 1-630-983-4229 | Date: | 03/12/2010 |
| Phone: | | Pages: | 3 |
| Re: | Police Report | CC: | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Ni-COR

Urgent for Review Please Comment Please Reply Please Recycle

•Comments: