For Commission Use Only:

Case: 11-0632

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): Stacy L Jurgevich

Against (Utility name): Northern Illinois Gas Company

As to (Reason for complaint) An employee named Erica Garcia stated she would dissolve the past due balance of $313.35, as of yet, she has not.

in Matteson Illinois.

2011 SEP -9 A 11:00
CHIEF CLERK'S OFFICE
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 20800 Homeland Rd Matteson, IL 60443

The service address that I am complaining about is 20800 Homeland Rd Matteson, IL 60443

My home telephone is [708] 203-0742

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

My e-mail address is SStacy36@comcast.net I will accept documents by electronic means (e-mail) ☑ Yes ☐ No

(Full name of utility company) Northern Illinois Gas Company (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 [illegible] Consumer Services Division of the Illinois Commerce Commission about your complaint? ☑ Yes ☐ No

Has your complaint filed with that office been closed? ☑ Yes ☐ No

OFFICIAL FILE
DEBORAH A. PASQUARELLA
NOTARY PUBLIC, STATE OF ILLINOIS
MY COMMISSION EXPIRES 01/06/2015

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 back in December of 2010, I received a bill for $782.35
② after extensive research, Northern Illinois Gas Company has re-billed me from 11/19/09 - 11/19/10 over 3 times
③ last August a new furnance and insulation was installed in home
④ my gas bill went down dramitically because of new furnance
⑤ Northern Illinois Gas Company noticed my reduction in gas usage and decided to re-bill the same time frame 3 separate times

Please clearly state what you want the Commission to do in this case: Enforce that Northern Illinois Gas Company dis-solve the past due balance of $313.35, as their employee, Erica Garua, said she would.

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: 9/07/2011 (Month, day, year) Complainant's Signature: Stacy L Jurgevich

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, Stacy L Jurgevich, 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.

Stacy L Jurgevich
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) September 7, 2011

Deborah A Pascarella
Signature, Notary Public, Illinois

OFFICIAL SEAL
DEBORAH A. PASCARELLA
NOTARY PUBLIC, STATE OF ILLINOIS
MY COMMISSION EXPIRES 01/08/2015

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

(6) I had requested a service appointment to install a new meter a few times before someone actually came to my home on 12/15/10

(7) I refused to pay the bill for $782.35 because I knew my gas usage decreased

(8) the LIHEAP Credit of $469.00 then brought bill to $313.35

(9) the $313.35 was supposed to be dis-solved off my account per Erica Garcia, from the Naperville location of Northern Illinois Gas Company

(10) I pay current charges "only" that appear on my bill because I was told the remaining balance would be taken off.