



Welcome, **nikabob@sbcglobal.net**
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Inbox (63)

Date: Mon, 29 Aug 2005 16:53:50 -0700 (PDT)

Draft

From: [Redacted] <nikabob@sbcglobal.net> Add to Address Book

Sent

Subject: Re: FW: E-mail response from My Account [6-34-03-0318]

Bulk (4) [Empty]

To: "Customer Service" <Custser@NICOR.COM>

Trash [Empty]

My Folders [Hide]

Bulk Mail Folder

SSNMR (1)

Hi Jen,

Could you help me with the account 6-34-03-0318.

After e-mail correspondence with you I received a statement dated June 23, 2005. In this statement it was stated that I had to pay \$2,450.46 with \$34.33 late fee!!! There was nowhere any explanation for what period and how much I had to pay!!!! Therefore I paid the amount \$2,416.13, which was calculated as balance minus a late fee.

1. I never received any statement before despite last one from April 27 that I owe \$0.00!!!!

Why I was charged any fee at the first!!!

2. I requested reversing of late fees with my payment for July but insted I am once again charged another late fees!!!

This is not a first time the way NICOR treats customer. Not only I will not pay late fees but I will stop pay Monthly Customer Charge (in amount of \$54.50) feeling like I am not getting any customer care but only troubles!!!!

Sincerely,
Margaret

Customer Service <Custser@NICOR.COM> wrote:

Good afternoon. I'm sorry for the error. For some reason the system did not generate a bill for March. We are to obtain an actual meter reading next week and the bill will cover a two month time frame. I apologize for any inconvenience this may have caused you. Please let me know if you have any other questions. Thank you for contacting Nicor Gas.

Jen
Customer Care Services

-----Original Message-----

From: nikabob@sbcglobal.net [mailto:nikabob@sbcglobal.net]
Sent: Thursday, April 14, 2005 1:31 AM
To: Customer Service
Cc: Brian Lintz
Subject: E-mail response from My Account [6-34-03-0318]

Excluded No 7.

OFFICIAL FILE

I.C.C. DOCKET NO. 11-2006
Exhibit No. 7
Witness Corp
Date 7-17-11 Reporter JK