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Inbox (28)

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

Draft

Date: Tue, 30 Aug 2005 12:22:06 -0500

Sent

From: "Customer Care" <CustomerCare@NICOR.COM> Add to Address Book Add

Bulk (1) [Empty]

Mobile Alert

Trash [Empty]

To: "ROBERT BOTTO" <nikabob@sbcglobal.net>

My Folders [Hide]

Your high bills are caused by several months of estimates followed by an actual reading. Your estimates are much too low compared to your actual usage. You may want to make sure we have access to the meter so we can bill accurately, or call or email your readings to us on a monthly basis to keep your billing correct. We cannot remove late fees if the bill is paid late. Please let me know if you have any other questions. Thank you for contacting Nicor Gas.

Bulk Mail Folder

SSNMR (1)

Karen
Customer Care Services

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

From: ROBERT BOTTO [mailto:nikabob@sbcglobal.net]
Sent: Monday, August 29, 2005 6:54 PM
To: Customer Care
Subject: Re: FW: E-mail response from My Account [6-34-03-0318]

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:

Exhibit No 8

OFFICIAL FILE

I.C.C. DOCKET NO. 11-0006

Exhibit No. 8

Witness Comp

Date 7-14-11 Reporter TG