

For Commission Use Only:  
Case: 11-0725

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**  
**FORMAL COMPLAINT**  
Illinois Commerce Commission  
527 E. Capital Avenue  
Springfield, Illinois 62701

**ORIGINAL**

Regarding a complaint by (Person making the complaint): Lisa R. Seaton

Against (Utility name): Northern Illinois Gas Company

As to (Reason for complaint) Estimated readings

CHIEF CLERK'S OFFICE  
2011 NOV - 9 A 11:28  
ILLINOIS COMMERCE COMMISSION

in Flossmoor, Illinois.

**TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:**

My mailing address is P.O. BOX 543

The service address that I am complaining about is 1222 Oakmont Ave, Flossmoor, IL 60422

My home telephone is [708] 296-4357

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708] 296-4357

My e-mail address is \_\_\_\_\_ 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.

83 IL. Adm. Part 280.80

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.

On December 18, 2010, or there about, I called to put my name on service. The representative informed me that she would have someone come out to read the meter and start service in my name. I thanked her and hung up the phone.

Please clearly state what you want the Commission to do in this case: Please review the all documentation and come to a more reasonable resolution. Please review my usage from actual reading to May 2011 to next current reading which I have not been able to get.

**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: 11/3/2011  
(Month, day, year)

Complainant's Signature: Lisa R. Seaton

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

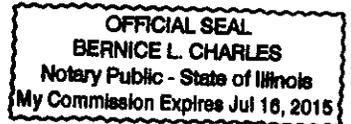
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

**VERIFICATION**

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

I, Lisa R. Seaton, 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.

Lisa R. Seaton  
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) November, 3<sup>rd</sup>, 2011

Bernice L. Charles  
Signature, Notary Public, Illinois

(NOTARY SEAL)

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

2. Around the 25<sup>th</sup> of February, I got my first bill. It showed the bill was estimated. I called Nicor and was told that the meter was inside and they could not read the meter. I informed the representative that I was not aware of that. The representative that put my name on service did not inform me that someone had to be home to have the meter read. I explained that the house was empty and very little to no gas was being used.

3. I continued to get estimated bills over the next several months. I was finally able to get an actual reading on May 20, 2011. On May 27, 2011 I received a bill for \$785.20. After the meter reading, I received a bill for \$505.18. I called Nicor again to protest the amount of the bill. I explained that the house was still not occupied, and there had been little to no usage still. The representative reviewed the account again, and informed me that the last reading prior to the May 27, 2011 reading was on April 29, 2010, over 12 months ago. This was eight months before I purchased the property.

4. I am being billed for usage by the prior owners. Nicor should have read the meter when the previous owners took their name off service. I also have documentation from other utilities, for this address, that show minimal actual readings on their meters from the end of December 2010 to the end of June 2011, because the property was empty.

*Susan R. Heater*