

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capital Avenue
Springfield, Illinois 62701

For Commission Use Only:
Case: 110774

ORIGINAL

Regarding a complaint by (Person making the complaint): HELEN VICTORIA NUZZO

Against (Utility name): NICOR GAS

As to (Reason for complaint) BACK PAYMENT DEMAND

INFORMAL COMPLAINT # 2011 - 18919

ILLINOIS COMMERCE
COMMISSION
2011 DEC -9 A 10:50
CHIEF CLERK'S OFFICE

in ELMWOOD PARK Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 3109 N. 77th AVENUE, ELMWOOD PK, IL 60707

The service address that I am complaining about is 3109 N. 77th AVENUE, ELMWOOD PK, IL 60707

My home telephone is [708] 456-7050

Between 8:30 A.M. and 5:00 P.M. weekdays. I can be reached at [708] 456-7050

My e-mail address is _____ I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) NICOR GAS CO. (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 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.

SEE ATTACHMENT;

Please clearly state what you want the Commission to do in this case:

THAT THIS BILLING DISPUTE CAN BE RESOLVED IN MY FAVOR.

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 (Social Security Number, Driver's License Number, Medical Records, etc.) 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: 12-5-11
(Month, day, year)

Complainant's Signature: Helen J Nuzzo

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, Helen Nuzzo, 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.

x Helen Nuzzo
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 12-5-11

Sally A. Munda
Signature, Notary Public, Illinois



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

To Whom It May Concern:

My name is Helen V. Nuzzo. I live in Elmwood Park Illinois and i am 81 years old. It is difficult to digest this complaint but i will attempt to highlight the main points of this matter which is of great concern to me.

I have been smelling gas in my basement since 2009. In December of that year Nicor Gas finally came out and said that they fixed the problem however, I still was smelling gas in the laundry room. I asked twice, when my meter was being read, if they could check again for a leak. I was assured by the meter reader, after he checked with some instrument, that there was no leak. I should add that Nicor never charged me in December, 2009 when they said they fixed this problem.

Throughout this time period I continued to smell gas and when the meter reader would come out I would ask him to check it and he or she would tell me there was no gas leaking.

Time went on and last July, 2011 I received a letter from Nicor stating that they haven't been able to read my meter for a year and they would need to make an appointment to enter my house. I never even noticed they had not been here for a year but now i see they were estimating my gas bill each month.

In July of 2011 a meter reader came out to read my meter. Once again i told her I suspected some gas leaking in the laundry room. Once again she brought out some kind of instrument used to detect gas and assured me that no gas was escaping.

In august of this year i received a bill from Nicor for close to \$2000.00. They said they were under estimating my bill for the passed year and this is what i truly owed them. I immediately called Nicor and told them something is terribly wrong and there must be a leak because I've have been smelling gas for 2 years. They sent someone out to my house that day and low and behold they found a gas leak right where I had been telling them I smelled it all along. They also charged me for fixing this leak where in December of 2009 I was not charged for them to repair the leak.

I came to assume after two years of assurances that this gas I was smelling was just in my head. Obviously, it truly existed.

I have always paid my bills on time. I live on my Social Security and barely make ends meet each month. It is just my Son, who is disabled and myself and there is no way we had used the amount of gas they are saying we owe. Now i realize that the gas had been leaking for over two years. I doubt that Nicor properly fixed the leak they claim the fixed in December of 2009.

I have tried to address this to Nicor but they are totally unwilling to listen to anything I am saying. Its sort of like what I have been experiencing with them for the last two years when I told them that there was a leak.

Of course, there is more I can add to this letter but I am trying to be brief. Any redress this court will allow me would be greatly appreciated.

Thank you for your time and assistance in this urgent matter.

Sincerely,

Helen Nuzzo

Helen Nuzzo



Sally L. Munda