

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION** **FORMAL COMPLAINT**

For Commission Use Only:  
Case: 12-0282

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

**ORIGINAL**

Regarding a complaint by (Person making the complaint): Randy Stearns  
Against (Utility name): NICOR  
As to (Reason for complaint) A "remaining balance" added to my bill

in Oak Park, Illinois.

CHIEF CLERK'S OFFICE  
2012 APR 16 10:40 AM  
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 316 E. Locust + 1 Bloomington, IL

The service address that I am complaining about is 415 N. Ridgeland Ave. Oak Park, IL

My home telephone is 312) 286 2584

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at 312) 286 2584

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

(Full name of utility company) NICOR (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.

1. My gas bill, acct 90-85-48.0000-1 at 415 N Ridgeland, Oak Park, IL has been paid in full for several years with no balance. (25 YRS.)
  2. On my bill for 12-30-11 to 1-30-12, I suddenly have a balance of \$955.81 which a customer service rep told my wife dates to 2005.
  3. All of my NICOR accounts have been paid in full for many months or years. I have not been notified or billed for any outstanding bills.
- Please clearly state what you want the Commission to do in this case: The "outstanding balance" should be removed as all my Nicor accounts are paid in full.

**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: 4-2-2012 Complainant's Signature: [Signature]  
 (Month, day, year)

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, Randy J STEARNS, 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.

[Signature]  
 Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 4.3.12

[Signature]  
 Signature, Notary Public, Illinois



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