

FORMAL COMPLAINT

2012 JUL 31 12:12 PM  
Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

ORIGINAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Renee' Taylor-Reeves

Against (Utility name): Nicor Gas

As to (Reason for complaint) The informal complaint was closed on 6/28/12, without my knowledge after a conference call with Amy Infanger from Customer Relations and Carlos from ICC. During that call I felt Amy & I were working productively to gather info for Share Grant re: payment, and payment from hospital, to arrive at correct amounts due.  
in Homewood Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 18150 Los Angeles Ave., Homewood, Il.

The service address that I am complaining about is 18150 Los Angeles Ave, Homewood, Il. 60430

My home telephone is (708) 647-8737

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (708) 945-4825

My e-mail address is MzReevz@ad.com I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) Nicor Gas (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.

83-11. Adm Part 280.50(a), 280.70(a)

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.

My complaint is for the \$2,468.52 bill that was sent to me, which is due by July 16, 2012 - and customer relations notified by e-mail I was told that there was a disconnect for July 07, 2012. Ms. Lorraine didn't allow for Share Grant payment to be placed on account, and I did not receive a regular bill before disconnect, nor was I aware that complaint was closed until Tracy advised on July 12, 2012

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

Allow appropriate credits/payment to be applied and the correct amount due identified

**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: July 13, 2012  
(Month, day, year)

Complainant's Signature: Renee Taylor-Reeves

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**

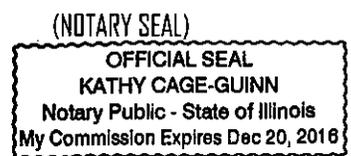
A notary public must witness the completion of this part of the form.

I, Renee Taylor-Reeves, 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.

Renee Taylor-Reeves  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 07/27/12

Kathy Cage-Guinn  
Signature, Notary Public, Illinois



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