

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION  
COMMISSION

For Commission Use Only:  
Case: 12-0531

FORMAL COMPLAINT

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

ORIGINAL

2012 SEP 21 P 1:56  
*com*

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

Brent Christensen

Against (Utility name):

NICOR

As to (Reason for complaint)

NICOR'S CLAIM CONTAINED IN

Its letter dated August 23, 2010 "that the amount of  
\$2,516.45 as of June 24, 2010 is owed to Nicor Gas  
for providing natural gas service to 415 S. Morgan, Wheaton" which  
amount is different from the billed amount to the same address as of  
the same date.

in Wheaton Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

415 S. Morgan Ave., Wheaton IL 60187

The service address that I am complaining about is

415 S. Morgan Ave., Wheaton IL 60187

My home telephone is

[630] 665-5965

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

[630] 209-7950

My e-mail address is brentchristensen0815@yahoo.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.

Nicor's attempt to add charges for gas allegedly incurred years earlier  
at another address to charges at ~~the~~ a new address without notice  
violates § 5/8-101 of the Public Utilities act ~~in that~~

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. Total amount due on bill issue date 6/24/10 equalled \$820.36
2. ON 7/16/10 complainant paid \$300 by his check #1187 toward the above amount.
3. ON 7/30/10 complainant paid \$300 by his check # 1278 toward the above amount.
4. Following the above payments the total amount due on Account 18457341883 should have been approximately \$268.85 as of August 23, 2010,
5. ON August 23, 2010 NICOR gas sent complainant a letter referring Account # 18457341883 only ~~and~~ stating "the amount of \$2,516.45 as of June 24, 2010 is owed to Nicor gas for providing <sup>natural</sup> gas service to 415 S. Morgan."

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

Rule that Nicor may not add an amount allegedly owing from an undisclosed closed account number to an existing account number without notice.

**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: 9-20-12  
(Month, day, year)

Complainant's Signature: Brent Christensen

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

Brent Christensen, Attorney at Law  
1755 S. Naperville Rd., Suite 100  
Wheaton IL 60189

630-510-3252  
brentchristensen0815@yahoo.com

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, Brent Christensen, 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.

Brent Christensen  
Complainant's Signature

SEP 20 2012

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

Signature, Notary Public: [Signature]  
DEPUTY CLERK

(NOTARY SEAL)

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