

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

For Commission Use Only:
Case: 13-0463

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Ming Zhang

Against (Utility name): North Shore Gas

As to (Reason for complaint) 1) Customer Charge Proration
2) Monthly Meter Reading

CHIEF CLERK'S OFFICE
2013 AUG -6 11 AM 10:31 AM
ILLINOIS COMMERCE COMMISSION
PMM

in Riverwoods Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 2414 Seminole Court, Riverwoods, IL 60015

The service address that I am complaining about is 2414 Seminole Court, Riverwoods, IL 60015

My home telephone is [847] 236-9848

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 786-7401

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

(Full name of utility company) North Shore 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.

ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED
DATE 08-20-2013 BY SP5/BJA/STP

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.

Please See Attached Sheet

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

Please See Attached Sheet

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: August 1, 2013
(Month, day, year)

Complainant's Signature: Ming Zhang

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

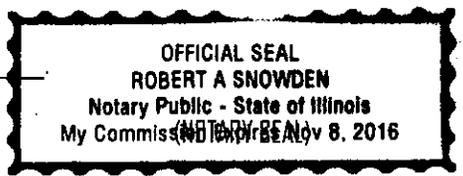
A notary public must witness the completion of this part of the form.

I, Ming Zhang, 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.

Ming Zhang
Complainant's Signature

Subscribed and sworn affirmed to before me on (month, day, year) 8-1-13

[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.

Please state your complaint briefly:

1. On Customer Charge Proration:
2. In our corrected 2012 December bill, the billing period has 27 days, starting from November 16 to December 13. But the Customer Charge was in the amount of \$22.26, which is the full monthly Customer Charge without proration.
3. I learned previously from North Shore Gas (NSG), that in any monthly bill, the full monthly Customer Charge would apply to a billing period of 28 to 32 days; if the billing period is 27 days or less, or 33 days or more, the Customer Charge would be prorated.
4. I contacted Tarsa (who mailed us the corrected bill) of the Executive Department of NSG, requesting the proration of customer charge of this bill. Tarsa refused to do so, as she told me that NSG's Billing Department said it had no way to do it.
5. I then complained to ICC's Customer Service Division. Its representative Mr. Ken Kirchner talked with NSG, and NSG refused to prorate the bill again, but saying this time, it would not prorate any regular monthly bill. As a result, Mr. Kirchner filed an informal complaint for us.
6. Mrs. Araceli C. of NSG's Executive Department then called me in response to the informal complaint. She told me that NSG would not prorate Customer Charge for any billing period varying from 25 to 36 days. I then asked why in the bill NSG issued us under the billing date of September 22, 2010, the Customer Charge was prorated for the billing period of 36 days, she could not provide an explanation using the rule she just informed me.
7. On Monthly Meter Reading:
8. While trying to get the above mentioned corrected bill, I contacted NSG several times. Once I talked with a representative in NSG's Billing Department. She was surprised that NSG is not reading my meter on a monthly basis. According to her, the actual meter reading should be taken on a monthly basis for us, because we have a heating account.
9. However when I check this information with Tarsa (the representative in NSG's Executive Department), she claimed that this is absolutely untrue. When I requested a copy of any documents on the corresponding policy (about heating and non-heating accounts), she claimed that NSG could not provide them to us.
10. I also check this information with Mrs. Arceli C. (another representative in NSG's Executive Department). According to her, it is possible for a customer to get monthly meter reading; but NSG would first evaluate the customer's meter to see if a device could be installed for the purpose of monthly meter reading.

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

On Customer Charge Proration:

- 1) That the customer charge of our corrected December 2012 bill be prorated based on the days of its billing period;
- 2) That NSG provided documents on its customer charge proration policy.

On Monthly Meter Reading:

- 1) That NSG starts its process for taking the actual monthly meter readings for us;
- 2) That the documents on the applicable rules and laws of taking the actual monthly meter reading being provided to us.