

ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

2014 AUG 29 A Illinois Commerce Commission
527 E. Capital Avenue
Springfield, Illinois 62701

CHIEF CLERK'S OFFICE

ORIGINAL

Regarding a complaint by (Person making the complaint): MICHAEL + ALICE COLLINS

Against (Utility name): NICOR GAS

As to (Reason for complaint) The gas was turned off to our townhome, on a Saturday, without notification to us, the owners, when the temperature was below freezing. Gas is the only source of heat to the home.

in McHenry Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 4538 ELEANOR DR., LONG GROVE, IL 60047

The service address that I am complaining about is 3420 WAUKEGAN RD. McHENRY, IL 60050

My home telephone is [847] 847-7846

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [847] 863-9069 OR 224-392-2623

My e-mail address is alicee@filmideas.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.

(220 ILCS 5/8-205) (from ch. 111 2/3, par. 8-205)
(220 ILCS 5/8-202) (from ch. 111 2/3, par. 8-202) (220 ILCS 5/8-203) (from ch. 111 2/3, par 8-203)

Lisa Madigan, IL Attorney General - Gas + Electric Customers Rights
Annette Martinez, AG's Resources External Relations - Press Room

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

continued from above:
(220 ILCS 5/5-201) from ch. 111 2/3, par. 5-201
(220 ILCS 5/5-202.1) Sec. 5-202.1

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.

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

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: Aug. 27, 2014
(Month, day, year)

Complainant's Signature: Michael T. Collins
Alice M. Collins

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, Alice M. Collins
Alice M. Collins, 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.

Alice M. Collins
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) August 27, 2014

Mike Kurgan
Signature, Notary Public, Illinois



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

MICHAEL & ALICE COLLINS AGAINST NICOR GAS

1. On January 18, 2014 (a Saturday) the gas was turned off to our town home at 3420 Waukegan Road, McHenry, IL 60050.
2. The temperature on the day of the shut off was 17 degrees, and near zero during the night.
3. We did not receive notice of a shut-off. There was no notice posted to the door, and no notification by telephone, in person, or first class mail to us, the owners of the property.
4. No notice was given to the McHenry Township Supervisor, the Department of Public Health, or the County or City Sheriff's office.
5. February 12, 2013 I spoke with a representative of NICOR Gas, and was told that the gas was shut off for excessive usage.
6. When I asked what excessive usage was, the person I was speaking with said it was \$100.
7. I asked why they would shut off the gas for \$100 when the temperature was not only below freezing, but close to zero.
8. The representative's reply was "we shut it off, and then you call".
9. We were out of state during this time.
10. February 14, 2014 I called NICOR GAS again and spoke with another representative to attempt to find out who authorized the shut off of the gas.
11. Additional representatives I spoke with gave different reasons for the shut off including unauthorized usage.
12. They agreed to turn the gas back on without a charge, but stated that it would take a few days because they had other emergencies to tend to. I was told our town home was no longer an emergency.
13. Even though the gas was turned off to our town home, and we continued to get bills from NICOR, which I continued to pay.
14. The cost for repairs and damages, and new appliances, due to the shut off of gas by NICOR to our town home is in the thousands of dollars:

• Contractor	\$3669.92
for repair of 14 holes in the walls, shower tiles, cracked and broken water pipes, new toilet new water heater, new shower mixer, dishwasher repair	
• Plumber	\$ 350.00
• Painter	\$ 500.00
• Home Depot for parts	\$ 124.03
• New Humidifier	\$ 795.00

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• New Soft Water Conditioner	\$ 352.12
• New Refrigerator	\$1,000.00
• Mc Henry Plumbing & Heating	\$ 116.10

We request the cost of the repairs, damages and new appliances be paid by NICOR, in the amount of \$6,907.17.

We request that we be reimbursed by NICOR the \$52.80 for having the gas turned back on.

We also request \$25,000 in punitive damages.