

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 14-0670

ILLINOIS COMMERCE
COMMISSION

FORMAL COMPLAINT

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

ORIGINAL

NOV - 5 P 1:02 PM

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): FERY, DIETER W.

Against (Utility name): NORTHERN ILLINOIS GAS COMPANY AKA NICOR GAS

As to (Reason for complaint) ① DISPARATE GAS METER READING
② FAILURE TO ACKNOWLEDGE GAS LEAKAGE FROM AN OLD
METER AND FAULTY WASHERS, RESULTING IN OVERBILLING AND
NICOR'S THREAT TO SHUT OFF MY GAS.

in LYONS Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 7935 OGDEN AVE LYONS IL 60534

The service address that I am complaining about is 7935 OGDEN AVE LYONS IL 60534 APT. 2 REAR

My home telephone is (cell) [708] 334-4060

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708] 334-4060

My e-mail address is DIETER.FERY@YAHOO.COM I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) NORTHERN ILLINOIS GAS COMPANY (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 ON 6/13/14 I CALLED IN AN INCORRECT READING OF 7001 INSTEAD OF 6001, BUT NICOR REFUSED TO ACKNOWLEDGE THE ERROR.
- ② ON 7/7/14 MY METER WAS CHANGED BUT NOT THE WASHERS, AND THAT METER READING WAS 6015, NOT ACCEPTED BY NICOR.
- ③ 986 THERM DISPARITY WITH 78/1000.00 INCORRECT BILLING TO ME.

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

REPEAL ERRONEOUS THERM CHARGES SO I CAN PAY MY CORRECT GAS BILL

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: 10/31/2014
(Month, day, year)

Complainant's Signature: *Dieter Ferry*

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, *Dieter Ferry*, 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.

Dieter Ferry
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) OCT. 31, 2014

[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.

June 24, 2014

Ferry, Dieter
7935 OGDEN AVE APT 2R
LYONS, IL 60534-1579

Account: 82-27-98-0219

Dear Customer:

Recently, you had a question about your bill for \$90.14 for service through May 27, 2014. This bill was based on a meter reading of 5389.

We feel your bill is correct. On June 24, 2014 we read your meter again to ensure the first reading was accurate. The most recent reading was 7001. The amount of natural gas measured by the meter between the two dates is a normal level of usage.

If you have any questions, please email us at customercare@nicor.com or call 1 888 Nicor4u (1 888 642-6748).

Sincerely,

Customer Care Services
Nicor Gas