

FORMAL COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Mark Sternberg

Against (Utility name): North Shore Gas

As to (Reason for complaint) Gross negligence in requiring and completing unnecessary services.

in Vernon Hills Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 950 Woodlands Pkwy. Vernon Hills, IL 60061

The service address that I am complaining about is same as above

My home telephone is (847) 459-1100

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (847) 459-1100

My e-mail address is mark@peartreecatering.com 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.
205.170

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

CHIEF CLERK'S OFFICE
2014 DEC -1 P 12:49
ILLINOIS COMMERCE COMMISSION

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.

See ATTACHED

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

I expect reimbursement for the cost of the certified plumber.

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: 11/20/14 Complainant's Signature: _____
(Month, day, year)

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, Mark Sternberg, 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.

[Signature]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 11/25/14

[Signature]
Signature, Notary Public, Illinois



(NOTARY SEAL)

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

Summary of events with North Shore Gas Company

1. On or around 9/10/14 we were contact by North Shore Gas insisting that our meter had to be changes. (no other meters in building were being changed?). With the threat of DISCONNECTION, we agree based on a period of time we could afford to be without gas (we were told 30-45 minutes) on Friday afternoon 9.26.14
2. Techs arrived just after 3pm and we ceased operations (for what we thought would be a temporary period). After turning gas off and changing the meter, techs began to attempt to turn equipment back on. Clearly they were not familiar with standard cooking equipment and were unable to turn most of the equipment on. My staff which were now into overtime hours, had to assist however it was clear the techs were not comfortable with what they were doing. The Tech repeatedly began to ticket a number of our pieces of eqt. Claiming here were leaks in our system. Next, they proceeded to turn the gas at the water heater on and claimed there was carbon dioxide spewing from the top and not exiting through our flue. The Tech than turned off the gas entirely and contact his supervisor. We were told the gas could not be turned back on until a licenses plumber repaired all of the equipment and water heater.

Not much we could do on a Friday night at 6:45pm.

3. The next morning (SAT-9/27/14) by 8am we hired a license plumber (on an emergency basis) to come to fix and test the gas lines. After testing the lines, (basically doing the same thi9ng as the tech the night before), he found no leaks.
4. We called to have the gas turned back on and a new tech (Dean) showed up relatively quickly after I left a message and update with John Holmes (the supervisor). Dean proceeded to test the lines finding nothing wrong and he began to turn on our gas. The last item to be turned on was the water heater. Dean claimed the exhaust was weak and he removed a pipe so that gas would not go into the water heater. He again required we get a plumber out to check the exhaust. I again called the plumber out who found NO problem with the exhaust. He refitted the pipe that Dean had removed, turned the gas on and all worked fine.
5. As a result of this ridiculous sequence of events, we incurred a hefty plumbing bill and were forced to keep our staff for 8 overtime hours. I am expecting the Gas Company to reimburse me for 100% of my outlay since the entire experience was unnecessary. Below I have outlined the unnecessary charges and expenses incurred. Please review and get back to me with how this will be taken care of ass soon as possible, thanks!

Plumbing charges (see attached invoice)	\$1489.00
OT charges on my staff	
Friday 2 OT hours @35.00 per hour	\$70.00
Saturday 6 OT hours @35.00 per hour	<u>\$210.00</u>
TOTAL	\$1769.00

6. I contacted Diana Babilonia (as I was told to do), and was told to make a complaint in writing requesting the refund along with a sequence of events. After approximately two weeks I received a form letter denying my request.
7. North Shore Gas has contacted me at home and made the same request and threats regarding my home meter. I have refused the service based on the experience I had at my office. I immediately contacted the Illinois Commerce Commission and made a complaint.
8. The only similarity with the two locations (office and home) is we switched our provider to a new gas company guaranteeing a better rate on our gas on an annual basis.
9. I am seeking a full refund for my expenses related to the plumber and I want North Shore Gas to leave me alone at home regarding my meter.
10. On 11/22 we received another threat of disconnection with an issue date of 11/20, in spite of having complaints with the ICC already in place.