

Attachment #1

1. On or about *07/31/14*, we contracted with Edgar Sewell Plumbing and Sewer, Inc. ("Sewell"), 3419 Madison St., Skokie, IL 60076 for flood control works.
2. The land to the west of our front walkway was excavated by the Sewell and work began when it was learned that Nucor's gas line was interfering with construction.
3. Sewell called NICOR and a NICOR supervisor came to inspect and told us that he would send a worker to relocate the line.
4. That NICOR discovered that our meter was in our basement and we were told that NICOR would move it to the outside of our home.
5. That NICOR cut the existing gas pipe, which obstructed our flood control work and put in a flexible connection to allow the work to be completed. In addition, the next day, after our flood control work was completed, NICOR workers showed up and ran a new gas line from the main gas line located on the other side of the street—approximately 70 feet—to our house. This additional work was done by NICOR without informing us about the reason for doing so as no contract was presented nor consented to by us.
6. That Sewell did complete the installation and the Village of Skokie approved it on *08/04/14*.
7. That subsequent thereto, NICOR sent an invoice dated *8/06/14* under Account # *79-69-23-7663 9* for \$4,546.00 called "Relocation Charges per Proposal Contract."
8. With this invoice came a separate item called "Nikor Gas Proposal Contract/Projects" showing the Base Charge and State Utility and Skokie Municipal Tax due for a total of \$4,546.00.
9. That said proposal did not show who submitted it and was not signed by anyone.
10. That after receiving this bill, we called NICOR and spoke with Mary Jane Hasings.
11. That after several e-mails and phone conversations, we received another invoice dated *09/09/14*, under Account Number # *05-80-72-7675 2* showing an amount due of \$2,358.69 which again was called "Relocation Charges per Proposal Contract."
12. This new invoice also came with another unsigned "Nikor Gas Proposal Contract/Projects" form.
13. We again called NICOR and spoke several times with Mr. Phil Bachelor, Manager, Customer Development, telling him that we had not approved any of NICOR's work prior to NICOR's work being done.
14. Finally, on *12/11/14*, Mr. Bachelor sent a letter attempting to clarify the charges for both bills and asking us to resolve the matter by reducing a portion of the first bill.
15. We, as customers, feel that we should not be liable for paying these bills as we had no prior knowledge or explanation of NICOR's charges and we do not agree that the time spent or work done by NICOR justifies such enormous bills. The gas meter relocation and the new gas line from the main line was and is, customarily done by NICOR with no cost to the consumer (see the attached flier previously sent by NICOR to us). We had, on several occasions, set up at least two appointments with NICOR to remove our meter to the outside but no one from NICOR showed up for these appointments.
16. That we would like you to resolve this dispute by ruling in our favor.



Nicor Gas™

An AGL Resources Company

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1-888-NICOR4U (642-6748)

Natural Gas Leaks, Odors or Emergencies

[Contact Us](#) | [Meter Service Revision Request](#) | [Information for New Customers](#)

[Meter Service Revision Request](#)

Meter Service Revision FAQ

[Meter or Service Revision Request Form](#)

[Forms and Reference Documents](#)

Meter/Service Revision FAQs

What is a "BTU load" and where do I find this information?

"BTU" stands for British Thermal Unit and is the measure of how much (volume) gas your appliance requires to turn on. On most appliances, this information will be on an easy-to-find metal tag on the unit or in the appliance specification documents. Your Nicor Gas Service Representative needs this information to ensure the natural gas service line from the street and the meter are sized properly. If you are unable to find the BTU information for your appliance, please contact the equipment manufacturer.

How do I know that I need to increase pressure or determine that pressure is already greater than 1/7#?

Most residences do not require pressure above 1/7#, our standard pressure at residential meters. If you are having new appliances installed, please ask your qualified heating or plumbing professional if the appliance requires more pressure than 7" of water column (pressure requirement ranges are usually notated as X"-Y" w. c.)

Can I get a second service to my property?

No. Nicor Gas no longer runs more than one service line on the same property.

I have added an out-building (detached garage, shed) at my residence or subdivided my commercial building. Can I get additional meters?

Yes. All additional meters will be installed at the existing meter location unless there is no room to accommodate the additional meters. If there is no room for additional meters, the service line will need to be moved to where the meters can be installed.

How much will these meter/service revisions cost, and why does Nicor Gas charge?

Charges will vary depending on what needs to be done to fulfill your request. You will receive a quote of charges in a proposal contract. Nicor Gas charges for customer-requested revisions to all existing facilities. You will not be charged if Nicor Gas initiates changes for upkeep, natural gas main revisions or planned system upgrades.

NOT PROVIDED TO US



In the Neighborhood

JANUARY 2014

Nicor Gas will begin working in your neighborhood to upgrade the natural gas delivery system, which will include the installation of a new gas mains and service lines to your home. As part of this project, gas meters currently located inside residential homes must be moved outside. This project will be completed in three phases over the next year.

Because your home or business may be impacted by this construction, we want to inform you of the project's key phases, the measures we are taking to ensure minimal disruption to your property – including complete landscape restoration plans – and the benefits of the project to you. We are also asking for your cooperation and patience as Nicor crew members will need to gain access to your property to complete important steps in this project.

SCOPE OF WORK



Phase 1: Spot New Service and Locate Existing Services

If your meter is currently inside your house, United Meter (UMI) crews hired by Nicor will begin in January to meet with customers to identify where the new meter(s) will be placed on your property. At the same time, they will locate the position of your existing gas service line. Our personnel will need access to your property to accomplish these tasks, because the location of the meter outside is typically dictated by the placement of your home or business' indoor piping.

Phase 2: Physical Installation

Once all service lines are identified, the physical installation of the new gas main will begin. We expect to begin the main installation in the Spring of 2014. After the gas main is installed in the village right-of-way, individual service lines will be run to each customer. This phase will take approximately three months. Nicor has hired USIC to locate all public utilities such as electric, water, sewer, and gas lines. They may come to your door needing access to lines in your house to perform their locating work. They and all other Nicor crews and hired contractors will have Nicor issued ID cards and will present them if requested. If you have any private utility lines such as a sprinkler system, it is your responsibility to locate and mark those at the time the other utilities are marked prior to construction. We cannot take responsibility for repairs to unmarked facilities.

Phase 3: Crosstie to New System

After the new service is installed, we will be moving your meter outside, if it is not already outside, and connecting

the meter and new service line to your interior piping. Your service will only be interrupted during the time we take to connect your gas meter to the new service line. We anticipate this process will take an average of two to three hours at the most. If you have more than one meter, the process may take slightly longer. We will contact you to schedule an appointment before this work is undertaken.

NICOR'S COMMITMENT TO YOU

Minimal Disruption



We want you to know that treating your property with respect is of the utmost priority to us. To that end, we will utilize a process known as "directional" boring, which makes it possible to lay underground piping with minimal impact to the property.

Directional boring allows for precise guidance of the drilling operation in order to avoid existing utility services and underground obstacles. We will begin by digging one hole along the parkway in front of or across the street from your property to install your new gas service.

In instances where we will need to access your property, we will do everything we can to accommodate your schedule, and you will be notified before any work needs to be done inside.

Complete Landscape Restoration

For those properties impacted by the project, Nicor Gas is committed to providing complete landscape restoration. We promise to restore your yard to the condition in which we found it including replanting any grass that we dig up and replacing any other landscaping that is damaged or removed. Every effort will be made to complete the landscaping and pavement restoration this year.

(continued)

HOW YOU WILL BENEFIT



While the replacement of the gas main will initially cause mild disruption to some of the quiet residential streets in your town, upgrading the current system will assure the continued delivery of safe and reliable gas service to your home. This upgrade comes at no cost to you.

QUESTIONS?



Due to the extensive nature of this project, we have established a dedicated phone line for questions. You can contact weekdays from 7:30 a.m. to 4 p.m. An answering machine is set up to take these calls, so please leave a message. All calls will be returned within 24 hours.

Special Reminder:

Are you planning any projects on your property in the coming months? If so, remember to call JULIE (Joint Utility Locating Information for Excavators) at 1 800 892-0123 at least 48 hours in advance of any digging in your yard. JULIE notifies Nicor Gas and other utilities that will mark the location of underground facilities on your property. We appreciate your cooperation with this important safety precaution.



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→ SEARCH

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Natural Gas Leaks, Odors or Emergencies

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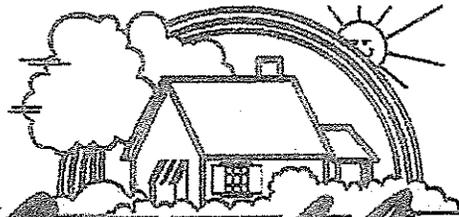
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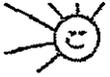
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Bill Payment Center
P.O. Box 1630
Aurora, IL 60507-1630

An AGL Resources Company

-A-

Account Summary for Mihail Gociman

Account Number: 79-69-23-7663 9
Service Address: MG14242 5120 Chase Ave, Skokie
Bill Period: 08/06/14 - 08/07/14 (1 days)
Bill Issue Date: 08/06/14
Relocation \$4,546.00
Total Amount Due by 08/27/2014\$4,546.00

A Message for You

A Late Pay Charge will be applied to overdue balances at the periodic rate of 1.5% per month (APR 18%). If you have any questions concerning this invoice, please call 1 630 388-3919.
Please make payments to Nicor and mail to Bill Payment Center, P.O. Box 1630, Aurora, IL 60507-1630.

Relocation	\$4,546.00
Relocation Charges Per Proposal Contract	4,319.24
Municipal Utility Tax	222.44
State Tax	4.32

Handwritten notes: 08/06/14 5120 Chase Ave Skokie IL 60077
8-4-14

Handwritten notes: May, JANE
[unclear]
[unclear]

Handwritten notes: [unclear]
[unclear]
[unclear]

Please do not include written inquiries as the stub is processed by machine. Return this portion with your check made payable to Nicor.



An AGL Resources Company

Payment Due By
08/27/2014
\$4,546.00

Current bill \$4546.00 due by 08/27/2014

Mihail Gociman
5120 Chase Ave
Skokie, IL 60077

PO BOX 1630
AURORA, IL 60507-1630

Account Number: 79-69-23-7663 9



79 69 23 7663 9 0004546008 0004546008 911

Nicor Gas Proposal Contract / Projects

Nicor Gas proposes to furnish the necessary labor and material to do the work described below.

Work for Customer or Contractor MIHAIL GOCIMAN		Submitted by: MARIA GAL		Date: 08/02/14	Job No: MG14242
Fax Number:	Attn:	Email Address	Attn:		Account No. 79-69-23-7663 9
Service Address: 5120 CHASE AVE		Service City SKOKIE	Service State IL	Service Zip 60077	
Mailing Address SAME		Mailing City	Mailing State IL	Mailing Zip	

Charges

	Base Charge:	\$	4,319.24
	State Utility Tax:	\$	4.32
SKOKIE	Municipal Tax:	\$	222.44
Payment in full to be made on acceptance	Total Charge:	\$	4,546.00

Job Scope:

Nicor Gas supplied labor, material and transportation to move service temporarily until customer/contractor installed flood system,(called in as an emergency) came back replaced existing service with 1" via directional bore upgraded meter from AT210 to 425tc and moved meter and regulator to the outside.

Work to be done on: Service Meter

Nicor Gas is not responsible for restoration of landscaping/paving on private property.

The sketch, if any, appearing on the reverse side hereof, or attached hereto, is hereby made a part of this Proposal/Contract. Work will be done during regular working hours except upon the Customers's/Contrator's specific request and agreement to pay for overtime work. All material and equipment from the main to and including the meter is the property of the Company. All material and equipment beyond the meter is the property of the Utility Customer and is to be maintained and repaired at the Utility Customer's expense.

Except in case of emergency, no repairs chargeable to the Utility Customer shall be made other than upon the Utility Customer's written order. The Utility Customer agrees that the Company shall have the right to enter the Utility Customer's premises at all reasonable hours to make the necessary repairs to piping, regulators, meters and other equipment connected to the Company's system.

The Company shall not be responsible for any damages resulting from delay in completing the above work, where such delay is due to casualties, labor disputes, or other causes beyond the reasonable control of the Company. The Customer/Contractor agrees to indemnify and hold harmless the Company against all costs, damages, liabilities and expenses (including those incurred in connection with any claim, suit or proceeding) arising out of the Work, except when such costs, damages, liabilities and expenses arise solely from the negligence of the Company.

This proposal shall be void unless accepted within 30 days of its presentment. This Proposal contains the entire understanding between the parties with respect to the subject matter hereof, and may be modified, amended or mutually rescinded only by a written instrument executed by the parties hereto. This proposal, as submitted, becomes a Contract when accepted by the Customer/Contractor and approved by the Company.

Payment:

Place payment and signed contract in the enclosed envelope and mail to Bill Payment Center, PO Box 1630, Aurora, IL 60507-1630:

To Pay by Credit Card or Check by Phone:

Call 1-888-642-6748. You must then FAX or email a copy of your signed contract, with your confirmation number to 847768 9409. OR EMAIL TO: MGal@aglresources.com

Nicor Gas

Submitted by: _____

Accepted:

Customer/Contractor: _____

Supervisor Signature: _____

Credit Payment Conf. #: _____

Date: _____

Official Capacity: _____

11/12/2014

Gmail - 5120 Chase Ave Skokie



Mihail Gociman <mmgociman@gmail.com>

5120 Chase Ave Skokie

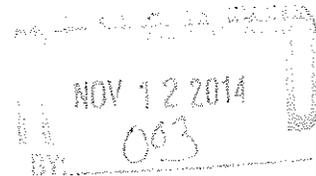
4 messages

mgociman <mmgociman@gmail.com>

Tue, Aug 19, 2014 at 6:02 PM

To: mgal@aglresources.com, esmith@aglresources.com

To whom it may concern,



We are writing this email hoping to clarify some illegal and unprofessional issues created by the Nicor's employs.

Our names are Mihail & Magdalena Gociman and we live for the least 30 years, on 5120 Chase Ave, Skokie IL 60077. After the June big storm which flooded our basement, we hired Edgar Sewell Plumbing & Sewer company, to install a flood control in our front yard.

The contractor obtained the permit from Skokie village and according with the marks, flags and color line, the JULIE Company was present.

On July 30, 2014, the Edgar Sewell Company starts the digging 1.5 feet on either side of the mark (see pictures). Later on, we had be informed by the contractor that, they discover the gas line was running in top and parallel with the sewer pipe, and they had call Nicor.

The contractor stops working, and wait for Nicor. We were inside of the house when we heard loud verbal argument which was between Nicor representative and contractors. The contractor called the police. We called Nicor, and after a ½-hour Tina Smith Supervisor-field operations came and try to calm down the conflict between the police, contractor and the Nicor representative (he did not want to identify himself).

She assures us that Nicor will take care and solve this problem, and if we ever have any issues, we should call her.

In a short time 2(two) Nicor installers came and they bypass the existing gas line with a short connection (annrx 8 ft) between meter and the old gas line. They

left at 3 PM, informing us that they will come next day to finish the work.

In the following day July 31, 2014, they come back and they start with changing the connection, which was done on the previous day, with a new gas line. According with the installers the Nicor's Supervisor, decided to bring a new gas line from the other sidewalk under street for approximate length of 70 ft.

Very important we never have any kind of conversation with absolute anybody from Nicor, regarding the cost or us to be responsible for any kind of work performed by Nicor.

On August 12, 2014, we received by mail a Gas Proposal Contract/ bill in amount of \$4,546.00 signed by Maria Gal with a due date August 27, 2014. The contract contains the paragraph **"This proposal shall be void unless accepted with 30 days of this presentment"**.

After receiving the above mention ate proposal/contract, we call Tina Smith and Maria Gal, both of them NOT accepting the responsibility of wrong handling the entire situation from the start to the end.

Before or during the work performed by Nicor:

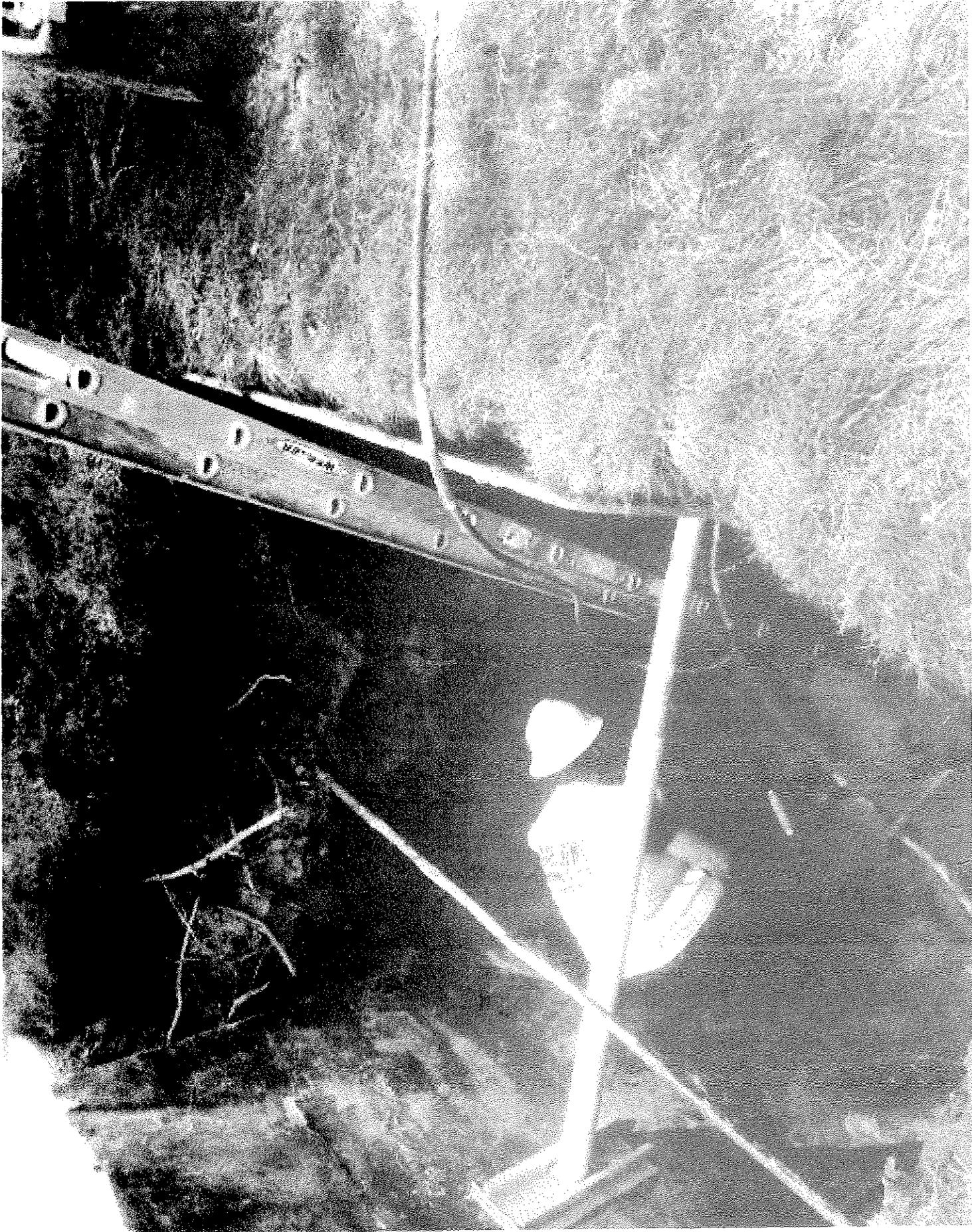
- We NEVER, receive a quote or proposal.
- We NEVER been asked to give in writing or verbal approval for Nicor work.
- We never been inform verbally or in writing of any financial obligation we may have for this job to be perform.
- If back than was communicated to us the cost to do this job, we could stop the entire work including the installation of the flood control.

Nicor it is solely responsible for the cost for doing this work, because Nicor did not fallow the legal procedures applicable in all the projects

cc;Jim Kuchler Senior Mg. field operation

Ales Cejka

David Dallman Executive VP



Your email '[leak] E-mail response from web site [00-49-84-0000 1]' was accepted [InteractionID:e12a3b95-90db-4774-9f5f-866b61e83f28]

2 messages

Tue,
Aug
19,
2014
at
6:10
PM

ngemergencyservice@aglresources.com<ngemergencyservice@aglresources.com>

Reply-To: ngemergencyservice@aglresources.com
To: mmgociman@gmail.com

Thank you for contacting us. This is an automated reply.
You have reached us during office hours. Your email will be processed by the next available agent.

The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from any computer.

Your email '[leak] E-mail response from web site [00 49 84 0000 1]' was accepted
[InteractionID:81b68871-e076-45d0-9d82-e44dad837fd]

NICOR x

ngemergencyservice@aglresources.com

8/19/14

Thank you for contacting us. This is an automated reply. You have reached us ...

Your email '[leak] E-mail response from web site [00 49 84 0000 1]' was accepted
[InteractionID:e0f956d7-4a2c-49f1-8cff-8acd6c129a72]

NICOR x

ngemergencyservice@aglresources.com

8/19/14

Thank you for contacting us. This is an automated reply. You have reached us ...

mgociman <mmgoci

Nicor Gas <respond@aglresources.com>
to me

8/19/14

Your recent e-mail included words that are sometimes used to describe a natural gas emergency. If you e-mailed us about a natural gas odor or possible leak, please call us at 1-888-Nicor4u ([1 888 642-6748](tel:18886426748)) and press option 1.

If the odor is strong and persistent or you hear gas leaking, leave the house, opening doors and windows as you leave. Do not use your telephone, operate any gas or electric appliances, light a match or turn light switches on or off. In some situations, sparks from any of these could ignite the natural gas. Call Nicor Gas from a neighbor's phone.

Thank you,

Nicor Gas Customer Care

This message has been scanned for malware by Websense. www.websense.com

Maria Gal <MGal@aglresources.com>

9/8/14

to me

Good morning

I will like to inform you that you should be getting a revised invoice this week, for the job we completed for you.

Maria Gal

Customer Development

847.227-0802

847.768.9409 fax

MGal@aglresources.com



11/12/2014

Gmail - 5120 Chase Ave Skokie



mgociman <mmgociman@gmail.com>
To: mgal@agresources.com, esmith@agresources.com

Thu, Aug 21, 2014 at 1:17 PM

[Quoted text hidden]

Maria Gal <MGal@agresources.com>
To: mgociman <mmgociman@gmail.com>

Thu, Aug 21, 2014 at 6:06 PM

Hello

I will be off tomorrow but I will be reviewing all the information for you Monday.

Maria

Acc # 05-80-72-7675-2

3 messages

mgociman <mmgociman@gmail.com>

Tue, Oct 21, 2014 at 5:06 PM

To: mgal@aglresources.com, esmith@aglresources.com

This is a follow up on the letter send by us on August 19, 2014 (see attached).

We received the first bill for \$4,546 we send the letter and on 9/30/2014, we received the second bill for \$2,358.69.

FOR WHAT ARE THOSE CHARGES ???

This facts are showing a pattern of arbitrary decision, with total disregarding the normal business practice, and Nicor rules when are dealing with this type of situation.

We are not responsible to pay ANY of the bills (\$4,546 or \$2,358.69). Nicor it is responsible for ALL the work was done.

We expect the charge to be drop **immediately and to be informing in writing.**

In case the charge will not be drop, we will address this situation to the Attorney General of Illinois, asking to assist us in this situation, and to look on Nicor's employs practice when they are dealing with the elderly customers.



Account Summary for Mihail Gociman	
Account Number: 05-80-72-7675 2	
Service Address: MG14242R 5120 Chase Ave, Skokie	
Bill Period: 09/09/14 - 09/10/14 (1 days)	
Bill Issue Date: 09/09/14	
Relocation	\$2,358.69
Total Amount Due by 09/30/2014	\$2,358.69

A Message for You

A Late Pay Charge will be applied to overdue balances at the periodic rate of 1.5% per month (APR 18%). If you have any questions concerning this invoice, please call 1 630 388-3919.

Please make payments to Nicor and mail to Bill Payment Center, P.O. Box 1630, Aurora, IL 60507-1630.

Relocation	\$2,358.69
Relocation Charges Per Proposal Contract	\$2,241.04
Municipal Utility Tax	\$115.41
State Tax	\$2.24

Please do not include written inquiries as the stub is processed by machine. Return this portion with your check made payable to Nicor.



PO Box 1630
Aurora, IL 60507-1630

<p>Payment Due By</p> <p>09/30/2014</p> <p>\$2,358.69</p>
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05-80-72-7675 2

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Skokie IL 60077-0000

PO BOX 1630
AURORA IL 60507-1630

05 80 72 7675 2 0002358695 0002358695 922

Nicor Gas Proposal Contract / Projects

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Work for Customer or Contractor MIHAIL GOCIMAN		Submitted by: MARIA GAL		Date: 09/08/14	Job No: MG14242R
Fax Number:	Attn:	Email Address	Attn:		Account No. 05-80-72-7675 2
Service Address: 5120 CHASE AVE		Service City: SKOKIE	Service State: IL	Service Zip: 60077	
Mailing Address: SAME		Mailing City:	Mailing State: IL	Mailing Zip:	

Charges

	Base Charge:	\$	2,241.04
	State Utility Tax:	\$	2.24
SKOKIE	Municipal Tax:	\$	115.41
Payment in full to be made on acceptance	Total Charge:	\$	2,358.69

Job Scope:

Nicor Gas supplied labor, material and transportation to move service temporarily until customer/contractor installed flood system, (called in as an emergency) came back replaced existing service with 1" via directional bore upgraded meter from AT210 to 4251c and moved meter and regulator to the outside.

Work to be done on: Service Meter

Nicor Gas is not responsible for restoration of landscaping/paving on private property.

The sketch, if any, appearing on the reverse side hereof, or attached hereto, is hereby made a part of this Proposal/Contract. Work will be done during regular working hours except upon the Customer's/Contractor's specific request and agreement to pay for overtime work. All material and equipment from the main to and including the meter is the property of the Company. All material and equipment beyond the meter is the property of the Utility Customer and is to be maintained and repaired at the Utility Customer's expense.

Except in case of emergency, no repairs chargeable to the Utility Customer shall be made other than upon the Utility Customer's written order. The Utility Customer agrees that the Company shall have the right to enter the Utility Customer's premises at all reasonable hours to make the necessary repairs to piping, regulators, meters and other equipment connected to the Company's system.

The Company shall not be responsible for any damages resulting from delay in completing the above work, where such delay is due to casualties, labor disputes, or other causes beyond the reasonable control of the Company. The Customer/Contractor agrees to indemnify and hold harmless the Company against all costs, damages, liabilities and expenses (including those incurred in connection with any claim, suit or proceeding) arising out of the Work, except when such costs, damages, liabilities and expenses arise solely from the negligence of the Company.

This proposal shall be void unless accepted within 30 days of its presentment. This Proposal contains the entire understanding between the parties with respect to the subject matter hereof, and may be modified, amended or mutually rescinded only by a written instrument executed by the parties hereto. This proposal, as submitted, becomes a Contract when accepted by the Customer/Contractor and approved by the Company.

Payment:

Place payment and signed contract in the enclosed envelope and mail to Bill Payment Center, PO Box 1630, Aurora, IL 60507-1630.

To Pay by Credit Card or Check by Phone:

Call 1-888-642-6748. You must then FAX or email a copy of your signed contract, with your confirmation number to 847/768 9409. OR EMAIL TO: MGal@agfresources.com

Nicor Gas

Submitted by: _____ **Accepted:** Customer/Contractor: _____

Supervisor Signature: _____ Credit Payment Conf. #: _____

Date: _____ Official Capacity: _____

mgociman <mmgociman@gmail.com>

10/21/14

to mgal, esmith

ACC# 05 80 72 76 75 2

This is a follow up on the letter send by us on August 19, 2014 (see attached).

We received the first bill for \$4,546 we send the letter and on 9/30/2014, we received the second bill for \$2,358.69.

FOR WHAT ARE THOSE CHARGES ???

This facts are showing a pattern of arbitrary decision, with total disregarding the normal business practice, and Nicor rules when are dealing with this type of situation.

We are not responsible to pay ANY of the bills (\$4,546 or \$2,358.69). Nicor it is responsible for ALL the work was done.

We expect the charge to be drop **immediately and to be informing in writing.**

In case the charge will not be drop, we will address this situation to the Attorney General of Illinois, asking to assist us in this situation, and to look on Nicor's employs practice when they are dealing with the elderly customers.



Account Summary for Mihail Gociman	
Account Number: 05-80-72-7675 2	
Service Address: MG14242R 5120 Chase Ave, Skokie	
Bill Issue Date: 10/07/14	
Total Previous Balance	\$2,358.69
Late Pay Chrg (may incl tax) 10/07/2014	\$37.24
Total Amount Due	\$2,395.93

A Message for You

A Late Pay Charge will be applied to overdue balances at the periodic rate of 1.5% per month (APR 18%). If you have any questions concerning this invoice, please call 1 630 388-3919. Please make payments to Nicor and mail to Bill Payment Center, P.O. Box 1630, Aurora, IL 60507-1630.

Please do not include written inquiries as the stub is processed by machine. Return this portion with your check made payable to Nicor.



PO Box 1630
Aurora, IL 60507-1630

Total Amount Due \$2,395.93
--

Account Number:
05-80-72-7675 2

Past due balance is \$2358.69 due now.
Current bill \$37.24 due by 10/28/2014

Mihail Gociman
5120 Chase Ave
Skokie IL 60077-0000

PO BOX 1630
AURORA IL 60507-1630

05 80 72 7675 2 0002395937 0002395937 922

mgociman <mmgociman@gmail.com>

11/10/14

to mgal, esmith

After couple of phone calls we received from NiCor, (they refuse to introduce themselves), and assure us they will review this situation, today we received by mail the attached bill /note. We are asking same question **FOR WHAT ARE THOSE CHARGES?**

We are not responsible to pay ANY of the bills (\$4,546 or \$2,358.69). Nicor it is responsible for ALL the work done.

We expect the charge to be drop **immediately and to be informing in writing. THIS IT THE LEAST TIME, in case the charge will not be drop, we will address this situation to the Attorney General of Illinois, asking to assist us in this situation, and to look on Nicor's employs practice when they are dealing with the elderly customers.**

Nicor it is solely responsible for the cost for doing this work, because Nicor did not fallow the legal procedures applicable in all the projects.

Account Summary for Mihail Gociman

Account Number: 05-80-72-7675 2

Service Address: MG14242R 5120 Chase Ave, Skokie

Bill Issue Date: 11/04/14

Total Previous Balance \$2,395.93

Late Pay Chrg (may incl tax) 11/04/2014 \$35.34

Total Amount Due \$2,431.27

A Message for You

A Late Pay Charge will be applied to overdue balances at the periodic rate of 1.5% per month (APR 18%). If you have any questions concerning this invoice, please call 1 630 388-3919.

Please make payments to Nicor and mail to Bill Payment Center, P.O. Box 1630, Aurora, IL 60507-1630.

PAST DUE

Please do not include written inquiries as the stub is processed by machine. Return this portion with your check made payable to Nicor Gas.



Nicor Gas™

An AGL Resources Company

PO Box 1630
Aurora, IL 60507-1630

Total Amount Due
\$2,431.27

Account Number:
05-80-72-7675 2

Past due balance is \$2395.93 due now.
Current bill \$35.34 due by 11/25/2014

Mihail Gociman
5120 Chase Ave
Skokie IL 60077-0000

PO BOX 1630
AURORA IL 60507-1630

05 80 72 7675 2 0002431278 0002431278 922

Better Business Bureau (Do Not Reply To This Email Address) <chi 11/13/14
to me

Complaint ID#: 94525633
Business Name: Nicor Gas

Thank you for contacting the BBB. Your case was received by the Bureau on November 13, 2014 and has been assigned case # 94525633 in our files.

Your case has been applied to the following business:
Nicor Gas
1844 Ferry Rd
Naperville, IL 60563-9662

The case has been reviewed by one of our Case Specialists and has now been forwarded to the business for their response. The business is allowed ten days to respond. If we do not receive a response from them after ten days, we will send them a second notification. You will be informed once a response has been received.

As this case progresses, you may also consider using BBB alternative dispute resolution services such as binding arbitration. For more details about arbitration, please visit: www.chicago.bbb.org/ADRindex.html

We encourage you to use our ONLINE COMPLAINT system to keep up with the progress of this case. Please do not reply to this e-mail as this is a general e-mail address, please use the ONLINE COMPLAINT system. The URL (website address) below will take you directly to this case on our website:

[Complaint Status Page](#)

If the above link does not work for you, please copy and paste this URL into your browser:
<http://chicago.app.bbb.org/complaint/view/94525633/c/u6rr8z>

Sincerely,

Rhonda Drew
Assistant Manager, Automotive Services
rdrew@chicago.bbb.org

Better Business Bureau (Do Not Reply To This Email Address) <chi 11/17/14
to me

Complaint ID#: 94525633
Business Name: Nicor Gas

The BBB has received a response from the business in the above referenced complaint case. Please review their response to your original complaint and advise us of your position in the matter. The response may have already been mailed to you by the company. The details of the complaint (including the business' response) can be accessed by clicking [here](#). Please be sure to indicate whether the company's response is satisfactory or not within ten (10) days.

If you are not satisfied with the company's response and wish to provide additional information relevant to your complaint (such as a copy of your contract, invoice, receipt, work order, warranty, etc.) please submit it with your rebuttal by the aforementioned date. If the Bureau does not receive a response from you within ten (10) days, your complaint will close as Assumed Resolved.

Please do not reply to this e-mail as this is a general e-mail address, please use the ONLINE COMPLAINT system. If the above link does not work for you, please copy and paste this URL into your browser:

<http://chicago.app.bbb.org/complaint/view/94525633/c/u6rr8z>

Sincerely,

Rhonda Drew
Assistant Manager, Automotive Services
rdrew@chicago.bbb.org

BBB CASE#: 94525633

Complaint filed by:	Mihail & Magdalena Gociman (More)																								
Business Info																									
NAME:	Nicor Gas																								
ACCREDITED BUSINESS:	YES																								
CONTACT:	Ms. Kyra Mitchell																								
ADDRESS:	P.O. Box 190 Aurora, IL 60507-0190																								
PHONE:	888 642-6748																								
FAX:	630 983-5855 - 380 3000																								
Website:	http://nicorgas.aglr.com/																								
	(Less)																								
Activity																									
	<table border="1"> <thead> <tr> <th>Date</th> <th>Activity</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>11/17/2014</td> <td>Forward Business Response to Consumer</td> <td></td> </tr> <tr> <td>11/14/2014</td> <td>Receive Business Response</td> <td>Thank you for contacting Nicor Gas about your billing concerns. Our records show this inquiry was also received from the ICC. A member of our Customer Development team will be contacting you soon.</td> </tr> <tr> <td></td> <td></td> <td>Thank you for allowing Nicor Gas the opportunity to address your concerns.</td> </tr> <tr> <td>11/13/2014</td> <td>Inform MIP AB of Case</td> <td></td> </tr> <tr> <td>11/13/2014</td> <td>Send Acknowledgement to Consumer</td> <td></td> </tr> <tr> <td>11/13/2014</td> <td>Accredited Business Case Reviewed by BBB</td> <td></td> </tr> <tr> <td>11/13/2014</td> <td><u>Case Received by BBB</u></td> <td></td> </tr> </tbody> </table>	Date	Activity	Description	11/17/2014	Forward Business Response to Consumer		11/14/2014	Receive Business Response	Thank you for contacting Nicor Gas about your billing concerns. Our records show this inquiry was also received from the ICC. A member of our Customer Development team will be contacting you soon.			Thank you for allowing Nicor Gas the opportunity to address your concerns.	11/13/2014	Inform MIP AB of Case		11/13/2014	Send Acknowledgement to Consumer		11/13/2014	Accredited Business Case Reviewed by BBB		11/13/2014	<u>Case Received by BBB</u>	
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Case Description:	See Attached (Less)																								
Category:	Customer Service Issues																								
Case opened date:	11/13/2014																								
Case closed date:																									
Desired Resolution:	See Attached ... (More)																								

Download a copy of this complaint so you can print it for your records

*** You have until November 27, 2014 to do so. Please see below for instructions. ***

On November 14, 2014, the business provided the following information:

Thank you for contacting Nicor Gas about your billing concerns. Our records show this inquiry was also received from the ICC. A member of our Customer Development team will be contacting you soon.

Thank you for allowing Nicor Gas the opportunity to address your concerns.

All attachments for this complaint.

[BBB Directory](#)

[Give.org](#)

[Council of Better Business Bureaus](#)

[Contact](#)

[Terms of Use](#)

[Trademarks](#)

[Privacy Policy](#)

[Fight Phishing](#)

BBB CASE#: 94525633

Complaint filed by:	Mihail & Magdalena Gociman (More)
Complaint filed against:	Nicor Gas (More)
Complaint status:	Forward Business Response to Consumer (More)
Case Description:	See Attached... (More)
Category:	Customer Service Issues
Case opened date:	11/13/2014
Case closed date:	
Desired Resolution:	See Attached ... (More)

[Download a copy of this complaint so you can print it for your records](#)

*** You have until November 27, 2014 to do so. Please see below for instructions. ***

On November 14, 2014, the business provided the following information:

Thank you for contacting Nicor Gas about your billing concerns. Our records show this inquiry was also received from the ICC. A member of our Customer Development team will be contacting you soon.

Thank you for allowing Nicor Gas the opportunity to address your concerns.

All attachments for this complaint.

NOTE: You may need [Adobe Reader](#) and/or [WinZip](#) to view these files:

Please click on the link(s) below to view attachments or response:

[Case Received by BBB \(11/13/2014\)](#) 

Response

The text of your response may be publicly posted on the bbb web site (BBB reserves the right to not post in accordance with BBB policy). Please do not include any personally identifiable information in your response. By submitting your complaint, you are representing that it is a truthful account of your experience with the business. BBB may edit your complaint to protect privacy rights and to remove inappropriate language.

If you have additional information that you would like us to review as not an official part of your response, you will have the opportunity to send us those additional comments once this response has been submitted.

Do you accept the response from the business?

Yes No

Please explain why you do or do not accept their response (max 9000 characters)

9000 characters left

To choose and submit a file (PDF format and max 10 MB) with your response, click the Choose File button

Choose File No file chosen

Items in **RED** are required in order to proceed. Items in *Italics* may be required in order to proceed.

BBB Directory

Give.org

Council of Better Business Bureaus

Contact

Terms of Use

Trademarks

Privacy Policy

Fight Phishing

-D-



Nicor Gas™

An AGL Resources Company

1844 Farry Road
Naperville, IL 60563

630 983 8675 phone
www.nicorgas.com

Mikhail Gociman
5120 Chase Ave.
Skokie, IL 60077

Dear Mr. Gociman:

Per our conversation on Thursday, December 11, I am providing you with the additional information and documentation you requested.

First, I am providing the relevant page from our Terms and Conditions filed with the Illinois Commerce Commission that states that customers are responsible for any relocation or revision of our facilities. I have highlighted the relevant section.

Based on these Terms and Conditions, we believe the original \$4,319.24 bill is justified. As you requested, I want to provide you with a more detailed explanation of the charges. This bill includes our costs for both days we had crews working at your home. The charges for the first day were \$2,078.20, based on 12 person-hours for labor, material, transportation, and equipment. These are based on a combined hourly rate that includes all of these components.

The \$2,359.69 charge for the second day is our standard charge for moving a meter and regulator from the inside to the outside, along with an \$89 charge for the meter itself. This standard pricing is based on our average cost for this job, and includes labor, material, transportation, and equipment. Although the work done at your premise included both an upgraded (larger-than-standard) service pipe and meter, and also required use of directional boring equipment to run our piping under the street, you were still charged only the standard cost.

SEE NEIGHBORHOOD PAGE WE NEVER LIST FOR

Based on earlier conversations with our company, I understand that we agreed to more quickly resolve your inquiry by having the company absorb the \$2,078.20 cost of the first day of work, which I feel is more than fair. As I mentioned on the phone, we will also remove any late payment charges that may have accrued. If you agree to resolve this issue for the significantly reduced amount of \$2,358.69, we look forward to receiving your payment shortly.

Phil Bachelor
Manager, Customer Development

Cc: MCC

Terms and Conditions

(Continued From Sheet No. 34)

CONDITIONS OF SERVICE:

* **Equipment Furnished and Maintained by Customer.**

All gas utilization equipment (including but not limited to appliances, piping, connectors, and venting) furnished by the Customer shall be suitable for the purposes hereof and shall be installed, operated and maintained by the Customer at all times in accordance with accepted practice and in conformity with requirements of public health and safety, as set forth by the properly constituted authorities and by the Company.

The Company has no responsibility for the design, installation, operation, maintenance, or condition of the Customer's equipment, and the Company shall have no liability or responsibility to the Customer or third parties for any claims loss, injury, or damages whatsoever resulting therefrom or in connection therewith. The Company reserves the right to discontinue service if such equipment is in an unsatisfactory condition.

When the Company has notice of a dangerous condition associated with the use of delivered gas, but does not have knowledge that the dangerous condition is present on the Customer's premises, the Company's duty, if any, to inform or warn of that condition shall be limited to and satisfied by the Company sending to the Customer as a bill insert a Safety Information Notice regarding the potential existence of the dangerous condition. The Customer is responsible for inspecting the Customer's premises for, identifying, and remedying any such dangerous condition warned of in the Safety Information Notice. The Company shall have no liability or responsibility for any claims, loss, injury, or damages whatsoever resulting from or in connection with any potentially dangerous condition warned of by the Company in the Safety Information Notice.

Company's Property and Protection Thereof.

All meters, regulators, and other facilities placed on the Customer's premises by the Company for the purpose of rendering gas service to said premises, unless otherwise expressly provided, shall be and remain the property of the Company, and the Customer shall exercise reasonable care to protect such property from loss or damage. If a meter installation requires physical protection to prevent damage from a hazardous condition, such protection shall be provided at the Customer's expense. When, in the Company's judgement, relocation of its facilities becomes necessary because of Customer's construction or change in operations; or when relocations or revisions of the Company's facilities are requested for the convenience of the Customer, the Company, at the Customer's expense, will make such revisions, to the extent and to such locations deemed to be feasible by the Company.

(Continued On Sheet No 35.5)



Account Summary for Mihail Gociman	
Account Number: 05-80-72-7675 2	
Service Address: MG14242R 5120 Chase Ave, Skokie	
Bill Issue Date: 12/02/14	
Total Previous Balance	\$2,431.27
Late Pay Chrg (may incl tax) 12/02/2014	\$35.85
Total Amount Due	\$2,467.12

A Message for You

A Late Pay Charge will be applied to overdue balances at the periodic rate of 1.5% per month (APR 18%). If you have any questions concerning this invoice, please call 1 630 388-3919.

Please make payments to Nicor and mail to Bill Payment Center, P.O. Box 1630, Aurora, IL 60507-1630.

Please do not include written inquiries as the stub is processed by machine. Return this portion with your check made payable to Nicor Gas.



PO Box 1630
Aurora, IL 60507-1630

Total Amount Due
\$2,467.12

Account Number:
05-80-72-7675 2

Past due balance is \$2431.27 due now.
Current bill \$35.85 due by 12/23/2014

Mihail Gociman
5120 Chase Ave
Skokie IL 60077-0000

PO BOX 1630
AURORA IL 60507-1630

05 80 72 7675 2 0002467124 0002467124 922



Account Summary for Mihail Gociman	
Account Number: 05-80-72-7675 2	
Service Address: MG14242R 5120 Chase Ave, Skokie	
Bill Issue Date: 12/30/14	
Total Previous Balance	\$2,467.12
Late Pay Chrg (may incl tax) 12/30/2014	\$36.38
Total Amount Due	\$2,503.50

A Message for You

A Late Pay Charge will be applied to overdue balances at the periodic rate of 1.5% per month (APR 18%). If you have any questions concerning this invoice, please call 1 630 388-3919.

Please make payments to Nicor and mail to Bill Payment Center, P.O. Box 1630, Aurora, IL 60507-1630.

Please do not include written inquiries as the stub is processed by machine. Return this portion with your check made payable to Nicor Gas.



PO Box 1630
Aurora, IL 60507-1630

Total Amount Due \$2,503.50
--

Account Number:
05-80-72-7675 2

Past due balance is \$2467.12 due now.
Current bill \$36.38 due by 01/20/2015

Mihail Gociman
5120 Chase Ave
Skokie IL 60077-0000

PO BOX 1630
AURORA IL 60507-1630

05 80 72 7675 2 0002503506 0002503506 922

- **BBB of Chicago & Northern Illinois**
- 330 N. Wabash, Ste. 3120
- Chicago, IL 60611-7621
- (312)832-0500
- bbbinfo@chicago.bbb.org

Fax 312-595 -9760 fax on November 12 at 11am

- **ICC: File a Complaint - Illinois Commerce Commission**

www.icc.illinois.gov/consumer/complaint/

Illinois

You can reach us between 8:30 AM and 5:00 PM, Monday through Friday by calling 1-800-524-0795, 1-217-782-2024 outside the State of Illinois, or TTY at ...

- **A Customer's Guide to Resolving Utility Complaints in Illinois Fax 312-814 5710 spoke with OMAIRA on November 12 at 11:30am**

www.illinoislegalaid.org/index.cfm?

Illinois Legal Aid Organizations

You can request mediation by calling a consumer counselor at (800) 524-0795 or (217) 782-2024. The Chief Clerk will send you a request form along with the ...

- **Citizens Utility Board | Complaint Form**

www.citizensutilityboard.org/.../complaint_form.ht...

Citizens Utility Board

Call us at 1-800-669-5556 between 9:00 AM - 1:00 PM and ask to speak with a ... counselor who originally handled your complaint by calling 1-800-524-0795.

In accordance with Section 9-252 of the Public Utilities Act, a formal complaint must be filed with the Commission within two years from the time the product, commodity or service as to which the complaint is made was furnished or performed. In accordance with 9-252.1 of the Public Utilities Act, a formal complaint related to an incorrect billing must be filed with the Commission no more than two years after the date the customer first has knowledge of the incorrect billing.

If the problem cannot be taken care of through mediation, file a **formal** complaint with ICC at:

Illinois Commerce Commission
Consumer Services Division
527 E. Capitol Avenue
P. O. Box 19280
Springfield, IL 62794

Blank forms are available from the Commission's Chief Clerk's Office or by calling (800) 524-0795 or (217) 782-2024. After you submit the fully completed form to the Chief Clerk's Office, a hearing is scheduled. The hearing is much like a court hearing and takes place before an impartial hearing examiner.

You may use a lawyer's services, but you do not have to. The utility company is, in most cases, represented by a lawyer.

The examiner will:

Last Transaction

Date	Time	Type	Station ID	Duration	Pages	Result
						Digital Fax
Nov 12	11:12AM	Fax Sent	13125959760	3:42 N/A	7	OK

1/5/2015
SPOKE WITH
OMAIRA
SHE WILL SEND
PAPER FOR COURT



Account Summary for Mihail Gociman	
Account Number: 05-80-72-7675 2	
Service Address: MG14242R 5120 Chase Ave, Skokie	
Bill Issue Date: 01/27/15	
Total Previous Balance	\$2,503.50
Late Pay Chrg (may incl tax) 01/27/2015	\$36.93
Total Amount Due	\$2,540.43

A Message for You

A Late Pay Charge will be applied to overdue balances at the periodic rate of 1.5% per month (APR 18%). If you have any questions concerning this invoice, please call 1 630 388-3919.

Please make payments to Nicor and mail to Bill Payment Center, P.O. Box 1630, Aurora, IL 60507-1630.

PAST DUE

Please do not include written inquiries as the stub is processed by machine. Return this portion with your check made payable to Nicor Gas.



PO Box 1630
Aurora, IL 60507-1630

Total Amount Due
\$2,540.43

Account Number:
05-80-72-7675 2

Past due balance is \$2503.50 due now.
Current bill \$36.93 due by 02/17/2015

Mihail Gociman
5120 Chase Ave
Skokie IL 60077-0000

PO BOX 1630
AURORA IL 60507-1630

05 80 72 7675 2 0002540433 0002540433 922