

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

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

For Commission Use Only:
Case: 15-0413

ORIGINAL

Regarding a complaint by (Person making the complaint): Ruiying Fei

Against (Utility name): Northern Illinois Gas Company

As to (Reason for complaint) Illegal disconnection of service.

CHIEF CLERK'S OFFICE
2015 JUL - 6 P 1:13
ILLINOIS COMMERCE COMMISSION

in Elmhurst Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 419 W. 2nd Street, Elmhurst, IL 60126

The service address that I am complaining about is 419 W. 2nd Street, Elmhurst, IL 60126

My home telephone is [630] 401-6350

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [630] 401-6350

My e-mail address is hank88168@gmail.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.

Section 280.130(a2) - Notice of discontinuation shall be mailed separately from any bill.

Section 280.130(a2c) - Nicor never called customer.

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.

Nicor sent monthly statement \$615.62 with a disconnection notice by mail on 04/14/2015. I made a payment of \$350 on 04/20/15. I had \$163 deposit in Nicor. Leave a pass due amount \$119.03. on 05/05/2015, Nicor disconnected our gas without any calls or emails to us. Our gas was illegally shut off for 3 days 2 nights resulting no hot water to take shower, no gas to cook food. And Nicor gas sent us another big bill over \$200 after we paid past due amount. It included reconnection fee etc illegal fees. Nicor violated section 280.130(a2) Notice of disconnection shall be mailed separately from any bill.

Nicor violated section 280.130(a2c) Nicor had to call customer after 10-day disconnection notice. Please clearly state what you want the Commission to do in this case: expired.

+ Injunctive Relief Nicor needs to refund all the reconnections etc from illegal disconnection to all it's customers.
punitive damage

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: 06/19/2015
(Month, day, year)

Complainant's Signature: Ruiying Fei

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, Ruiying Fei, 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.

Ruiying Fei
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 06/19/2015

Sean RB
Signature, Notary Public, Illinois



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