



# LISA MADIGAN

Illinois Attorney General  
Consumer Fraud Bureau  
500 South Second Street  
Springfield, IL 62706  
217-782-1090  
1-800-243-0618 (Toll free in IL)  
TTY: 1-877-844-5461  
[www.IllinoisAttorneyGeneral.gov](http://www.IllinoisAttorneyGeneral.gov)



Office Use Only	
CLMS:	374833
AG:	_____

Fill out the form online, then print and mail to the address above. Include copies (no originals please) of any supporting documents.

### YOUR INFORMATION:

### NAME OF SELLER OR PROVIDER OF SERVICE:

Name: Mr.  Mrs.  Ms.  (check one)

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ County: \_\_\_\_\_  
HOLIDAY HILLS IL 60051 MCHENRY

Your Telephone Number: \_\_\_\_\_

Daytime: \_\_\_\_\_

Evening: \_\_\_\_\_ xt: \_\_\_\_\_

Your e-mail address (optional): \_\_\_\_\_

Are you a senior citizen? Yes  No

Are you a veteran? Yes  No

Are you a service member? Yes  No

Name: MICOR ADVANCED ENERGY

Address: P.O. BOX 3042

City: MAPLEVILLE State: IL Zip Code: 60566-7042

Telephone: 866-799-2674 Ext: \_\_\_\_\_

Website: MICORADVANCEDENERGY.COM

Additional seller or provider of service involved in transaction:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Ext: \_\_\_\_\_

Website: \_\_\_\_\_

Has this matter been submitted to another government agency, an arbitration service, or to any attorney? Yes  No

If yes, please give name, address, telephone: \_\_\_\_\_

Is court action pending? Yes  No

### INFORMATION ABOUT THE TRANSACTION

Date of Transaction: APRIL 2014

Did you sign a contract? Yes  No  (If yes, please attach a copy)

Date contract was signed: \_\_\_\_\_

Was the product or service advertised? Yes  No  When? \_\_\_\_\_ (Please attach a copy of the advertisement, if applicable.)

How was the service advertised?

Newspaper/magazine

Radio advertisement

Television advertisement

Internet advertisement

E-mail solicitation

Direct mail solicitation

Telephone solicitation

Yellow pages of the telephone book

Facsimile solicitation

Door-to-door solicitation

Display at merchant's place of business

Display at a trade show/convention, etc.

Other \_\_\_\_\_

Total Cost of product/service: \$0.00

Amount paid to date/down payment: \$0.00

Method of payment (check one) (Please attach a copy.)

Cash  Check  Money Order  Credit Card  Debit Card  Bank Draft

Wire Transfer  Automatic Debit  Other \_\_\_\_\_

If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes  No

(Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)

Where did the transaction take place?

- At my home
- Over the telephone
- By mail
- Over the Internet
- Trade show/convention/home show
- At the firm's place of business
- By facsimile
- Other (Please specify) MY BUSINESS
- There was no transaction

Have you complained to the company or individual?

Yes  No

If yes, provide name and phone number of the individual(s):

UNFRIENDLY OPERATOR

NO TIME REVIEW

866 799-2679

**FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:**

Make: _____	Model: _____	Year: _____	New: Yes <input type="checkbox"/> No <input type="checkbox"/>	As-Is: Yes <input type="checkbox"/> No <input type="checkbox"/>
Warranty: Yes <input type="checkbox"/> No <input type="checkbox"/> Expiration Date: _____	Name of Extended Warranty: _____	Purchase Date: _____	Current Mileage: _____	Mileage at Purchase: _____

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint.

**PLEASE DO NOT SEND ORIGINALS.**

I SIGNED A CONTRACT WITH OLD DIMINION FOR GAS AT THE VARIABLE RATE IN 2003. I DID NOT RECEIVE NOTICE OF THE CHANGE TO MICOR ADVANCED ENERGY. THEY ASSUMED THE ACCOUNT IN SEPT. I. AM TOLD. THE COST OF GAS CHARGED IS DOUBLE OF MICOR GAS.

THE NAME ON THE BILL LEADS YOU TO BELIEVE THEY ARE PART OF MICOR.

What form of relief are you seeking? (E.g., exchange, repair, money back, product delivery, etc.)

Empty box for relief sought.

**READ THE FOLLOWING BEFORE SIGNING BELOW:**

- In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or the person the complaint is directed against, unless the box below is checked.
- By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.

Signature: \_\_\_\_\_

Date: APRIL 29, 2014

Please do not send this complaint to the business complained about.

Please print and send the completed form to the address at the top of this complaint form.

Print Form

Reset Form

Nicor Advanced Energy

**Inquiry Report**

Citizens Utility Board

Account #

**Resolved**

**Date Opened**

4/28/2014

**Date Received**

4/28/2014

**Date Closed**

4/28/2014

**Customer Name**

**Filed By**

**Service Address**

**Address**

Holiday Hills, IL 60051-8176

Holiday Hills, IL 60051-8176

***Inquiry***

Summary: Consumer switched from Dominion to Nicor Advance Energy. However, Consumer did not receive a notification letter that Nicor Advance Energy would be taking over his account. Even though the consumer was on a variable rate with Dominion, with the recent switch to Nicor Advance Energy, Consumer has had high bills for low usage.

Consumer cancelled and states that Nicor Advance treated him rudely when he was investigating why his bills were so high.

Consumer feels he is entitled to some compensation for the extreme variable rates.

***Findings***

**Enrollment Date:**

11/7/2013

**Enrolled By:**

N/A

**Cancellation Date:**

4/28/2014

**Cancelled By:**

Customer Service Representative

Customer's contract was part of the book of business purchased from Dominion and is the exact same rate with Nicor Advanced Energy as it was with Dominion. Dominion had mailed a letter detailing the purchase to all affected customers in September 2013.

***Action***

A Nicor Advanced Energy representative spoke with the customer and explained that their plan was part of a book of business purchased from Dominion and is the exact same rate with Nicor Advanced Energy as it was with Dominion and it is a variable rate where the price fluctuates with the market. Due to recent extreme weather, the natural gas market has been extremely volatile and many days have seen near record prices. A goodwill credit was processed on the customer's account to help offset the high market based prices. Both Nicor Advanced Energy and the customer consider this issue resolved.

THIS REPORT FORM MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, AND/OR EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF YOU ARE NOT THE INTENDED RECIPIENT OF THIS REPORT FORM, YOU ARE HEREBY NOTIFIED THAT ANY DISCLOSURE, COPYING, DISTRIBUTION, OR USE OF THE INFORMATION CONTAINED HEREIN (INCLUDING ANY RELIANCE THEREON) IS STRICTLY PROHIBITED. IF YOU RECEIVED THIS REPORT FORM IN ERROR, PLEASE IMMEDIATELY CONTACT THE SENDER AND DESTROY THE MATERIAL IN ITS ENTIRETY, WHETHER IN ELECTRONIC OR HARDCOPY FORMAT.

04/28/14

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**Nicor Advanced Energy\***

P. O. Box 3042  
Naperville, IL 60566-7042  
[www.nicoradvancedenergy.com](http://www.nicoradvancedenergy.com)

Phone 1 866 799-2674  
Fax 1 630 718-2799

June 12, 2014

Adam Zbroja  
Consumer Protection Division  
Office of Attorney General  
100 W. Randolph St  
Chicago, IL 60601

RE:

Dear Mr. Zbroja:

We have received your correspondence regarding **Nicor Advanced Energy** has taken the following action to resolve the customer's complaint.

**Nicor Advanced Energy ("NAE")** appreciates the opportunity to respond and work to address the matter(s) raised in this informal complaint. To the extent that the informal complaint asserts or implies that NAE has violated any law or regulation, including but not limited to the Public Utilities Act, the Consumer Fraud and Deceptive Business Practices Act, the Alternative Gas Supplier Act, or any Rule adopted by the Illinois Commerce Commission, or that it was misled in any way, NAE denies same. NAE is committed to full compliance with all applicable laws and regulations.

**Nicor Advanced Energy** originally contacted the customer regarding this issue as a result of a Citizen's Utility Board Informal Complaint. A **Nicor Advanced Energy** representative spoke with the customer and explained that his contract was part of a book of business acquired from Dominion Retail, Inc., was under the exact same rate and terms and conditions with **Nicor Advanced Energy** as it was with Dominion, and was a variable rate plan where the price fluctuates with a specified market index price published by a third party. All requirements for the assignment of the customer's contract to **Nicor Advanced Energy** were satisfied, including Dominion's provision of notice to all affected customers in September 2013 in accordance with the Alternative Gas Supplier Law. Due to extreme weather, the monthly market had been extremely volatile and some months saw near record market prices. A goodwill credit of \$298.00 was processed on the customer's account to help offset the high market based prices. The customer chose to cancel the variable rate plan. No early termination fee was imposed on the customer. The customer understood and communicated to **Nicor Advanced Energy** that he was satisfied with the resolution. **Nicor Advanced Energy** considers this matter resolved.

Enclosed, you will find a copy of our complaint form originally sent to the Citizen's Utility Board with the steps taken to resolve the customer's complaint.

Sincerely,  
**Gary Blank**  
Product Operations & Billing Manager  
Energy Product Operations – Illinois  
**Nicor Advanced Energy**  
Nicor Solutions  
630-718-2910 office  
630-718-3967 fax  
[gary.blank@southstarenergy.com](mailto:gary.blank@southstarenergy.com)