



LISA MADIGAN

Illinois Attorney General
Consumer Fraud Bureau
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Office Use Only

CLMS: 374687
AG: _____

APR 24 2014

CONSUMER FRAUD
CHICAGO

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: _____

DOWNERS GROVE IL 60516 DUPAGE

Your Telephone Number:

Daytime: _____ ext: _____

Evening: E _____

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: NICOR ADVANCED ENERGY

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone: 866-799-2674 Ext.: _____

Website: _____

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: STARTED 1-1-2014

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

Date contract was signed: [Signature]

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 SEE LAST 2 MONTHS BILLS

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) _____
- 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):

CUSTOMER SERVICE 866-799-2674

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.

*SEE LETTER ATTACHED
CANNOT PRINT THE CHECKS AS THEY WERE
HANDLED AS ELECTRONIC TRANSACTIONS*

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

REFUND OF EXCESSIVE CHARGES & FEES

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: 4/21/2014

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

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

Print Form

Reset Form

Downers Grove, IL 60516

April 21, 2014

Illinois Attorney General
Consumer Fraud Bureau
100 W. Randolph
12th Floor
Chicago, IL 60601

Dear Illinois Attorney General:

This letter is to complain about service I have been receiving from Nicor Advanced Energy. I called them on April 18, 2014, to complain about what I believe are exorbitant natural gas rates for my past bills. I was switched to Nicor Advanced Energy at the first of the year. I was told by their representative that they were a sister company of Nicor Gas. During discussions today with Nicor Gas they stated that Nicor Advanced Energy WAS NOT a sister company. Three times I asked the Advanced Energy representative the basis for their gas rates which are almost double the Nicor gas rate for last month. I never received an answer. The Advanced Energy rate for my last bill, copy attached, was \$1.232/therm compared to the Nicor rate of 68 cents per therm. They don't follow anywhere near the NYMEX published rate

I did not sign a contract.

No one explained that Nicor Advanced Energy was NOT Nicor gas, which I thought it was.

I do not understand why Advanced Energy could not buy Natural Gas at the same variable cost as Nicor gas.

I also see an Administration Fee of \$1.50 per month, which I believe is not a legitimate fee.

I have asked Nicor Advanced Energy for a refund of the excessive charges for the last two months, including the Administrative Fee. They refused.

In this case, I find that there was insufficient information provided to allow me, and others in similar situations, to make the best economic decision.

I have cancelled the Nicor Advanced Energy Service, which I believe will automatically shift me to Nicor Gas as my supplier.

I ask the Attorney General of the State of Illinois to investigate and hopefully see a refund mandate as occurred when Electrical Energy Suppliers were found to be cheating the public.

Illinois Attorney General

April 21, 2014

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Sincerely,