



LISA MADIGAN

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ATTORNEY GENERAL'S OFFICE

APR 03 2014

CONSUMER FRAUD
"CHICAGO"

Office Use Only
CLMS: 373468
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: _____
Arlington Heights IL 60004

Your Telephone Number:

Daytime: _____ Ext.: _____
Evening: _____ Ext.: _____

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: NiCorAdvanced Energy

Address: Post Office Box 3042

City: Naperville State: IL Zip Code: 60566

Telephone: - - Ext.: _____

Website: NicorAdvancedEnergy.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: _____ Did you sign a contract? Yes No Date contract was signed: _____
(If yes, please attach a copy)

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: 3200

Amount paid to date/down payment: 1424

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):

NicorAdvanced Energy Customer Service-!-866-799-2674

Reps named "Fowler and Julissa"

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.

Nicor Advanced Energy misled customers including me by promoting lower cost energy bills. -The utility issued monthly bills that were 100% higher than their affiliate NiCor Gas during the same periods of service. The utility(NAE) web-site states "Our energy plan helps make your monthly energy costs predictable and unexpectedly high bills of a thing of the past." The plans now offered by the utility now are confusing and technical in nature to the consumer.

NicorAdvanced Energy did not seek lower cost energy suppliers by forming group purchases with Nicor, their affiliate.

Nicor Advanced Energy continues to issue excessive monthly utility bills to consumers without justification and failing to adhere to their promise on their web-site- " Our energy plan helps make your monthly energy costs predictable and unexpectedly high bills a thing of the past."

Nicor AdvancedEnergy used the current weather conditions to justify excessive monthly utility bills even though Nicor Gas customers experienced the same weather conditions.

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

Refunds due to misrepresentation by Nicor Advanced Energy in providing lower energy costs to their customers, and by not seeking competitive bids and group purchases for their supplies of natural gas.

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: March 28, 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
Account #

Inquiry Report
Resolved

Attorney General

Date Opened
4/17/2014

Date Received
4/17/2014

Date Closed
4/25/2014

Customer Name

Filed By

Service Address

Address

Arlington Heights, IL 60004-2433

Arlington Heights, IL 60004-2433

Inquiry

Nicor Advanced Energy misled customers including me by promoting lower cost energy bills. -The utility issued monthly bills that were 100% higher than their affiliate NiCor Gas during the same periods of service. The utility(NAE) web-site states "Our energy plan helps helps make your monthly energy costs predictable and unexpectedly high bills of a thing of the past." The plans now offered by the utility now are confusing and technical in nature to the consumer. NicorAdvanced Energy did not seek lower cost energy suppliers by forming group purchases with Nicor, their affiliate. Nicor Advanced Energy continues to issue excessive monthly utility bills to consumers without justification and failing to adhere to their promise on their web-site-"Our energy plan helps make your monthly energy costs predictable and unexpectedly high bills of a thing of the past." Nicor Advanced Energy used the current weather conditions to justify excessive monthly utility bills even though Nicor Gas customers experienced the same weather conditions." Relief desired: "Refunds due to misrepresentation by Nicor Advanced Energy in providing lower energy costs to their customers, and by not seeking competitive bids and group purchases for their supplies of natural gas.

Findings

Enrollment Date: 7/7/2008

Enrolled By: Customer Service Representative

Cancellation Date: 2/19/2014

Cancelled By: Customer Service Representative

Action

A Nicor Advanced Energy representative spoke with the customer and explained that their plan was a variable rate where the price fluctuates daily with the market. Due to recent extreme weather, the daily market has been extremely volatile and many days have seen near record prices. A additional goodwill credit for \$283.98 was processed on the customer's account, in addition to the previously agreed upon goodwill credit for \$50.00, to help offset the high market based prices. Both Nicor Advanced Energy and the customer consider this issue resolved.

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Nicor Advanced Energy*

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Fax 1 630 718-2799

April 29, 2014

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

ATTORNEY GENERAL
OFFICE

MAY 05 2014

CONSUMER FRAUD
"CHICAGO"

RE:

Dear Mr. Zbroja:

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

A Nicor Advanced Energy representative spoke with the customer and explained that his contract was a variable rate plan that had been in place since 2008 where the price fluctuates with a specified market index price published by a third party. Due to recent extreme weather, the natural gas market has been extremely volatile and many days have seen near record prices. Goodwill credits totaling \$333.98 were processed on the customer's account to help offset the high market based prices. The customer decided 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 the customer was satisfied with the resolution.

Nicor Advanced Energy considers this matter resolved.

Enclosed, you will find a copy of our complaint report form.

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