



ILLINOIS COMMERCE COMMISSION

April 1, 2016

Jorma Webber

-vs-

Northern Illinois Gas Company  
d/b/a Nicor Gas Company

16-0175

**SERVED ELECTRONICALLY OR BY  
MAIL**

Complaint as to billing/charges in Markham,  
Illinois.

NOTICE OF CONTINUANCE OF HEARING

TO ALL PARTIES OF INTEREST:

Notice is hereby given by the Administrative Law Judge that the hearing in the above entitled matter scheduled for April 18, 2016, has been continued to April 25, 2016, at the offices of the Commission, Chicago, Illinois, Michael A. Bilandic Building, 160 North LaSalle, Suite C-800, at the hour of 10:00 A.M.

Sincerely,

Elizabeth A. Rolando  
Chief Clerk

EAR:ikb  
Administrative Law Judge Jorgenson  
(312)814-6652

*P.S.*

*I am 76 years. I can not walk very far I am blind in  
one eye. I also have sugar. & have to go to the bathroom  
a lot. So I could not make hearing downtown  
I would have had to come on the bus* Jorma Webber

In compliance with the Americans with Disabilities Act and other applicable federal and state laws, the hearing will be accessible to individuals with disabilities. Persons requiring auxiliary aids and services should contact the Chief Clerk, preferably no later than five days before the hearing.

The Chief Clerk may be contacted either by letter at 527 E. Capitol Ave., Springfield, IL 62701, or by telephone at 217-782-7434. The Chief Clerk's office is equipped with a text telephone (TDD) that may also be reached by dialing 217-782-7434. In addition, persons using a text telephone have the option of calling via the Illinois Relay Center by dialing 800-526-0844.

### Service List

Jorma Webber  
15306 S. Ashland Ave.  
Harvey, IL 60426 \*

Paul Padron  
Atty. for Respondent  
Esp Kreuzer Cores LLP  
400 S. County Farm Rd., Ste. 200  
Wheaton, IL 60187 \*  
ppadron@ekclawfirm.com

Heather Jorgenson  
Administrative Law Judge  
Illinois Commerce Commission  
160 N. LaSalle St., Ste. C-800  
Chicago, IL 60601 \*  
hjorgens@icc.illinois.gov

Lewis Binswanger  
Northern Illinois Gas Company  
1844 Ferry Rd.  
Naperville, IL 60563-9600 \*  
lbinswan@aglresources.com

( My final bill (issued 02-22-2008) was for 63 days.

There was no new utility charge of \$379.23 on the bill I received in February 2008. My total balance was \$142.13, due March 17, 2008, paid March 6, 2008. The gas bill at 16250 S. *Refin* was taken out of my name February 21, 2008. All of the charges after February 21, 2008 are not mine.

Here (enclosed) is my final gas bill, and my payment history from January 2007 to February 21, 2008, (Payments were never late) showing a zero balance.

HOW CAN A BILL ISSUED IN May 2008---due in June 2008 be on my February <sup>2008</sup> statement? Please explain that to me.

JORMA WEBBER

*1 n*  
The first of me hearing about a gas balance was Nov 2015. When they wanted to take it out of my checking account

For Commission Use Only:

Case: \_\_\_\_\_

# FORMAL COMPLAINT

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

Regarding a complaint by (Person making the complaint): JORMA WEBBER

Against (Utility name): NICOR GAS

As to (Reason for complaint) PAYMENT REQUESTED FOR

16250 SO. LAFLIN AVE. MARKHAM, IL 60428

in MARKHAM, IL 60428 Illinois.

## TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 15306 SO. ASHLAND AVE. HARVEY, IL 60426

The service address that I am complaining about is 16250 SO. LAFLIN AVE. MARKHAM, IL 60428

My home telephone is [708 ] 940-5189

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708 ] 940-5189

My e-mail address is \_\_\_\_\_ I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) NICOR GAS (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.

M-A

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.

1. My original final copy from Nicor Gas was issued 02/22/2008 for \$142.31; paid 03/06/2008, therefore leaving a zero balance. Enclosed is a copy of the bill.
2. Synch Current Balance dated 02/28/2008 - \$290.05. When and where was this service rendered to be charged \$290.05.

Please clearly state what you want the Commission to do in this case:

Prove that I have been incorrectly charged.

**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: 03-07-2016  
(Month, day, year)

Complainant's Signature: Jarma Webber

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

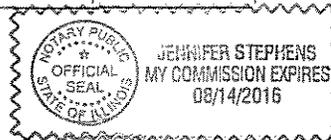
A notary public must witness the completion of this part of the form.

I, \_\_\_\_\_, 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.

Jarma Webber  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 3-7-2016

Jennifer Stephens  
Signature, Notary Public, Illinois



(NOTARY SEAL)

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



Nicor Gas  
P O. Box 2020  
Aurora, IL 60507 2020

www.nicorgas.aglr.com  
1 888 Nicor4u 1 888 642-6748

## Statement of Account

### Service Address:

Webber, Jorma  
16250 Laflin Ave  
Markham, IL 60428

Account #: 5575907205

Meter #: 4772625

Run Date: 12/29/2015

Billing Dates			Transaction		Amount Billed	Balance
From	To	Due	Description	Date		
01/23/2006	02/20/2006	03/14/2006	Bill Segment	02/20/2006	\$119.97	\$54.86
			Legacy General	02/21/2006	-\$0.19	\$54.67
			Pay Segment	02/28/2006	-\$54.67	\$0.00
02/20/2006	03/22/2006	04/13/2006	Bill Segment	03/22/2006	\$88.84	\$88.84
			Pay Segment	04/04/2006	-\$88.84	\$0.00
03/22/2006	04/24/2006	05/16/2006	Bill Segment	04/25/2006	\$49.83	\$49.83
			Pay Segment	05/04/2006	-\$49.83	\$0.00
			Liheap Promise	05/09/2006	-\$100.00	-\$100.00
04/24/2006	05/24/2006	06/15/2006	Bill Segment	05/25/2006	\$39.37	-\$60.63
			Earned Credit	05/25/2006	-\$0.18	-\$60.81
05/24/2006	06/23/2006	07/17/2006	Bill Segment	06/24/2006	\$74.14	\$13.33
			Earned Credit	06/24/2006	-\$0.21	\$13.12
			Pay Segment	07/14/2006	-\$13.12	\$0.00
06/23/2006	08/23/2006	09/14/2006	Bill Segment	08/24/2006	\$36.85	\$36.85
			Pay Segment	09/05/2006	-\$36.85	\$0.00
08/23/2006	10/20/2006	11/14/2006	Bill Segment	10/24/2006	\$55.09	\$55.09
			Pay Segment	11/01/2006	-\$55.09	\$0.00
10/20/2006	11/20/2006	12/12/2006	Bill Segment	11/21/2006	\$53.25	\$53.25
			Pay Segment	12/01/2006	-\$53.25	\$0.00
10/20/2006	11/20/2006	12/12/2006	Bill Cancellation	12/21/2006	-\$53.25	-\$53.25
10/20/2006	12/20/2006	01/11/2007	Bill Segment	12/21/2006	\$60.32	\$7.07
			Earned Credit	12/21/2006	-\$0.14	\$6.93
			Pay Segment	01/04/2007	-\$6.93	\$0.00
12/20/2006	01/22/2007	02/13/2007	Bill Segment	01/23/2007	\$91.85	\$91.85
			Pay Segment	02/05/2007	-\$91.85	\$0.00
01/22/2007	02/21/2007	03/16/2007	Bill Segment	02/22/2007	\$165.13	\$165.13
			Pay Segment	03/08/2007	-\$165.13	\$0.00
02/21/2007	03/22/2007	04/13/2007	Bill Segment	03/22/2007	\$93.46	\$93.46
			Pay Segment	04/09/2007	-\$93.46	\$0.00
03/22/2007	04/23/2007	05/16/2007	Bill Segment	04/24/2007	\$119.27	\$119.27
			Pay Segment	05/14/2007	-\$119.27	\$0.00

<i>From</i>	<i>To</i>	<i>Next</i>	<i>DESCRIPTION</i>	<i>DATE</i>	<i>AMOUNT</i>	<i>Balance</i>
04/23/2007	05/22/2007	06/13/2007	Bill Segment	05/22/2007	\$41.92	\$41.92
			Pay Segment	06/12/2007	-\$41.92	\$0.00
05/22/2007	06/21/2007	07/13/2007	Bill Segment	06/21/2007	\$50.59	\$50.59
			Pay Segment	07/09/2007	-\$50.59	\$0.00
			Pay Cancellation	08/10/2007	\$41.92	\$41.92
			Non Sufficient Funds	08/10/2007	\$16.00	\$57.92
06/21/2007	08/22/2007	09/13/2007	Bill Segment	08/22/2007	\$59.38	\$117.30
			Pay Segment	09/17/2007	-\$117.30	\$0.00
			Pay Cancellation	10/04/2007	\$117.30	\$117.30
			Non Sufficient Funds	10/04/2007	\$16.00	\$133.30
			Late Pay Charge	10/04/2007	\$2.39	\$135.69
08/22/2007	10/23/2007	11/14/2007	Bill Segment	10/23/2007	\$74.88	\$210.57
			Pay Segment	10/31/2007	-\$210.57	\$0.00
10/23/2007	11/20/2007	12/12/2007	Bill Segment	11/20/2007	\$53.31	\$53.31
			Pay Segment	12/05/2007	-\$53.31	\$0.00
			Pay Segment	12/05/2007	-\$35.69	-\$35.69
11/20/2007	12/20/2007	01/17/2008	Bill Segment	12/27/2007	\$89.00	\$53.31
			Pay Segment	01/18/2008	-\$89.00	-\$35.69
			Off Cycle Budget Installment	01/22/2008	\$89.00	\$53.31
12/20/2007	02/21/2008	03/17/2008	Bill Segment	02/22/2008	\$89.00	\$142.31
			Finance Charge	02/22/2008	\$0.00	\$142.31
			Synch Current Balance	02/28/2008	\$290.05	\$432.36
			Pay Segment	03/06/2008	-\$142.31	\$290.05
02/21/2008	02/26/2008	06/23/2008	Bill Segment	05/30/2008	\$40.51	\$330.56
			Late Pay Charge	06/30/2008	\$4.96	\$335.52
			Transfer from Write Off	11/05/2015	-\$24.88	\$310.64
			Transfer from Write Off	11/05/2015	-\$310.64	\$0.00

Moved Feb 21, 2008



Nicor Gas  
An AGL Resources Company

*Original Final Bill*

nicorgas.com/myaccount

1 888 Nicor4U 1 888 642-6748

Account Summary for Jorma Webber	
Account Number: 55-75-90-7205 5	
Meter Number: 2969807	
Service Address: 16250 Laffin Ave Markham	
Bill Period: 12/20/07 - 02/21/08 (63 days)	
Bill Issue Date: 02/22/08	
Total Previous Balance	\$142.13
Payment Received 01/18/2008 - Thank you!	-\$89.00
Remaining Balance	\$53.13
New Charges - Utility	\$379.23
<b>Total Amount Due</b>	<b>\$142.31</b>

**A Message for You**

To avoid a finance charge on your next bill, you may pay your account balance in full. Thank you for participating in our Budget Plan.

Your safety is important to us. Ask to see an employee ID when our field team is working in or around your premises. Also, verify your account information with customer service before making a transaction over the phone.

**New Charges - Residential - Heat**  
Rate 1: Residential Service

Delivery Charges 12/20/2007 - 01/21/2008		\$17.99
Monthly Customer Charge		\$8.85
First 20 Therms 20 @ \$0.1473		\$2.95
21 - 50 Therms 30 @ \$0.0579		\$1.74
Over 50 Therms 68.12 @ \$0.0519		\$3.54
Environmental Cost Recovery 42.95 @ \$0.0027 =		\$0.12
Environmental Cost Recovery 75.17 @ \$0.003 =		\$0.23
County Government Agency Compensation Adjustment		\$0.07
Franchise Cost Adjustment		\$0.49
<b>Natural Gas Cost</b>		<b>\$85.80</b>
December @ 42.95 Therms x \$0.65		\$27.92
January @ 75.17 Therms x \$0.77		\$57.88
<b>Taxes</b>		<b>\$8.28</b>
Municipal Utility Tax for Markham \$103.79 @ 5.15%		\$5.35
Utility Fund Tax \$103.79 @ 0.1%		\$0.10
State Revenue Tax 118.12 @ \$0.024 =		\$2.83

Delivery Charges 01/22/2008 - 02/20/2008		\$26.01
Monthly Customer Charge		\$8.85
First 20 Therms 20 @ \$0.1473		\$2.95
21 - 50 Therms 30 @ \$0.0579		\$1.74
Over 50 Therms 214.53 @ \$0.0519		\$11.13
Environmental Cost Recovery 264.53 @ \$0.003 =		\$0.79
County Government Agency Compensation Adjustment		\$0.06
Franchise Cost Adjustment		\$0.49
<b>Natural Gas Cost</b>		<b>\$221.32</b>
January @ 88.18 Therms x \$0.77		\$67.90
February @ 176.35 Therms x \$0.87		\$153.42
<b>Taxes</b>		<b>\$19.34</b>
Municipal Utility Tax for Markham \$247.33 @ 5.15%		\$12.74
Utility Fund Tax \$247.33 @ 0.1%		\$0.25
State Revenue Tax 264.53 @ \$0.024 =		\$6.35
<b>Other Charges</b>		<b>\$0.49</b>
Finance Charge 02/22/2008		\$0.49
<b>Total</b>		<b>\$379.23</b>

Please see the reverse side of this bill for additional billing explanations.

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 2020  
Aurora, IL 60507-2020

Jorma Webber  
15306 Ashland Ave  
Harvey IL 60426-0000

*Complaint No  
Franklin  
gas 2015-15749*

Please circle an amount to add to one-time charitable donation to Sharing:

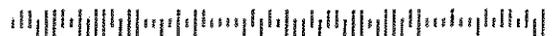
\$5 \$10 \$25 \$50

Account Number:  
55-75-90-7205 5

Past due balance is \$142.31 due now.  
Current bill \$ .00 due by 03/17/2008

**Total Amount Due**  
**\$142.31**

PO BOX 5407  
CAROL STREAM IL 60197-5407



55 75 90 7205 5 0000142315 0000432369 922