

OFFICIAL FILE

ILL. C. C. DOCKET NO. 02-0441

CUB Cross Exhibit No. 11

Witness _____

Date 8/28/02 Reporter CB

-----Original Message-----

From: Doug Cueller
Sent: Friday, June 21, 2002 3:04 PM
To: 'richems@aol.com'
Subject: FW: gas bills

Rich-- Customers are telling us that the reps are stating that SES will mail back the Nicor bill in a couple of weeks after they leave with it. We have no process or intentions of mailing back the bill. Please make sure that they stop making promises that we can't keep. Thanks.