

Yannick Labelle

De: yannick labelle [REDACTED]
Envoyé: 20 novembre 2012 09:38
À: ylabelle@uniondesconsommateurs.ca
Objet: FW: E-mail response from web site

> From: CustomerCare@NicorGas.com
> To: [REDACTED]
> Subject: RE: E-mail response from web site
> Date: Mon, 19 Nov 2012 19:54:09 +0000

>
>
>
> Good Afternoon,

>
>
>
> Thank you for your e-mail. At this time there are no plans to resume credit reporting. All previously reported credit information has been removed. We felt this was a benefit to our company as well as our customers. Thank you for contacting Nicor Gas.

>
>
>
> Beverly

>
> Customer Care Services

>
> Nicor Gas

> From: yannick labelle [REDACTED]
> Sent: Monday, November 19, 2012 10:37 AM
> To: Customer Care
> Subject: RE: E-mail response from web site

>
> Thank you for responding so promptly.

>
> It is a temporary suspension of the full reporting practice or it is a permanent suspension of reporting to credit bureaus?

>
> I have read on customer forums online that you are withdrawing all the inscription made to credit bureaus since 1998 as well? Is that true?

>
> If i understand correctly this was a business decision? Was this appreciated by your clients or was it otherwise?

>
> Thanks again!

>
> Yannick.

>
>> From: CustomerCare@NicorGas.com
>> To: [REDACTED]
>> Subject: RE: E-mail response from web site
>> Date: Mon, 19 Nov 2012 16:31:44 +0000

>>
>> Dear Yannick,

>>
>> Thank you for contacting Nicor Gas regarding your account. I do apologize, this change wasn't due to legal or law changes. We decided as a business with correlation to our new company that we would no longer be reporting to the credit bureaus. This was a business decision and not a legal requirement. If you have any questions, please contact us at 1 888-642-6748, at customerservice@nicorgas.com, or simply reply to this email.

>>
>>
>> Sincerely,

>>
>> Tyler
>> Customer Care Services
>> Nicor Gas
>> From: yannick labelle [REDACTED]
>> Sent: Monday, November 19, 2012 10:16 AM
>> To: Customer Care
>> Subject: RE: E-mail response from web site

>>
>> Good morning,

>>
>> About two months ago i got an answer from your customer care services and i would like some further information (see below), if it is possible.

>>
>> I was inquiring about NICOR's full utility credit reporting practices. I was informed that NICOR no longer report to credit bureaus due to laws changing.

>>
>> I was wondering if it was possible to know which law (whether federal or from the state of Illinios) are you refering to?

>>
>> Thank you kidly for your time and consideration.

>>
>> Yannick Labelle.

>>
>>> From: CustomerCare@NicorGas.com
>>> To: [REDACTED]
>>> Subject: RE: E-mail response from web site
>>> Date: Fri, 21 Sep 2012 15:46:23 +0000

>>>
>>> Dear Yannick Labelle,

>>>
>>> Thank you for contacting Nicor Gas regarding Nicor Gas credit reporting residential accounts. Due to laws changing, Nicor no longer is credit reporting on our residential accounts.. If you have any questions, please contact us at 1 888-642-6748, at customerservice@nicorgas.com, or simply reply to this email.

>>>
>>> Sincerely,
>>> Peg
>>> Customer Care Services
>>> Nicor Gas

>>>
>>> From: yannick labelle [REDACTED]
>>> Sent: Monday, September 17, 2012 01:48 PM
>>> To: Customer Care
>>> Subject: RE: E-mail response from web site

>>>
>>> Thank you Delia for replying so promptly to my inquiry.

>>>
>>> I was wondering if it was possible to know what prompted NicorGas to cease reporting to credit bureaus?

> > >

> > > Thank you in advance for taking the time to reply.

> > >

> > > Sincerely,

> > > Yannick L.

> > > > From: CustomerCare@NicorGas.com

> > > > To: [REDACTED]

> > > > Subject: RE: E-mail response from web site

> > > > Date: Fri, 14 Sep 2012 22:17:08 +0000

> > > >

> > > > Good afternoon,

> > > >

> > > > Thank you for contacting Nicor Gas regarding credit reporting. that information is correct Nicor Gas no longer credit reports as of 3/15/12. And previous reports have also been removed. If you have any questions, please contact us at 1 888-642-6748, at customerservice@nicorgas.com, or simply reply to this email.

> > > >

> > > >

> > > > Sincerely,

> > > > Delia

> > > >

> > > > Customer Care Services

> > > > Nicor Gas

> > > >

> > > >

> > > > From: [REDACTED]

> > > > Sent: Friday, September 14, 2012 02:54 PM

> > > > To: Customer Care

> > > > Subject: E-mail response from web site

> > > >

> > > >

> > > > message: Hello,

> > > >

> > > > I would like to know if your company

> > > > still has a full utility credit

> > > > reporting policy. I have heard that

> > > > since the beginning of the year you no

> > > > longer report to credit bureaus. Is it true?

> > > > Thank you

> > > > Yannick

> > > > cont_name: Yannick L.

> > > > nicorgas_account_number:

> > > > phone:

> > > > co_name:

> > > > street_address:

> > > > city:

> > > > state:

> > > > zip: