Today's Date
Gas Station Name
Address
City, State, Zip Code

Dear Gas Station Owner:
I am writing about a recent experience at your gas station. I am a person living with multiple sclerosis and I am disabled. I normally need help putting gas into my car because I am in a wheelchair ***(or have balance issues, use a cane, etc. Insert your story about your situation such as "I cannot reach the pump or credit card controls, etc.").***

Under the law, the Americans with Disabilities Act and Illinois Motor Fuel Sales Act, requires gas stations with more than one attendant on duty to provide fueling assistance to individuals with disabilities who request such assistance.

On ***(include the date and time of the incident)*****,** I entered the premises of your gas station and attempted to get the attendant on duty to help me. I first tried to get his attention by honking **(or other means).** ***INCLUDE YOUR OWN STORY HERE such as a description of what happened, i.e. he would not acknowledge me or he said he could not help me or other specific facts of the exchange. And also note whether or not the view of the attendant(s) was obstructed).***
I hope that next time either I or any other person with the disability requests assistance at your gas station, the attendant on duty will assist that person with refueling or other services, not just because it is the law but because it is the decent thing to do.

Thank you in advance for looking into this matter.

Very truly yours,

Your name, address, phone

Cc: MS Society, Greater Illinois Chapter
Your state legislators
Illinois Attorney General
U.S. Department of Justice
Illinois Petroleum Marketers Assn.

Helpful Checklist (as you visit a gas station)

It is important that the information you provide in the letter be as complete as possible. To assist you, be sure to include the following:

____ Location of service station
____ Date and time of your visit
____ Description of your disability
____ Your attempt(s) to get station attendants' attention
____ Length of time it took, if at all, for attendant(s) to respond
____ Was the attendants' view of you obstructed? If so, by what?
____ Did attendant(s) have lack of knowledge of ADA requirements?
____ Did attendant(s) show any attitude about rendering assistance?
____ Were call buttons or other devices working properly and within reach?

In addition to notifying the service station owner, it is also important to send copies of your letter to the following groups for the purposes of establishing a log of complaints.

1) National MS Society, Greater Illinois Chapter
ATTN: Jocelyn Cheng
525 W. Monroe St., Ste. 900
Chicago, Illinois 60061

2) Your state legislators
(If you are not familiar with the names of your legislators or their contact information, please go to the General Assembly website, www.ilga.gov, and use the Legislator Lookup feature on the lower right hand side of the page.

3) Office of the Illinois Attorney General
Consumer Protection Bureau
500 South Second Street
Springfield, IL 62706

4) United States Department of Justice
Fax: 202-307-1197
OR e-mail at ADA.complaint@usdoj.gov
Questions: ADA Information Line: 800-514-0301 (voice) or 800-514-0383 (TTY).
NOTE: U.S. mail and service delivery are delayed due to security screenings. Email is the quickest way of filing a complaint and a reply will confirm receipt of your email.

ATTN: Civil Rights Division
950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights Section – 1425 NYAV
Washington, D.C. 20530

5) Illinois Petroleum Marketers Assn.
ATTN: Bill Fleischli
112 W. Cook Street
P.O. Box 12020
Springfield, IL 62791