

FORMAL COMPLAINT

Illinois Commerce Commission
527 East Capitol Avenue
Springfield, Illinois 62794-9280

ILLINOIS
COMMERCE COMMISSION

AUG 13 8 22 AM '02

CHIEF CLERK'S OFFICE

For Commission Use Only:

Case 020524

Regarding a complaint

by MUSIC ZONE
(Person making the complaint)

against PEOPLE'S ENERGY
(Utility name)

as to over-billing by the utility on the

2444 W. 16th Street, 3rd Floor, Chicago, Illinois.
(Reason for complaint)

02-0472-
02-0524
11

Comp

7/16/04

P.W

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 2444 W. 16th Street, 3rd Floor West, Chicago, Illinois

The service address that I am complaining about is 2444 W. 16th Street 3rd Floor West, Chicago, Illinois
Account # 8500018411004

My home telephone number is [312] 201-1421 atay

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at [312] 243-9961

People's Gas Light & Coke Co. (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.
(Full name of utility company)

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs which you think are involved with your complaint.

220 ILCS 5/9-252 regarding complaint about utility charging excessive rate

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about X Yes No this complaint?

Has your complaint filed with that office been closed? Comp Yes X No

02-0472-
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11

7/16/04

P.W

Please state your complaint briefly. Number each of the paragraphs. Please include any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

See attached.

Please clearly state what you want the Commission to do in this case.
Petitioner requests that the ICC direct the Respondent to remove the \$7,490.67 from the April 10, 2002 bill or provide some justification as to the basis of the bill.

Date: 07/00/02
(Month, day, and year)

Complainant's signature _____

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

ROBERT HABIB
77 W. Washington, Suite 411
Chicago, Illinois 60602
(312) 201-1421

You need to file the original and three copies of this form with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must watch you fill out this part of the form.

I, _____, 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.

(Signature)

Subscribed and sworn/affirmed to before me this _____ day of _____, 19 _____.

Notary Public, Illinois

NOTE:
Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions, please call the counselor in the Consumer Affairs Division that handled your informal complaint.

EXHIBIT A

2444 W. 16th Street
3rd Floor West
Chicago, Illinois

1. On April 10, 2002, Petitioner, Music Zone received a bill which stated:

Previous Balance	\$7,490.67
Thank you for your payment	102.54 -
Late payment charge	<u>109.61</u>
Balance	\$7,497.74

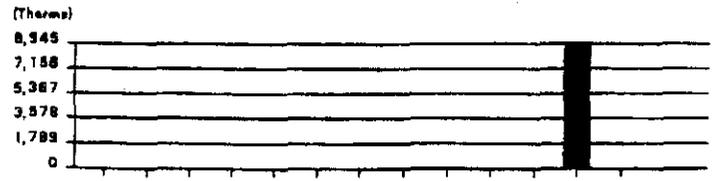
2. The previous bill we received on 2/10/02 was \$102.54, which was shown as paid.

3. Therefore, we cannot possibly have a previous balance of \$7,490.62, which is shown on the April 10, 2002 bill.

Bill Date	Account Number	Payment Due Date	Amount Due
04/10/2002	8 5000 1841 1004	04/25/2002	\$7,548.84

CUSTOMER SUMMARY OF USAGE

Name **The Music Zone**
 Account Number **8 5000 1841 1004**
 Service Address **2444 W 16TH ST FL 3 West Chicago IL 60608-1718**
 Service Classification **Rate 2 - General Service**
 Heating Account **Yes**
 Next Meter Reading **May 7, 2002**



APR MAY JUN JUL AUG SEP OCT NOV DEC JAN FEB MAR APR 2001 2002

Average Daily Therms Used	Apr 2001	Apr 2002
Temperature	27.95	.98
	38 °F	37 °F

SUMMARY OF CHARGES

Payments And Charges Since Your Last Bill

Previous balance	\$7,490.67
Amount you paid for your payment	102.54
Late payment charge	109.61
Balance	\$7,497.74

Current Charges

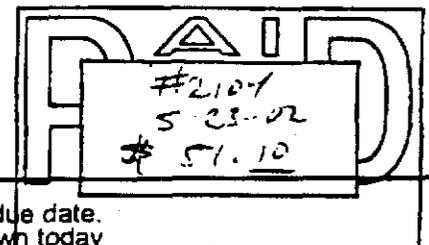
Customer Charge	26.50
Distribution Charge Under 100 Therms	\$.34107 x 29.63 Therms = 10.11
Environ Activities	\$.00260 x 29.63 Therms = 0.08
Gas Charge	\$.33140 x 29.63 Therms = 9.82
Current Charges Before Taxes	46.51
Taxes	
Illinois Gross Revenue Tax	\$46.51 x 0.10 % = 0.05
Illinois Municipal Utility Tax	\$46.51 x 8.24 % = 3.83
Illinois Gas Revenue Tax	\$.024 x 29.63 Therms = 0.71
Current Charges After Taxes	51.10
Total Balance	\$7,548.84

CURRENT USAGE

Billing Period 03-08-02 to 04-08-02 Days of Service 31

Meter Reading		
Previous	Current	Difference
Meter Number P1909029		(100 Cubic Feet)
84412 Estimate 03-08	84441 Estimate 04-08	29

Therm Conversion 29 x 1.022 BTU Factor = 29.63 Therms



MESSAGES

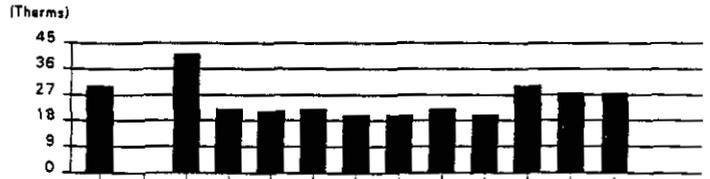
To avoid a request for a security deposit, pay this bill and future bills on or before the due date. At the time of this statement, your account was past due. Please pay the amount shown today or contact our Customer Care Center to hear about our Payment Plan options. To pay your gas bill by credit card, simply call 1-888-256-6445. A transaction fee of \$7.00 for credit or debit card payment or \$1.00 for checking or savings account payment will apply. The maximum payment amount is \$500.00.

Bill Date	Account Number	Payment Due Date	Amount Due
02/11/2002	8 5000 1841 1004	02/26/2002	\$102.54

CUSTOMER

Name **The Music Zone**
 Account Number **8 5000 1841 1004**
 Service Address **2444 W 16TH ST FL 3 West**
Chicago IL 60608-1718
 Service Classification **Rate 2 - General Service**
 Heating Account **Yes**
 Next Meter Reading **March 8, 2002**

SUMMARY OF USAGE



FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC JAN FEB
2001 2002

Average Daily Therms Used	Feb 2001	Feb 2002
Temperature	1.06	.96
	24 °F	32 °F

SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance	\$52.09
Late payment charge	0.77
Balance	\$52.86

Current Charges

Customer Charge		26.50
Distribution Charge Under 100 Therms	\$.34107 x 28.78 Therms =	9.82
Environ Activities	\$.00240 x 28.78 Therms =	0.07
Gas Charge	\$.30650 x 28.78 Therms =	8.82
Current Charges Before Taxes		45.21

Taxes

Illinois Gross Revenue Tax	\$45.21 x 0.10 % =	0.05
Chicago Municipal Utility Tax	\$45.21 x 8.24 % =	3.73
Illinois Gas Revenue Tax	\$.024 x 28.78 Therms =	0.69
Current Charges After Taxes		49.68

Total Balance \$102.54

CURRENT USAGE

Billing Period 01-08-02 to 02-07-02 Days of Service 30

Meter Reading		Difference
Previous	Current	(100 Cubic Feet)
Meter Number P1909029		
76090 Estimate 01-08	76118 Estimate 02-07	28

Therm Conversion 28 x 1.028 BTU Factor = 28.78 Therms

MESSAGES

At the time of this statement, your account was past due. Please pay the amount shown today or contact our Customer Care Center to hear about our Payment Plan options. To pay your gas bill by credit card, simply call 1-888-256-6445.

