

**ORIGINAL**

**FORMAL COMPLAINT**

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**

Illinois Commerce Complaint  
527 East Capitol Avenue  
Springfield Illinois 62794-9280

ILLINOIS  
COMMERCE COMMISSION

2004 MAY -3 P 1:39

For Commission Use Only:

Case 04-0369  
GENERAL INVESTIGATIVE SERVICE

Regarding a complaint

By E. JEROME MLRY Malry  
(Person making the complaint)

against PEOPLES ENERGY Peoples Gas Light and Coke Company

as to IMPROPER SERVICING ACCOUNT  
REQUEST FOR AUDIT AND INVESTIGATION

(Reason for complaint)  
In CHICAGO, ILLINOIS

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS)

My mailing address is 4346 North Clarendon Avenue, Garden Suite, Chicago, IL 60613-1576

The service address that I am complaining about is 4230 South Michigan, Chicago, IL

My home telephone number is 773 935-4425

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at 773 925-4425.

PEOPLES ENERGY (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 rules(s), which you think, are, involved with your complaint.

- 220 ILCS 5/8-101 DUTIES OF PUBLIC UTILITIES
- 220 ILCS 5/8-302 READING OF METERS
- 220 ILCS 5/8-401 DUTY OF PUBLIC UTILITY
- 220 ILCS 5/8-102 AUDIT/INVESTIGATION

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about  Yes  No

Has your complaint filed with that office been closed?

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.

1. No billing received for subject property for a period after the meter was removed and service restored, the bills once again were sent to a non existing basement address, of subject property.
2. That on or about April 2003, a notice was posted to shut off service. Peoples Energy was contacted and an agreement to accept payment made. However, prior to the shut off date posted on the shut off notice, the gas service was shut off again.

Please clarify state what you want the Commission to do in this case.

Date: 4/24/03  
(Month, day, and year)

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

Rosemary Triplett, Esquire  
P.O. Box 23501  
Chicago, Illinois 60623  
(773) 521-3115

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

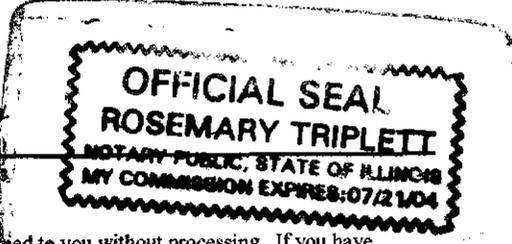
A notary public must watch you fill out this part of the form

I, E. JEROME MALRY first being duly sworn, say that I have read the above petition and know what it says. The content of this petition are true to the best of my knowledge.

[Signature]  
(Signature)

Subscribed and Sworn/affirmed to before me this 24 day of April 2003

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.