

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

For Commission Use Only:
Case: 04-0805

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint): SEAN SANDERS
Against (Utility name): PEOPLE'S ENERGY (GAS) Gas Light & Coke Co.
As to (Reason for complaint) ALLOWED AN ACCOUNT TO BE OPENED IN MY NAME. THE ACCOUNT STAYED OPEN FOR ALMOST 3 YEARS. WHEN THE ASTRONOMICAL BILL WASN'T PAID, THEY (PEOPLE'S ENERGY) SHUT OFF MY EXISTING GAS, AND IS TRYING TO HOLD ME RESPONSIBLE FOR THE DEBT.
in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

1644 WEST SUMMERDALE APT. 1F

The service address that I am complaining about is

2608 W. 70th ST.

My home telephone is

[312] 593-5694

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[312] 593-5694

(Full name of utility company) PEOPLE'S ENERGY Gas Light & Coke Co. (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 rule(s), or utility tariffs that you think is involved with your complaint.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

Yes No

Has your complaint filed with that office been closed?

Yes No

CHICAGO
HOLIDAY
2004 DEC 27 P 12:37
ILLINOIS
COMMERCE COMMISSION

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

After allowing a gas account to be opened illegally in my name, Peoples Energy is now trying to hold me responsible for the bill. It is their fault that a gas bill of over \$1300 was allowed to accumulate in my name. The account was opened in 2001 I was not contacted until 2004. 3 years went by until the bill became so huge that there wasn't a hope of it being paid. I did not authorize the opening of this account and I will not be responsible for it.

Please clearly state what you want the Commission to do in this case: I would like the commission to look at my evidence and hold peoples energy responsible.

Please see attached letter !!

Date: 10/5/2004
(Month, day, year)

Complainant's Signature Sean Sanders

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

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

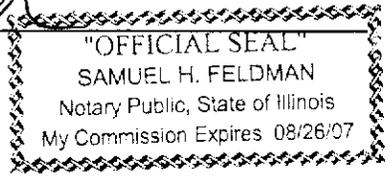
A notary public must witness the completion of this part of the form.

I, Sean Sanders, 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) Sean Sanders

Subscribed and sworn/affirmed to before me on (month, day, year) DECEMBER 22nd, 2004

[Signature]
Notary Public, Illinois



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

December 21st, 2004

To Whom It May Concern,

I am attaching this letter with my formal complaint form because I want to make sure that my disgust and anger with People's Energy gets across. Let me begin by saying that I have very seldom been late or missed a payment. If I have it has been because of the complete ineptitude of the people who work for People's Energy.. When I moved into my residence at 1644 West Summerdale Apt. 1f in February of 2001, I never received a bill until 8 months later. At which point I had to battle tooth and nail to get them to see that this was an oversight on their part. After several weeks of going through what I can only describe as a parade of idiots, I finally got some justice, and had the situation rectified.

An account was opened in my name, without my consent or knowledge, in June of 2001. The address was given as 2008 West 70th street. I have never lived at this address, nor do I know anyone who has ever resided at this address. The part that is mind boggling to me is, I never contacted by People's Energy about the delinquency of this account until December 2003. 2 years an account was allowed to be open, and delinquent in my name. When finally I was contacted I filed a police report for Identity Theft, I filed a complaint with the 2 separate credit bureaus, and also started my initial complaint with the Illinois Commerce Commission. A Ms. Medina whom I assume works for the ICC was whom I dealt with. After faxing her several times, along with sending her correspondence I was informed that she received nothing.. Now here we are 1 year later and I am still fighting this. I have enough debt that I accumulated myself, that I don't need, and won't pay, a debt that I had nothing to do with. Quite honestly I find it very hard to believe that Ms. Medina never received anything I ever sent. Needless to say this has gone on my credit report, I have no gas to cook with, I have had to eat out for about 4 months, which you can imagine is very expensive.

This should have never been allowed to get this far. They should have never allowed an account to be opened in my name using only my social security number. This is a very pathetic way of protecting citizen's privacy.

What I would like to happen? I would like a formal hearing with People's Energy so that I may present evidence that this is not my bill, since obviously no one wants to deal with me via telephone. I would also like to be reimbursed, not only for my time, but for some of the money I have had to spend just to eat and stay healthy. I would like this hearing to take place in a timely fashion, since the longer it takes the more money I have to spend, and the more money I expect back from them. I have prepared a letter to every Major newspaper in the Chicago area, and am prepared to have them published if it is not taken care of in a timely fashion. I am also prepared to contact every local news channel and inform them of yet more problems with People's Energy. Given the horrific press this company has had over the past few years, I can't imagine they would want one more nail in their coffin. These may sound like threats, but I assure you they are not. They are promises that I very much intend to keep. I may only be one person, but one person can make a difference as long as they connect with the right people, and I have those connections. I am consumer and deserve to be treated a lot better than this.

I thank you for your time, and look forward to hearing from you soon.

Sincerely,

Sean Sanders
(312) 593-5694