

Illinois Commerce Commission
Comment / Complaint Form

Please fully complete the form. If you do not provide this information we will not be able to make a record of your informal complaint.

1. Name and address on utility bill or name of person applying for utility service.

Name:	Mt. Pisgah Missionary Baptist Church
Street Address:	4600 South King Drive
Address (cont):	
City:	Chicago
State:	Illinois
Zip Code:	60653

2. Mailing address if different than billing address.

Name:	N/A
Street Address:	
Address (cont):	
City:	
State:	
Zip Code:	

3. Telephone number at your home. Required unless you do not have a home telephone. If the telephone service was turned off by the telephone company provide the number that is turned off. If you do not have home telephone then state "no home phone".

Home Phone:	773-373-0070
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4. Daytime telephone number where you can be contacted.

Daytime Phone:	773-373-0070
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5. Name of the utility company against which you are filing comment / complaint.

Utility:	People's Gas
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6. Your account number with the utility company.

Account Number:	1 5000 1512 6915
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7. Please indicate if type of service supplied by utility is electric, gas, telephone, water or sewer.

Please check all that apply. **GAS**

Telephone	<input type="checkbox"/>	Local Service	<input type="checkbox"/>	Local Toll Service	<input type="checkbox"/>	Long Distance Service	<input type="checkbox"/>
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Electric	<input type="checkbox"/>	Alternative Services	<input type="checkbox"/>
Gas	<input checked="" type="checkbox"/>	Alternative Services	<input type="checkbox"/> 1

Water	<input type="checkbox"/>
Sewer	<input type="checkbox"/>

8. Description of utility complaint.

Received estimate bills that appears to be incorrect.
 Gas leak in property that affects accuracy of bills.
 Has always requested actual readings but has received
 numerous estimate bills.

9. Date you contacted utility to address your concern (n/a if you simply wish to comment).

Date:	
Various	

10. Description of utility company's response (n/a if you simply wish to comment).

11. What relief you are seeking through the Illinois Commerce Commission's Consumer Services Division. Fill out this item only if seeking an informal complaint to be sent to the utility.

12. Please indicate by checking below if you wish your opinion to be noted or a complaint sent to the utility company. Check only 1 box.

Register my Opinion/Comments	<input checked="" type="checkbox"/>
Informal Complaint sent to Utility	<input type="checkbox"/>

13. Please include documents that pertain to this matter such as bill copies, identification, etc...

Exhibits I - IV

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copy/1/03

WARNING - CORRECTION NEEDED

NO. 0155279

ADDRESS: 4605 KING DR
FLOOR: 1st
CITY: Little Rock
STATE: AR
ZIP: 72205

NAME: [Handwritten Name]

WE HAVE INSPECTED YOUR

SEAL NO. 10756-0297

AND FOUND A CONDITION THAT REQUIRES CORRECTION BY YOU

APPROXIMATELY HIGH FLOW - GAS SHUT OFF

IN THE INTEREST OF GOOD SAFETY AND APPLIANCE OPERATION YOU ARE URGED TO HAVE YOUR CONTRACTOR, NO THE WORK AS SOON AS POSSIBLE. A SERVICE CHARGE WILL BE MADE FOR FOLLOW-UP INSPECTION UNLESS GAS HAS BEEN SHUT OFF AT METER OR OUTSIDE VALVE.

WE ARE REQUIRED TO TAKE THE FOLLOWING ACTION:

APPLIANCE LEFT	<input type="checkbox"/>
OPERATIVE	<input type="checkbox"/>
INOPERATIVE	<input type="checkbox"/>

ACTION TAKEN:

APPLIANCE DISCONNECTED	<input checked="" type="checkbox"/>
METER LOCKED OFF	<input type="checkbox"/>
TURNED OFF AT OUTLET VALVE	<input type="checkbox"/>

* WE CANNOT SUPPLY GAS UNTIL THE ABOVE CONDITION IS CORRECTED

NOTICE RECEIVED BY: [Handwritten Name]

DATE: 1/1/03

CUSTOMER COPY

Exhibit I

Exhibit II



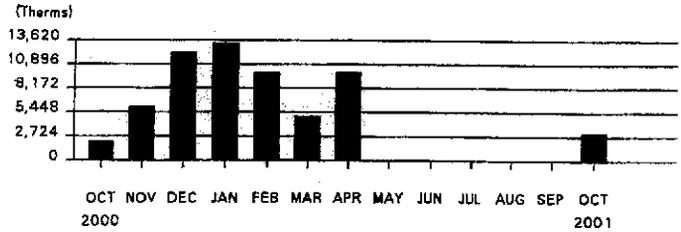
Customer Inquiries: 866-556-6001 Emergencies: 866-556-6002

Bill Date	Account Number	Payment Due Date	Amount Due
10/25/2001	1 5000 1512 6915	11/09/2001	\$940.80

STOMER

Name **MT Pisgah Baptist**
 Account Number **1 5000 1512 6915**
 Service Address **4600 S King Dr Bldg
 Chicago IL 60653-4108**
 Service Classification **Rate 2 - General Service**
 Heating Account **Yes**
 Next Meter Reading **December 28, 2001**

SUMMARY OF USAGE



Average Daily	Oct 2000	Oct 2001
Therms Used	39.13	40.48
Temperature	56 °F	54 °F

MMARY OF CHARGES

redits And Charges Since Your Last Bill

Previous balance	\$120.69
Amount you pay for your payment	120.69 -
Service payment chrg allowed	2.65
Cancel prior billing (04-25-2001 to 09-25-2001)	1,505.89 -
Revised prior billing (04-25-2001 to 09-25-2001)	1,871.74
Balance	\$363.20

CURRENT USAGE

Billing Period **09-25-01** to **10-25-01** Days of Service **30**

Meter Reading		Difference
Previous	Current	(100 Cubic Feet)
Meter Number P1918221	74680 Actual 10-25	1179
73501 Estimate 09-25		

Therm Conversion 1179 x 1.030 BTU Factor = 1,214.37 Therms

Paid 10-31-01
 CR # 7594

ment Charges

Customer Charge	26.50
Distribution Charge	
First 100 Therms \$.34107 x 100.00 Therms =	34.11
Over 100 Therms \$.13180 x 1,114.37 Therms =	146.87
Environ Activities \$.00270 x 1,214.37 Therms =	3.28
Gas Charge \$.24610 x 1,214.37 Therms =	298.86
Current Charges Before Taxes	509.62
Taxes	
Missouri Gross Revenue Tax \$509.62 x 0.10 % =	0.51
Missouri Municipal Utility Tax \$509.62 x 8.24 % =	41.99
Missouri Gas Revenue Tax \$509.62 x 5.00 % =	25.48
Current Charges After Taxes	577.60
Total Balance	\$940.80

ISAGES

If you would like to join the budget payment plan, simply pay \$2,367.00 instead of the account balance shown on your payment coupon. Your monthly budget installment amount will be \$2,367.00.

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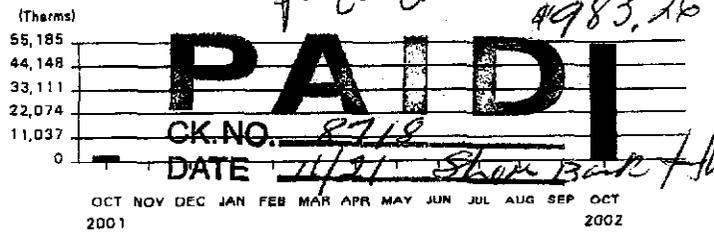
Bill Date	Account Number	Payment Due Date	Amount Due
10/25/2002	1 5000 1512 6915	11/12/2002	\$6,696.33

CUSTOMER

Name **MT Pisgah Baptist**
 Account Number **1 5000 1512 6915**
 Service Address **4600 S King Dr Bldg Chicago IL 60653-4108**
 Service Classification **Rate 2 - General Service**
 Heating Account **Yes**
 Next Meter Reading **December 26, 2002**

11/5 Reading 32233

SUMMARY OF USAGE



SUMMARY OF CHARGES

Revisions And Charges Since Your Last Bill

Previous balance	\$142.15
Thank you for your payment	142.15
Cancel prior billing (10-25-2001 to 09-23-2002)	21,874.78
Revised prior billing (10-25-2001 to 09-23-2002)	27,587.85
Balance	\$5,713.07

Average Daily Therms Used	Oct 2001: 40.48	Oct 2002: 47.47
Temperature	54 °F	54 °F

Current Charges

Customer Charge	26.50
Distribution Charge	
First 100 Therms	\$.34107 x 100.00 Therms = 34.11
Over 100 Therms	\$.13180 x 1,324.18 Therms = 174.53
Environ Activities	\$.00870 x 1,424.18 Therms = 12.39
Gas Charge	\$.44130 x 1,424.18 Therms = 628.49
Current Charges Before Taxes	876.02
Taxes	
Illinois Gross Revenue Tax	\$876.02 x 0.10 % = 0.88
Chicago Municipal Utility Tax	\$876.02 x 8.24 % = 72.18
Illinois Gas Revenue Tax	\$.024 x 1,424.18 Therms = 34.18
Current Charges After Taxes	983.26
Total Balance	\$6,696.33

CURRENT USAGE

Billing Period	09-23-02 to 10-23-02	Days of Service	30
Meter Reading			
Previous	Current	Difference	
Meter Number P1918221	28446	(100 Cubic Feet) 1399	
27047 Estimate 09-23	28446 Estimate 10-23		

Therm Conversion 1399 x 1.018 BTU Factor = 1,424.18 Therms

11/7 People's Energy... Mr. K. Thomas Supervisor... Working on this... 312-814-3850... TO NEW-ST Heating

11/19 Mr. Hancock... WAITING TO HEAR FROM Peoples Gas... TO Setup Heating

MESSAGES

Prepare for winter. See the enclosed insert to find out where Peoples Energy experts will be on hand to offer tips on getting financial assistance, managing your gas bill and conserving energy.

If you would like to join the budget payment plan, simply pay \$3,007.00 instead of the account balance shown on your payment coupon. Your monthly budget installment amount will be \$3,007.00.

To pay your gas bill by credit card, simply call 1-888-256-6445.

11/27 msg for Mr. Hancock one status of Heating

Return this portion with your check made payable to Peoples Energy. Please write your account number on your check. Your service is provided by Peoples Gas, a subsidiary of Peoples Energy. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

PAYMENT COUPON

ACCOUNT NUMBER: **1 5000 1512 6915**

11/19 Commence... 312-375345

11/13 MAE... 11/15 METER... 11/26 comment... 11/27 comment...

CAR-RT SORT **C024

MT PISGAH BAPTIST
4600 S KING DR BLDG
CHICAGO IL 60653-4108

PEOPLES GAS
CHICAGO IL 60687-0001

Please Pay By	11/12/2002
If paid after 11/12/2002	\$6,792.76
Account Balance	\$6,696.33
Amount Enclosed	

1/30 2.45

Per Mr. Hancock... Formal Form Should be Recd within 10 days... Continued to pay current charges we should also...

300000

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Exhibit IV



Bill Date	Account Number	Payment Due Date	Amount Due
04/23/2003	1 5000 1512 6915	05/08/2003	\$16,569.43

Name: MT Pisgah Baptist
 Service Address: 4600 S King Dr Bldg, Chicago IL 60653-4108
 Service Classification: Rate 2 - General Service - Heating

Activity Since Last Bill

Previous Balance	\$12,004.49
Thank You For Your Payment	- \$5,339.99
Late Payment Chrg Allowed	\$188.61
Current Balance	\$14,420.69

Delivery Charge

Customer Charge			\$26.50
First 100 Therms	\$.34107 x	100.00 Therms =	\$34.11
Next 4900 Therms	\$.13180 x	4,900.00 Therms =	\$645.82
Over 5000 Therms	\$.07338 x	1,403.84 Therms =	\$103.01
			\$809.44

Environmental Charge \$.01100 x 6,403.84 Therms = \$70.44

Gas Charge \$.66220 x 6,403.84 Therms = \$4,240.62

Taxes

State Tax	\$5,120.50 x	0.10 % =	\$5.12
Chicago Municipal Tax	\$5,120.50 x	8.24 % =	\$421.93
Gas Revenue Tax	\$.024 x	6,403.84 Therms =	\$153.69
			\$580.74

Total Current Charges \$5,701.24

Other Charges

Deposit Installment \$3,112.00

AMOUNT DUE \$23,233.93

PAID
 CK. NO. 9897 Shore Bldg
 DATE 5/1
 HW

You have a disputed amount of \$6,664.50 that is not included in the amount due.
 To pay your gas bill by credit card, simply call 1-888-256-6445. A \$4.95 fee per \$400 transaction will apply.

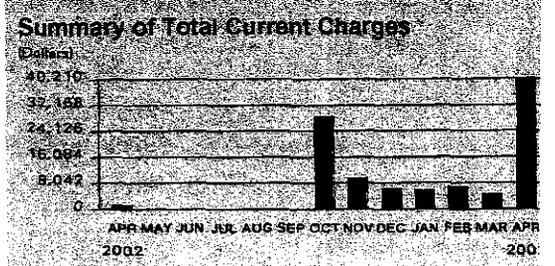
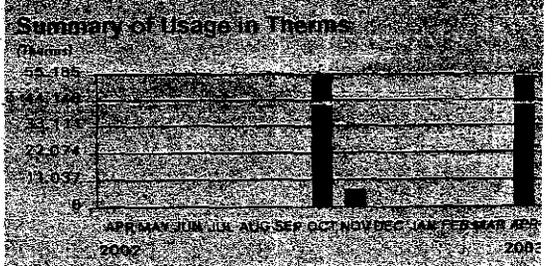
Peoples Energy
 20 E Randolph Dr, Chicago, IL 60601
 Customer Service: 1-888-256-6445
 Energy Dept: 1-888-256-6445
 Billing Dept: 1-888-256-6445
 Toll Free: 1-888-256-6445

Current Usage
 Billing Period: 04/23/03 - 05/08/03

Meter Reading
 Meter Number: RPR 45221
 Current Reading: 142340
 Previous Reading: 137936
 Difference: 4404 Therms

Therm Conversion
 Therms to Gas (1000) = 1000000 BTU
 Gas to Therms (1000) = 1000000 BTU

Average Daily
 Therms Used: 178.65
 Temperature: 46 F



See back of bill for definitions of terms used on this bill.

Your service is provided by Peoples Gas, a subsidiary of Peoples Energy Corporation. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.