

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

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

For Commission Use Only:
Case: 05-0451

ORIGINAL

Regarding a complaint by (Person making the complaint): IZABEL M. HEUSER
Against (Utility name): Peoples Gas
As to (Reason for complaint) incorrectly estimated gas bills, faulty gas meter (not correctly calibrated) reads too high, missed scheduled service appointments, poor customer service in Chicago Illinois. ↳ main issue: excessive over charging for natural gas.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 7625 W HOWARD ST.
The service address that I am complaining about is 7625 W HOWARD ST. CHICAGO IL
My home telephone is (773) 623 9900 60631
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 623 9900
(Full name of utility company) 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 rule(s), or utility tariffs that you think is involved with your complaint.
sections regarding overcharging customers estimating gas usage and in addition not showing up for service appointments and monopolistic in general.

CHIEF CLERK'S OFFICE
JUL 22 11:30 AM
ILLINOIS COMMERCE COMMISSION

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

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.

Since October of 2004 estimates of gas usage have been used to calculate our natural gas bill. These estimates have or appear to be excessively high. In addition, missed scheduled service appointments and work time lost thereby. And the meter does not seem to be reading correctly, it's counting more feet than used.

Poor customer service, firm will only deal with you personally if payments are late!

Please clearly state what you want the Commission to do in this case:

Suggest a reconsideration of fees owed and provide reasonable customer service

Date: 7 12 2005
(Month, day, year)

Complainant's Signature *Isabel Hauser*

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, Isabel Hauser, 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) x *Isabel Hauser*

Subscribed and sworn/affirmed to before me on (month, day, year) 7-12-05

Norma M Berg
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.