

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.

① The time period of the invoice dated February 11, 2004 for the usage period of December 9, 2003 through February 10, 2004 was billed at \$35,086.04 for 44,097 therms. A recommended revised invoice to accurately reflect Lear's winter gas usage is for 10,000 therms at a total charge of \$8,522.16, both charges including all applicable taxes, for the 2-month service period. This represents a requested refund of \$26,563.88, plus interest.

* Remaining paragraphs on the attached papers.

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

Lear requests the Commission to intervene and solicit a response from Peoples Energy. The utility has recognized and acknowledged the billing error yet fails to follow through each time they commit to correcting it.

Date: October 19, 2005
(Month, day, year)

Complainant's Signature David Williams

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).

David Williams

VERIFICATION

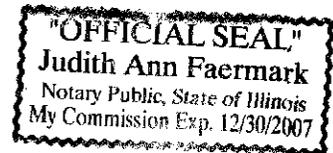
A notary public must witness the completion of this part of the form.

I, David Williams, 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) David Williams

Subscribed and sworn/affirmed to before me on (month, day, year) October 19, 2005

Judith Ann Faermark
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.

Description of utility complaint

Lear has been working with various representatives of Peoples Energy to obtain resolution on a billing error from an invoice dated February 11, 2004. The invoice represented the meter read period of December 9, 2003 through February 10, 2004. The billed usage for the entire period was 44,097 therms. Peoples was contacted to investigate the high usage billed for that period as it was much higher than historical and what was projected from an engineering standpoint. There was no response from the attempts.

Beginning again in February 2005, Peoples Energy representatives were again contacted to find resolution on the billing error a year prior. The December 2004 and January 2005 invoices were received and validated that the billed amount from a year prior was grossly overstated. The billed usage for the period of December 9, 2004 through January 10, 2005 was 5,134 therms. The billed usage for the period of January 10, 2005 through February 9, 2005 was 4,537 therms. A comparison against the heating degrees days was generated by Lear and also provided to the utility to prove that the usage from 03/04 winter was incorrect and Lear requested a rebill again. The HDD for the 03/04 winter were only 10 points worse than the 04/05 period yet warmer than the Normal HDD for Chicago in both months. A minor change in the HDD yet below normal conditions does not equate in metered usage to increase by nearly 5 times.

The Customer Service department indicated they too thought the reading looked suspicious and indicated the Supervisor would soon call. That commitment was made several times after each phone call on the same issue. The request was then made to the Gas Transportation Services Department for assistance in explaining that the meter reads could not be valid and the bill should be recalculated. The initial call was returned in a timely fashion. Peoples verbally acknowledged that the meter reads could not be correct and agreed to go through the metering records to determine a reason for the error. They indicated it would take a few days and would call back with the resolution. There was never a return phone call from that commitment. Several more phone calls were made to the same representative in the Gas Transportation Services Department. They resulted in no return phone calls. The issue remains unresolved and no return phone calls have been received outside of the initial return phone call from the Gas Transportation Services representative.

Peoples Energy representatives have acknowledge that the billing cannot be correct yet have not resolved the situation. All invoices have been paid in full.

Description of utility company's response

The Customer Service department has not been responsive and has not contacted Lear as promised. This department recognized that the billing did not look correct but had to have the department supervisor follow up. The Gas Transportation Services Department was initially quite responsive and returned the initial phone call within only a few days. The error was acknowledged with some investigative work to be completed by Peoples. There were no other phone calls from Peoples. The matter remains unresolved.