

OFFICIAL FILE

FORMAL COMPLAINT

ORIGINAL

ILLINOIS COMMERCE COMMISSION

Illinois Commerce Commission  
527 East Capitol Avenue  
Post Office Box 19280  
Springfield, Illinois 62794-9280

ILLINOIS  
COMMERCE COMMISSION

Nov 6 2 23 PM '00

For Commission Use Only:

CHIEF CLERK'S OFFICE  
Case 00-0708

Regarding a complaint

by JAMES TROTTER  
*(Person making the complaint)*

against THE PEOPLE'S GAS LIGHT & COKE COMPANY  
*(Utility name)*

as to wrongful billing

*(Reason for complaint)*  
in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 509 E. 112th St., Chicago, Illinois

The service address that I am complaining about is 11201 S. Cottage Grove Av., Chicago, IL. 60628

My home telephone number is [ 773 ] 785-0140

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at [ 773 ] 785-0140

THE PEOPLE'S GAS LIGHT & COKE COMPANY *(respondent)* is a public utility and is subject to the provisions of  
*(Full name of utility company)*  
the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs which you think are involved with your complaint.

- Illinois Public Utilities Act
- 220 ILCS 5/8 - 302
- 220 ILCS 5/8 - 303
- 220 ILCS 5/8 - 304

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about this 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 any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

That from November 20, 1998 through the present time there have been wrongful estimates, miscalculation, refunds and new estimates and alleged credits, so called balloon payments, cancellations of bills, and other errors in billing that have caused great problems to the customer.

The misbillings and estimates have made it difficult to plan payables and the explanations offered do not appear to reflect the use of gas and the payments therefor.

The alleged balance owed of \$4,266.26 is unwarranted.

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

Cancel the payment of \$4,266.26 as unwarranted.

Date: October 31, 2000  
(Month, day, and year)

Complainant's signature \_\_\_\_\_

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

Eric E. Graham  
9415 S. State St.  
Chicago, Ill. 60619  
773-660-4300

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

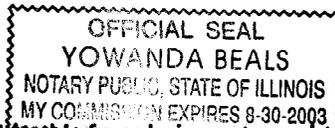
A notary public must watch you fill out this part of the form.

I, James Trotter, 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.

James Trotter  
(Signature)

Subscribed and sworn/affirmed to before me this 1st day of November, ~~19~~ 2000.

Yowanda Beals  
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.