

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

For Commission Use Only:
Case: 06-0303

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Sandra Montowski

Against (Utility name): Peoples Energy ^{Gas Light} & Coke Company

As to (Reason for complaint) Meter stopped reading to remote 4/05 and no one listened to my complaints until 12/24/05 and a new meter was installed 1-16-05. Disputing the charges from 9/08/05 to 2/9/06 in the amount of \$630.45 in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 4026 N. SAINT LOUIS AVE FL 1 LD66B

The service address that I am complaining about is 4026 N. SAINT LOUIS AVE FL 1

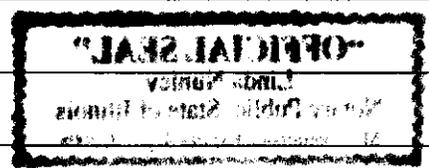
My home telephone is [773] 463-9242

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 616-9242

(Full name of utility company) Peoples Energy ^{Gas} (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

CHIEF CLERK'S OFFICE
2006 APR 17 11 P 21
ILLINOIS COMMERCE COMMISSION

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.
83 IL Adm Code 280 50(a) 280 70(a)



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.

- 1 - On 4-1-05 I called to come out the budget for the summer months, and would call in NW to go back on. I called when I called I was told to pay \$59.00 aka 10721. At that time I had a credit bal. After my payment of \$150.96
2. On 4-7-05 the remote on my meter stopped working. It read at "0" usage until the new meter was installed 1-16-06. Finally someone listened to my pleas and opened a case on 12/15/05 Minam. This was the second meter charge, first one was 2003. Jay don't last long
3. Continued on a separate page included with this form.

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

Reduce the amount disputed Sep 05-05, Oct 2005, Nov 1st to NW 13%. Finance for house heat loss + turned on until that time.

Date: 4-14-2006
(Month, day, year)

Complainant's Signature Sandra Montewski

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

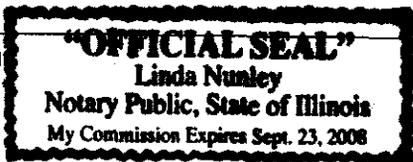
A notary public must witness the completion of this part of the form.

I, LINDA NUNLEY, 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) Linda Nunley

Subscribed and sworn/affirmed to before me on (month, day, year) 4/14/06

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.

3. When my May bill arrived 5-18-05, I was told that to pay the \$59.00 budget amount by Tanya, because I had a credit of \$210.09. I then told her to take me off the budget and use that money against my summer bills and when it ran out they would bill me as usual. I would then call back in Nov which I did, I spoke to a person on Nov 16 2005 named Juan and he said he would put me back on the budget. When the next bill came I called and spoke to Angela and was told I could go back until my credit was used up. This is when only myself noticed that my meter reader remote was not working since May.

4. The only amount I was charged all summer, until Jan 2006 I was being charged gas delivery charge \$9.45 + 0.79 tax \$10.24 that they deducted, but not for my usage my bills kept coming each month with no amount due. I was working all 2004 & 2005 and would have been able to pay any amount due. In 2006 I lost my job. And now I'm supposed to pay \$405.64 for a revised bill from 9-8-05 to 2-9-06. The amount was 630.45 but they took my credit of \$190.25 was deducted from that amount on my March bill. Mr. Jack Reardon from Peoples Energy said they overcharged me and I received a \$30.00 credit on my March bill.

5. Mr. Reardon contacted me April 5th only after being e-mailed by Jim Agnew the day before. Mr. Reardon and I spoke, but he was very condescending to me. He would own up to Peoples error, and kept putting the blame back on me. Before I would say something I would be sorry for, I hung up on him.
(over)

I'm looking forward to my day in court. Mr. Reardon
didn't want to mediate and told Mr. Agnew he
will see me in court.

Thank You
Sandra Markowski