

Brian Olson
952-742-6722
2 Pages

For Commission Use Only:

Case: _____

Plus 4 Pages - Original
Complaint

FORMAL COMPLAINT

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

Regarding a complaint by (Person making the complaint): Cargill Industrial Oils

Against (Utility name): Peoples Energy Services

As to (Reason for complaint) Re-bill related to a defective meter.

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 12201 S. Torrence Avenue, Chicago, IL 60617

The service address that I am complaining about is same as above

My home telephone is (773) 374-1354

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 374-1354

(Full name of utility company) Peoples Energy Services (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.

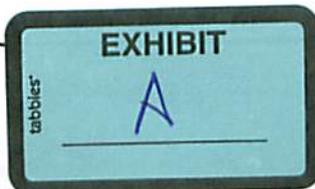
83 - II Adm Part 280.80 - Estimated Bills

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.

Our business has received a Re-bill from People's related to an issue with a defective meter that was on site here at Cargill. The meter in question had a faulty gear drive which was mis-aligned. People's failed to catch this until November of 2005. In December of 2005, Cargill was asked to pay re-billed charges for the period between 11/03 and 4/05 of \$200,189.25 and transportation charges of \$60,245.76. These figures were calculated based on readings from the current meter and an estimate of what People's feels Cargill utilized or consumed during these months.

Please clearly state what you want the Commission to do in this case: At this time, we do not feel the re-bill amount accurately reflects our usage and we would like the Commission to step in and help us come up with a fair representation of re-billed charges.

Date: July 7 2006
(Month, day, year)

Complainant's Signature Raymond R Toliver

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, Raymond Toliver, 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) Raymond Toliver

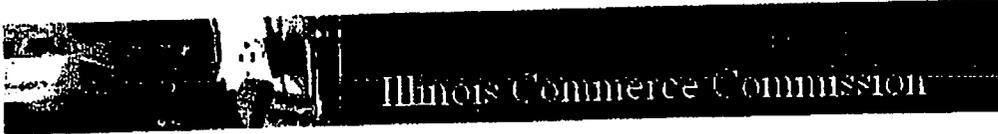


Subscribed and sworn/affirmed to before me on (month, day, year) July 7, 2006

Rubie L Webb
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.

Public Utility Complaint Form



www.icc.gov

Rod R. Blagojevich

Links

Public Utility Complaint Form

- 9-1-1
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- Consumer Services
- Electricity
- Home
- Human Resources
- JULIE Enforcement
- Natural Gas
- Offices & Divisions
- Railroad Safety
- Pipeline & Safety
- Press & Media
- Telecommunications
- Transportation
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Case No.

Illinois

Illinois Commerce Commission
527 East Capitol Ave
Springfield, IL 62701
(217) 782-7295

Illinois Commerce Commission Public Utility Complaint Form

Important Instructions: Please fully complete the form. If you do not provide this information we will not be able to make the record of your complaint. Do not use this form if your utility dispute is an urgent matter! In such cases, please call 1-800-524-0795, (or TTY# 800-858-9277), during our business hours.

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

Full Name: Cargill Industrial Oil and Lubricants

Street Address: 12201 S. Torrence Avenue

Alternate Location:

City: Chicago

State: Illinois

Zipcode: 60617

E-Mail Address: Raymond_toliver@cargill.com

Section 2. Mailing address if different than billing address.

Full Name:

Street Address:

Alternate Location:

City:

State:

Zipcode:

Section 3. Home telephone number. Required unless you do not have a home telephone. If the telephone service was turned off by the phone company, provide the number that is turned off. If you do not have home telephone then state "no home phone". If this phone number is a TTY, please add "TTY" in the box below.

Public Utility Complaint Form

Home Phone No: 773-374-1354

Section 4. Day-time telephone number where you can be contacted. If this phone number is a TTY, please add "TTY" in the box below.

Day-time Phone No: 773-374-1354

Section 5. Name of the utility company against which you are filing comment or complaint.

Utility: People's Energy Services

Section 6. Your account number with the utility company.

Account No: 01-00005150

Section 7. Please indicate if type of service supplied by utility is electric, gas, telephone, water or sewer. Please check all that apply.

Telephone:	Electric:	Gas:	Water:	Sewer:
<input type="checkbox"/> TTY	<input type="checkbox"/> Electricity	<input checked="" type="checkbox"/> Gas	<input type="checkbox"/> Water	<input type="checkbox"/> Sewer
<input type="checkbox"/> Local Service	<input type="checkbox"/> Electricity Alternative Services	<input type="checkbox"/> Gas Alternative Services		
<input type="checkbox"/> Local Toll Service				
<input type="checkbox"/> Long Distance Service				

Section 8. Description of utility complaint.

Our business has received a Re-bill from People's related to an issue with a defective meter that was on site here at Cargill. The meter in question had a faulty gear drive which was mis-aligned. People's failed to catch this until November of 2005. In December of 2005, Cargill was asked to pay re-billed charges for the period between 11/03 and 4/05 of \$200,189.25 and transportation charges of \$60,245.76. These figures were calculated based on readings from the current meter and an estimate of what People's feels Cargill utilized or consumed during these months. At this time, we do not feel the re-bill amount accurately reflects our usage during the period and we are unable to come to an agreement with People's Energy Services and would like to seek arbitration. Please assist and inform us of our next course of action to help resolve this issue. Thank You!

Important Instructions: Please continue filling out items 9, 10 and 11 below

Public Utility Complaint Form

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if you want the ICC to send a complaint to your utility on this matter.

Section 9. Date you contacted utility to address your concern.

Date of Contact: May 23,2006

Section 10. Description of utility company's response.

Utility provided similar data that was provided in the past to convince us we owed outstanding balance. At this time we were still unconvinced and informed the utility we would be seeking arbitration with the Illinois Commerce Commission.

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

Cargill feels there is no justification for the re-bill and that the utility was responsible for recognizing it's faulty meter in a more timely and efficient manner. We have always paid invoices without question even though we now have doubts they were accurate. Cargill does not feel we owe the balance in question and would like People's to forgive the re-bill amount in full.

- Full name is required
- Street address is required
- City is required
- State is required
- Zipcode is required
- E-Mail Address is required
- Home phone number is required
- Utility name is required
- Description of utility complaint is required

Public Utility Complaint Form

- Date of contact is required
- Description of utility company's response is required

Section 12. Click below to submit your complaint.

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