

For Commission Use Only:
Case: 08-0591

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT
Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint): Renna Thomas
Against (Utility name): Peoples Energy Gas Company
As to (Reason for complaint) termination of gas, without reason, and then go back a year to present a \$2,000 gas Bill reason stated gas was terminated since may 2007, however accepted payments for allegedly disconnected service
in Chicago Illinois.

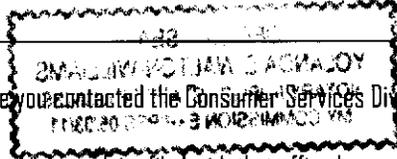
TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 5456 W. Ferdinand Street
The service address that I am complaining about is 5456 W. Ferdinand Street
My home telephone is 773 378-3024
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at 773 653-8628
My e-mail address is renna.thomas@yahoo.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Peoples Energy Gas Company (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.

CHIEF CLERK'S OFFICE
2008 NOV - 3 10 2008
ILLINOIS COMMERCE COMMISSION
SUBM



Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

Has your complaint filed with that office been closed?

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.

complaint letter and documentation attached

Please clearly state what you want the Commission to do in this case: I have been without gas since April 2008, turned back on without penalty or deposit

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: 10/31/08
(Month, day, year)

Complainant's Signature: [Signature]

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

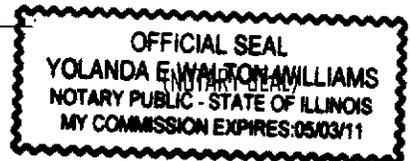
A notary public must witness the completion of this part of the form.

I, [Signature], Complainant, 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]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) October 31, 2008

[Signature]
Signature, Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

10/21/08

Illinois Commerce Commission
527 East Capital Avenue
Springfield, Illinois 62701

Consumer Service Division,

I (Renna Thomas) place her third complaint against People Energy in April 2008, (2008-06436 and 2008-0775) after returning from a business trip only to discover once I arose that my gas was turned off. I spoke with my tenant and discovered they had turned her gas off and then came back and turned mine off, with out any fore warning what so ever. I find this to be very frustrating as I am an asthmatic. I place a complaint for my tenant (0777-2008) providing the frustrations with her gas were being terminated, and then I place one for myself. I place calls to People Energy only to be transferred from on rep after another only to find that no one provided a sensible answer to my frustration and neither could they understand why or at least explain to me why my gas was terminated. I have had three account numbers since I have been with People's Energy and have not moved not once in the time frame I have been provided new account numbers for non sense, again calling and emailing your facility which is supposes to represent the consumer.

You provided the ability to make our voice heard but it seems to fall on death ears and then presented with a package for the customer to present the burden of proof. When the utility company has received a complaint my understanding a call is placed and by the time you get back to the customer it seems to me from conversation that the utility company words seems to be valid and I have a serious problem with that. First that is a one sided story second why would anyone be given three account numbers and they have not moved, third if you are reconnected why do I have to have a whole new account number set up? Is it so you can get away with scamming consumers for funds pretending to be legal by masking it as a new connection deposit fee, in which it is not a new connection, and then you take the remaining balance and tack it onto the new account number? Is this fair to the customer, if you are disconnecting then charge the customer a reconnection fee not give them a whole new account number. I want answers because this is ridiculous I have been without gas since April and it is now October 21, no one from the gas company followed up like they said they would neither where they accommodating with this situation.

I find it hard to believe that after all that has transpired and all the pretend phone calls that was suppose to be place by Nedy and she did not follow through on, what she did do was call my tenant and tell her, her gas would be turned back on, and did that on April 24, 2008 but no call to me. What I did receive is a bill in the mail for a years worth of gas from January of 2007 all the way to December and the reason I got this bill is because

it was stated that my gas had been turned off since May of 2007. You mean to tell me that you have people come read the meters which are on the outside of the building in clear view and they did not see that it was running, you mean to tell me that you could not tell that the meter was still running in your facility, well what strikes me as strange with this is you can tell me when you terminated the gas and you continually accept my payments for gas that I did not have with no problem and it took you a whole year to discover this, that is impossible. Now if this was the case why was that not told up front sounds like something is fishy to me. Another thing you told me that I had gas leaks I can grant you that I had them fixed and then you tell me that my first floor was providing gas for the second floor, let me give you all a clue I have been in this house since I was 10 that is more than 30 years as many times as the gas company has been out here that was not discovered makes you wonder not only that this building is a two flat with two separate furnaces on separate lines, I had the gentlemen who fixed the leaks verify that, in which I already knew was true. What I don't like is the inconvenience this has caused for me and the reason this is coming now because in spite of I still have a job to do and my traveling was heavy, but now that I am through with that I can address the issue and I am addressing it. I want clarity as to why customers are treated with such disrespect and why so we have to provide the burden of proof and even after doing so why does it take 45 days to get some results? It does not take anytime to terminate the service; it does not take anytime to collect my hard earned income to pay for a bill but when there is a problem it takes more than that.

It is about to get cold outside and for every visit I have to make to doctor because of no heat I will document it for all the troubles that Peoples Energy has caused and the commerce commission who is supposed to be somewhat of a support for the consumer. In this package you will get as much detail as I can provide with this situation. I have detail by account number the money that was paid toward the bill for the account that was open at that particular time, I will provide copies of a letter from a collection agency which shows the amount owed on my account, along with the new account bill which shows the amount to be paid. I will then give you the bill that came after the fact for the year of 2007 for gas in which was not connected that was stated had been terminated. I will provide you people names in which I held conversation which in reference to all the bills I have had problems with, and then I want you to go back through your file and pull up my complaints that is the same complaint for the same reason in which there has nothing been done about it. Just like you will take 45 days to evaluate the situation I will move this a little further along as well and if I have to I will take my issue to the news media because understand me I am tired of companies getting a slap on the hand and the consumer has to suffer for it, have their lives disrupted. I'm not saying I am perfect but I am a single person and for the money that Peoples Energy has taken from me I could have paid more bills with that if my gas was terminated they accepted every payment with no remorse what so ever but yet and still does not want to be held accountable for manipulating the consumer and tricking them to pay new service account numbers, enough is enough, you wonder why the stock market crash it is because of thieves who still legally and place the blame on the consumer and then we have to pay again, I am sick of it.

When I spoke with Ken Kirchner it did not seem to be of importance to him but it is important to me, you see nothing matters when it does not affect you, because you can jump in the shower you don't have to get up (2) hours early to heat water so you can bath to get to work for 8:00am it does not affect you to try and run heaters to keep warm so your asthma does not flare up, no it is does not affect you but yet and still you sit and make decision on people that you have no clue.

Lastly you take these papers in which I have presented and make a decision on what is the next step, I have a job to work I can not take off going back and forth to court, I am my sole provider for my household there is no backup for me I am it, I don't have time to waste going back and forth Peoples Energy need to provide serious justification for what they did and don't lie and said they called because they did not, I want to be heard and not just pushed to the side and think I will get over it because I want I will do what ever I have to, to get my point across. I want restitution for my inconvenience of being without gas for the months my service was terminated. Thank the lord the weather has not been that bad.

Waiting for your reply,

Renna Thomas
5456 W Ferdinand
Chicago, Illinois 60644
(773) 653-8628

Documents enclosed.