

**People Energy Payments**

**2006**

**Ending August 2006 - Estimated  
the use is 1,494.94  
Account number 9500041517090**

**2007**

**August 2006 - May 2007 - Estimated Therm use is: 1,662.11  
(I was paying until March 2008) when termination occurred  
Account Number 9500045005680**

**2008**

**April 8, 2008 - NO Estimated Therm Use  
Account Number 9500050797509**

2006		2007		2008		Outstanding Amount
Date Paid	Bill Amount	Date Paid	Bill Amount	Date Billed	Bill Amount	Outstanding Amount
10/2/2006	\$ 100.00	5/11/2007	\$ 52.36	4/16/2008	\$ 1,792.00	\$ 1,070.00
8/7/2006	\$ 11.19	3/14/2008	\$ 100.00	4/30/2008	\$ 130.00	
8/11/2006	\$ 200.00	2/12/2008	\$ 100.00			
7/11/2006	\$ 200.00	1/8/2008	\$ 100.00			
7/9/2006	\$ 200.00	12/13/2007	\$ 100.00			
		11/20/2007	\$ 100.00			
		10/17/2007	\$ 80.00			
6/6/2006	\$ 150.00	9/18/2007	\$ 120.00			
5/9/2006	\$ 150.00					
4/29/2008	\$ 150.00					
4/26/2006	\$ 100.00	5/21/2007	\$ 130.00			
3/23/2006	\$ 125.00	4/27/2007	\$ 125.00			
3/21/2006	\$ 125.00	2/28/2007	\$ 150.00			
3/10/2006	\$ 150.00	2/25/2007	\$ 150.00			
3/7/2006	\$ 150.00	2/1/2007	\$ 140.00			
2/27/2006	\$ 225.00	1/31/2007	\$ 140.00			
1/16/2006	\$ 105.00	12/21/2006	\$ 150.00			
<b>TOTAL PAID</b>	<b>\$ 2,330.00</b>	11/30/2006	\$ 120.00			
		10/2/2006	\$ 100.00			

**TOTAL PAID \$ 2,470.00**  
**CREDIT \$ 331.00**  
**TOTAL WITH CREDIT \$ 2,139.00**

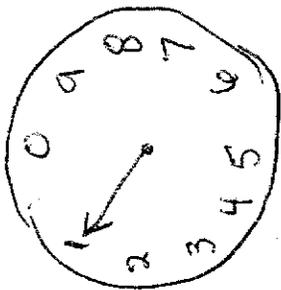
**Security Deposit Credit - \$331.00 - per bill with due date of 6/4/2007**

**\$ 57.65**

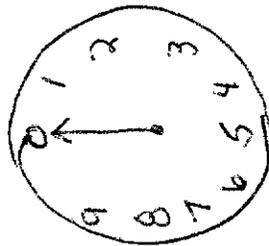
**\$ 4,800.00**  
**\$ 5,331.00**

**\$ 2,412.35**

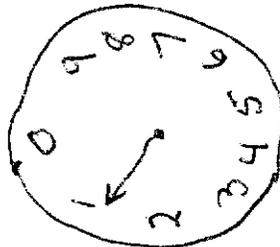
1,000,000



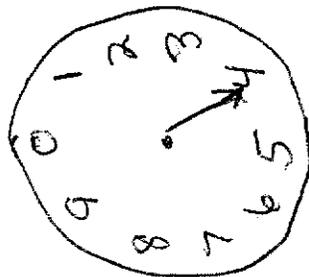
100,000



10,000



1,000



your usage is 1014

meter # 2164690

Edge 9-11-86 2:40pm

~~385.00~~

hooking @ acct

9/19/86

Started making car

ds

parted to take

196.00 apply 2 to

new acct.

disconnect call

## 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.

<b>Section 1.</b> Name and address on utility bill or name of person applying for utility service.	
Full Name:	Renna Thomas
Street Address:	5456 W Ferdinand
Alternate Location:	
City:	Chicago
State:	Illinois
ZipCode:	60644
E-Mail Address:	thomasrenna@sbcglobal.net
<b>Section 2.</b> Mailing address if different than billing address.	
Full Name:	
Street Address:	
Alternate Location:	
City:	
State:	
ZipCode:	
<b>Section 3.</b> 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.	
Home Phone No:	773-378-3024
<b>Section 4.</b> 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:	773-653-8628
<b>Section 5.</b> Name of the utility company against which you are filing comment or complaint.	
Utility:	People Energy
<b>Section 6.</b> Your account number with the utility company.	
Account No:	9-5000-4151-7090/9-5000-4500-5680
<b>Section 7.</b> Please indicate if type of service supplied by utility is electric, gas, telephone, water or sewer. Please check all that apply.	
Service	Gas
<b>Section 8.</b> Description of utility complaint.	

...again, they are to show some respect to your wishes, your company is responsible for the...  
 I got company terminating my gas meter I was making scheduled payments, then as a result of the  
 complaint I called the gas company again and spoke with a rep by the name of DOMINICK we were  
 over the trying to understand how they treated someone like me, but when they were made aware  
 that I had a complaint they began to put me on hold numerous times, when the rep came back and  
 I said MS. THOMAS we can turn you gas on for \$25.00, I said for who she mentioned the amount owed,  
 I asked her how much was the outstanding balance she replied we took your \$200.00 deposit and  
 applied it to your gas bill, however we will be giving you a new account number and metering  
 facilities (costing for \$55) we will be calling you once the metering work is complete, I asked her  
 how much was the outstanding balance and she said she couldn't tell me what was said, so I told her  
 when since you want to break the deposit into 121 payments now about 1 pay \$200.00 is that feasible  
 she replied yes, on August 1<sup>st</sup> I paid via phone \$205.55, now I get my mail and open it from  
 Peoples Energy and I receive two envelopes, 1 is in the form of a letter and the other a bill, the letter  
 is for acct# 0-5000-4151-7000 and it states "you have a final bill in the amount of \$196.19 for  
 services at my address. Then I open the bill and it says for acct# 0-5000-4500-5680 "Deposit  
 Installment" \$231.00 amount due. Please someone help me to understand what the gas bill is going  
 on the header I try to make amends to the situation something else pops up and something needs to  
 be done about this. I have spoken with a representative from Peoples Energy by the name of Brian  
 312-340-7604 and he was unhelpful but it is just a snake oil sales the header you try the meter  
 first, after it gets and I am tired of what I had. These contractors willing away with murder and who  
 has to suffer the little people who is trying there best to stay on top, now we are closing in on winter  
 months again and again I am face with problems from Peoples Energy. Somebody needs to do  
 something now cause this is ridiculous, why couldn't they keep the old acct I tell you why not  
 because then they could not charge another deposit and that is unfair we are not even in September  
 gas and look at this mess. Do something.

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

September 11, 2006

**Section 10. Description of utility company's response.**

I called Peoples Energy (my) and spoke with a rep by the name of Edgar and Edgars response was I  
 see you contacted the ICC so we just made amends because you contacted them, and accommodated  
 your situation, then I asked him how was any money removed, he responded no they were not then  
 how did you accommodate me. You received \$200.00 of my money then you send me a bill for a  
 deposit in the amount of \$231.00 when I was told the money I paid via phone was going to the  
 deposit. Do you see the file and the notes in the file tell me what happen to the \$196.00 owed for  
 reconnection and how can you explain when I asked a specific question what is the outstanding  
 balance on the account and this is the answer I got then you send me two different envelopes  
 with amounts that I owe at one time, then you will want to disconnect again and recharge another fee  
 along with another deposit close that account out and start another one is this how your company get  
 there money by scamming the consumer. Edgar response was we can take the \$196.00 and apply it to  
 the other account my question what was the purpose for opening a new account I didn't move it was  
 for the same address you did it to get another deposit. I told him I had call Brian and left him a  
 message and that I would be emailing again because I was tired of Peoples Energy and this was  
 ridiculous, his response was then stated there is nothing I can do and I disconnected the call.

**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.**

I want this sickness with the bills to stop and each time you threat to terminate service, if the bill is  
 being paid then there should not be a problem as long as the effort is put forth, but to generate  
 charges for a new account when the old account could have been satisfied by now completed but you  
 decided to drum up some more charges unfair to the customer and I'm sick of it. Take the \$200.00  
 apply it to the old account and they eat the \$231.00 because it was unfair from the beginning,

Peoples Energy trying the gain funds one way or another at the customer expense and it is unfair period, somebody needs to make amends for my inconvenience and your uncaring response. Consumer keep your employees.



Joyce Logan gas company complaint – track# 0777-2008

On April 7, 2008 the gas company came and terminate my gas, Tuesday, April 8, 2008 call the gas company only to be informed I would need to pay the whole bill in order for me to have my gas turned on again. Now on the prior week I had just paid the gas company \$500.00 towards the bill in December of 2007 went to Ceda for assistance with my gas bill which was \$800.00 at the time and they paid \$400.00, from January to the beginning of April I received a gas bill \$1,300 and then two days later I received another gas bill for \$1,701.11, how can this be, I am not understanding I am on a fixed income I am very sickly and can not afford to have my gas turned off, it is a shame that the gas has been turned off you take my money in my efforts to make amends to try and pay the bill then you turn my gas off and then tell me you can not or will not take payment or even make an attempt to set up a payment plan whatsoever, times are hard the economy is in a bad way and here I am trying to make amends and you make it hard for me to even be warm, we all know the gas is ridiculous I am not working with a six figure income, the representatives in this company are very unprofessional and the lie they have displayed on there site that they are willing to work with you is a joke, I have not missed making a payment on my gas bill but yet and still paid \$500.00 which is not enough and then you send me a bill for almost \$1700.00 dollars and when I get all this bill paid then you will try and initiate a new account number so they can add a deposit to make my bill higher, the gas company with its legal stealing needs to be investigated for all the slick stuff they do to ther customers, when is enough enough, do this have to be on the news before action is taken. I await your reply.

Joseph Gas Energy

10-08 new acct#

9-5000-5079-7509

132.00 due 4-30-08  
Victoria

1 Feb - 556 - 6001

Mr. H. H. H. H. H.  
DCE 90080

075-2008

Handwritten scribble or signature

April 10, 2008 complaint, Victoria – Customer Service Rep – Ms Gonzalez 90080 rep#

Let me explain something to your facility you are rude and unprofessional in reference to responding the customer complaints, to hang up or have the potential to hang up the phone on a customer is irresponsible, not even to mention of being unprofessional in dealing with the situation in which you initiated. You terminated my service with no valid reason and then when I call the first time you tell me my service has been terminated since May 2007 and then wait initiate a new account number to add a new deposit in which I am not paying but yet and still you continually take my payments faithfully every month without any questions, then when I question you tell me to wait for the ICC to respond but you did not wait to terminate my service, and the supervisor Ms Gonzalez rep# 90080 is very unprofessional irresponsible and not customer service minded at all, if this is how you represent with the service you offer that is a shame and believe me I will write all the way to the white house because I am pissed and sick and tired of companies such as yours taking and don't offer customer service you have a lot of nerve to just be rude and then change account numbers when you feel like it to get extra money times are too damn hard to be bothered with this stupid stuff and I am sick and tired of going through this with your sorry company, who think they can get away with murder. I will right every congressman, state representative, every news station and write the ICC until a change comes because you have gotten on my last nerve people work to hard for there money for you companies to keep playing these game the only reason you are still in business is because there is a need but I can make sure that I gather of people who will put so many complaints against peoples energy it will make your life a living hell life you have made mine and I am sure plenty other.

2<sup>nd</sup> letter to the Illinois Commerce Commission for Utilities 4/10/08 – track# 0775-2008

April 10, 2008, I spoke with the gas company in reference to making sure they were going to turn my gas back on, verifying the time to arrive, then I happened to go onto there site to check the account numbers in relation to my address and I find that I have 3 now the 9500045005680 was the second number I received after having problems with 9500041517090, now when I place the call on Tuesday, April 8, I was given another account number 9500050797509, each time there is a problem the gas company ding the customer by closing the account and starting a new account which would create a deposit, so if you were having bill issues how would you expect to get out if you keep adding money to the bill, this would only make it higher, on Tuesday I spoke with Sherita in my previous complaint, I check the new account number and there is a \$132.00 bill that is due by April 30, 2008, when I inquired it is for a \$399.00 deposit that they force on you, even though I told them you had no right to turn my gas off from the beginning if you state that I was terminated in May of 2007 and here we are almost a year later at May of 2008, so I asked to speak with a supervisor which took sometime, when she got on the phone her name was Ms Gonzalez rep# 90080 she listen to me and told me that was what I was going to pay, I am still waiting on someone from the gas company to call me from

the call with Sherita to check into and see what happened especially when I had been receiving gas all the time, Ms. Gonzalez told me there was nothing she could do so I ask to speak to her superior and she informed me that was high as it went was her which I knew she was lying and that I should wait for the ICC to respond, somebody needs to tell me where is the customers protection for utility companies, everybody get richer and we get broker but seems that we have no voice and as I stated before I am sick and tired of it, so if no one seems to care about the customer then I may just make it a campaign of mine to email state representative, congressman, news media and then lets see what we dig up as far as these utility companies are concerned people are struggling everyday trying to make ends meet and money is scarce trying to pay this and that but to have a health issue and then deal with this you wonder why people snap this is the reason why they snap because of company like the gas company, I place my other complaint on Tuesday and yet to have someone respond, I am a very persistent person and I am tired of being taken advantage of with irresponsible companies, it doesn't take that long for the utility company to act but when the customer has been wrong it takes to long to correct the action, you have to go through to many channels, but let me do something I get punished right away, where are the accountabilities so you take the customers money and that is it, no accountabilities no not today not any more because enough is enough, I will wait and see how long it take someone to respond to this then I will start a chain letter through the email and I am sure I can gather up some angry people energy customers who are more than willing to place a very big complaint against the company and maybe an investigation to see how they have tricked so many other customers into getting funds with a deposit for changing account numbers which is there way to legally steal. Waiting on your response.

STATE OF ILLINOIS



ILLINOIS COMMERCE COMMISSION

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April 16, 2008

Renna Thomas  
5456 W Ferdinand  
2nd  
Chicago, IL 60644

RE: 2008-06436  
Peoples Gas Light and Coke Company, The

Per the direction of the Consumer Services Division the utility company provided information about your complaint. Their report indicates that your concern has been resolved or satisfactorily explained. If that is not the case, please contact the utility for clarification.

If you require further assistance from the Consumer Services Division, please contact me at 800/524-0795 or 217/782-2024.

Sincerely,

A handwritten signature in black ink, appearing to read "Ken Kirchner".

Ken Kirchner  
Consumer Services Division

4/21/08 Monday, 12:18 Nedy from Peoples Energy called asked if the valves for the laundry in the basement had been turned off told her did you not listen to my message I left you on Sunday, she responded no she did not. She said she would call my tenant and let her know when the gas would be turned on, stated to Nedy to let me know which she did not, called my tenant and Nedy informed her they would be out on Thursday between 7:00 and 11:30pm

Around 9:00 pm left a message for Nedy at Peoples Energy that the valve had been disconnected also stated how is the dryer to work if we are washing and need to dry clothes no explanation to the answer was provided.

Friday, April 18<sup>th</sup> gas company sent someone out for a 9:30 appointment and they stated the valves for the laundry needs to be turned off. Arrived home to find a letter from ICC stating the gas company had resolved my issues in which they had not.

Wednesday, April 16 at 4:09 spoke with Nedy again, she stated I would need to pay from May 2007 until May 2008 for service provided, explained to her and that would be what and how are you going to judge that if my service per your company was suppose to be terminated, she told me she would call me the next day and let me know, informed her I would not be paying another deposit for gas since this is the gas companies error, did not received a disconnection notice or anything, Nedy stated they sent one out, I told Nedy so what are you saying I am lying, your technicians came out and was suppose to leave a slip with what was wrong and I didn't receive that, very unprofessional and nasty.

Wednesday, April 16 at 12:46 pm spoke with Nedy in reference to my bill she states there was an outstanding balance of \$1,000 plus dollars informs her that could not be because the first account number there was a problem and you terminated my service for non payment and some one had removed my budget plan but no one knew who, I had proven with confirmation numbers the amounts that were being paid and when I spoke with a rep she stated the balance to the account was \$80.00 in which I paid, so in turn you start a new account number with another deposit and in 2007 the weather was not that cold it was a ways up in the months before the temperature changed so somebody is lying. Then she proceeded to ask me who was the owner of the building still not providing an answer to my question.

Monday, April 14 We discuss about my complaint and that I have had complaints before in which I am sick and tired of the gas company with there slick selves they are the only company I know who get away with stealing legally and justified what they do without regards of who it affects, when the phone company disconnect the phone you don't loose your account number they just charge you a reconnection fee but no the gas company gets away with supplying you with new account numbers so they can charge a new deposit. Still not providing information like I told Nedy I get on your website and some information does not allow you to see because it is not displayed, so now the burden of proof falls on the customer.

Friday, April 11<sup>th</sup> this is the first day spoke with Nedy from Peoples Energy introduced herself and said she was working on the case.

Joyce - Gas turned on

4/24/08

not mine

Gas off since

April 8, 2008

Customer Inquiries 1-866-556-6001  
 Emergencies 1-866-556-6002  
 En Español 1-866-556-6003  
 TDD Line 1-866-556-6007

Bill Date	Account Number	Payment Due Date	Amount Due
04/08/2008	9 5000 5079 7509	04/30/2008	\$132.00

Name **Renna Thomas**  
 Service Address 5456 W Ferdinand ST FL 2  
 Chicago IL 60644-1938  
 Service Classification **Rate 1 - Small Residential Service - Heating**

The gas charge for April is 102.01 cents per therm and for March it was 93.45 cents per therm. The gas charge reflects how much Peoples Gas pays for gas, which is what you pay.

See back of bill for definitions of terms used on this bill.

**Other Charges**  
 Deposit Installment \$132.00 **\$132.00**  
**AMOUNT DUE** **\$132.00**

**Messages**

Play it safe this spring! Be sure to read this month's Energize for important safety information.

To pay your gas bill by credit card, call 1-866-295-0086. A convenience fee will apply.

1,346 PG960D

PEOPLES GAS

ACCOUNT NUMBER: 9 5000 5079 7509

<b>Please Pay By 04/30/2008 \$132.00</b>	
<i>Please write your account number on your check.</i>	
Amount Due <b>\$132.00</b>	Amount Enclosed <input type="text"/>

#BWNNWSD \*\*CAR-RT SORT \*\*C016  
 #5007537706#



RENNA THOMAS  
 5456 W FERDINAND ST FL 2  
 CHICAGO IL 60644-1938

PEOPLES GAS  
 CHICAGO IL 60687-0001

Yes, I would like to pledge one dollar per month to the Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box ->

Please do not write or stamp below this line.

46950005079750900002000000132000000

Bill Date	Account Number	Payment Due Date	Amount Due
04/16/2008	9 5000 4500 5680	05/08/2008	\$1,838.31

Name **Renna Thomas**  
 Service Address **5456 W Ferdinand ST FL 2  
 Chicago IL 60644-1938**  
 Service Classification **Rate 1 - Small Residential Service - Heating**

**Activity Since Last Bill**

Previous Balance	\$625.70
Thank You For Your Payment	-\$80.00
Thank You For Your Payment	-\$100.00
Thank You For Your Payment	-\$100.00
Thank You For Your Payment	-\$100.00
Thank You For Your Payment	-\$100.00
Thank You For Your Payment	-\$100.00
Cancel Prior Billing (04-16-2007 to 05-11-2007)	-\$52.36
Credit	<b>-\$6.66</b>

**Delivery Charge**

Prorated Customer Charge	\$124.16
Old Rate First 50 Therms	\$36375 x 505.00 Therms = \$183.69
New Rate First 50 Therms	\$33606 x 90.00 Therms = \$30.25
Old Rate Over 50 Therms	\$11445 x 753.32 Therms = \$86.22
New Rate Over 50 Therms	\$10580 x 134.26 Therms = \$14.20
	<b>\$438.52</b>

<b>Gas Charge</b>	\$79820 x 1,482.58 Therms = \$1,183.40
<b>Environmental Charge</b>	\$03250 x 1,482.58 Therms = \$48.18

<b>Taxes</b>	
Chicago Municipal Tax	\$1,670.10 x 8.24 % = \$137.62
State Tax	\$1,670.10 x 0.10 % = \$1.67
State Gas Revenue Tax	\$024 x 1,482.58 Therms = \$35.58
	<b>\$174.87</b>

**Total Current Charges** **\$1,844.97**

**AMOUNT DUE** **\$1,838.31**

**MESSAGES**

THIS IS YOUR FINAL BILL.

This bill represents 303 days billed under delivery rates in effect prior to February 14, 2008 and 54 days billed under rates effective February 14, 2008.

At the time of this statement, your account was past due. Please pay \$1,838.31 today to avoid collection activity and a negative credit rating.

Play it safe this spring! Be sure to read this month's Energize for important safety information.

512 PG960L

PEOPLES GAS.

ACCOUNT NUMBER: 9 5000 4500 5680

#BWNNWSD \*\*CAR-RT SORT \*\*C016  
 #5008065863#

RENNA THOMAS  
 5456 W FERDINAND ST FL 2  
 CHICAGO IL 60644-1938

PEOPLES GAS  
 CHICAGO IL 60687-0001

**Peoples Gas**

Customer Inquiries 1-866-556-6001  
 Emergencies 1-866-556-6002  
 En Español 1-866-556-6003  
 TDD Line 1-866-556-6007

**Current Usage**

Billing Period From 04-16-07 To 04-07-08 357 days

**Meter Reading**

Meter Number **P2164690**  
 Current Estimate 2449 04-07-08  
 Previous Actual 984 04-16-07  
 Difference 1465 (100 Cubic Feet)

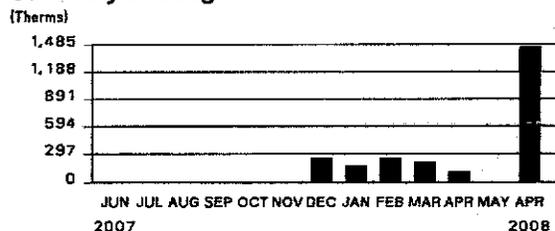
**Therm Conversion**

1465 x 1.012 BTU Factor = 1,482.58 Therms

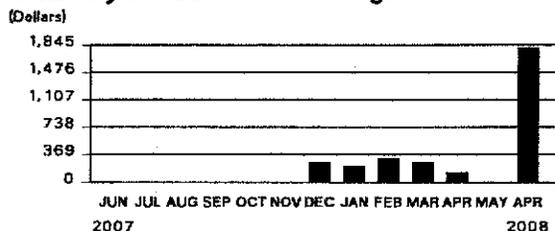
**Average Daily**

	Apr 2007	Apr 2008
Therms Used	4.04	4.15
Temperature	50 °F	51 °F

**Summary of Usage in Therms**



**Summary of Total Current Charges**



The gas charge for April is 102.01 cents per therm and for March it was 93.45 cents per therm. The gas charge reflects how much Peoples Gas pays for gas, which is what you pay.

See back of bill for definitions of terms used on this bill.

Please Pay By 05/08/2008 \$1,838.31

Please write your account number on your check.

Amount Due

\$1,838.31

Amount Enclosed

Yes, I would like to pledge one dollar per month to the Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box ->

Please do not write or stamp below this line.

429500045005680000020000018383100000

# Illinois Commerce Commission

Rod R. Blagojevich, Governor

<p><b>Consumer Information</b></p> <ul style="list-style-type: none"> <li>Agendas</li> <li>Energy</li> <li>File a Complaint</li> <li>File a Public Comment</li> <li>Find a Form</li> <li>Find a Report</li> <li>Household Goods Moving</li> <li>JULIE Enforcement</li> <li>Railroad Safety</li> <li>Relocation Towing</li> <li>Telephone</li> <li>The Consumer Guide to Relocation Towing</li> <li>Water and Sewer</li> </ul>	<p>Home &gt; <a href="#">Consumer Information</a> &gt; <b>ICC Informal Complaint Wizard</b></p>		
<p><b>Industry</b></p> <ul style="list-style-type: none"> <li>Agendas</li> <li>Cable and Video</li> <li>Chief Clerk's Office</li> <li>Electricity</li> <li>Find a Form</li> <li>Motor Carrier</li> <li>Natural Gas</li> <li>Railroad Safety</li> <li>Telecommunications</li> <li>Transportation Clerk</li> <li>Water and Sewer</li> </ul>	<table border="1"> <tr> <td><b>Track Number</b></td> </tr> <tr> <td>0775-2008</td> </tr> </table>	<b>Track Number</b>	0775-2008
<b>Track Number</b>			
0775-2008			
<p><b>Services</b></p> <ul style="list-style-type: none"> <li>Agendas</li> <li>e-Docket</li> <li>eInsurance</li> <li>eRelocator</li> <li>General Assembly Reports</li> <li>Human Resources</li> <li>Offices and Divisions</li> <li>Press and Media</li> <li>Reference Library</li> <li>RSS Feeds</li> <li>WETSA Program</li> </ul>	<p>Thank you for submitting your complaint.</p>		
<p><b>Search</b></p> <input type="text"/> <input type="button" value="Go"/> <p><input checked="" type="radio"/> ICC  <input type="radio"/> Illinois</p> <p>Illinois Commerce Comm.  527 East Capitol Ave  Springfield, IL 62701</p> <p>(217) 782-7295</p>	<p><a href="#">Print a Copy of Your Complaint</a>    <a href="#">Return to ICC Website</a></p>		

*Mr. Nedy*  
*312-240-3709*

**Illinois Commerce Commission**  
**Public Utility Complaint Form**  
**Track Number: 0775-2008**

**Complainant Information**

Full Name: Renna Thomas  
Street Address: 5456 W Ferdinand  
Alternate Location:  
City: Chicago  
State: Illinois  
ZipCode: 60644  
Home Phone: 773-378-3024  
Day-Time Phone: 773-653-8628  
E-Mail Address: thomasrenna@sbcglobal.net

**Complaint Information**

Have you been in contact with the Utility?

Yes, I have contacted the utility.

Complaint Type: Gas

Company Name: Peoples Energy

Company Account Number: 9-5000-5079-7509

Please provide the details of your complaint below:

April 10, 2008, I spoke with the gas company in reference to making sure they were going to turn my gas back on, verifying the time to arrive, then I happened to go onto there site to check the account numbers in relation to my address and I find that I have 3 now the 9500045005680 was the second number I received after having problems with 9500041517090, now when I place the call on Tuesday, April 8, I was given another account number 9500050797509, each time there is a problem the gas company ding the customer by closing the account and starting a new account which would create a deposit, so if you were having bill issues how would you expect to get out if you keep adding money to the bill, this would only make it higher, on Tuesday I spoke with Sherita in my previous complaint, I check the new account number and there is a \$132.00 bill that is due by April 30, 2008, when I inquired it is for a \$399.00 deposit that they force on you, even though I told them you had no right to turn my gas off from the beginning if you state that I was terminated in May of 2007 and here we are almost a year later at May of 2008, so I asked to speak with a supervisor which took sometime, when she got on the phone her name was Ms Gonzalez rep# 90080 she listen to me and told me that was what I was going to pay, I am still waiting on someone from the gas company to call me from the call with Sherita to check into and see what happened especially when I had been receiving gas all the time, Ms. Gonzalez told me there was nothing she could do so I ask to speak to her superior and she informed me that was high as it went was her which I knew she was lying and that I should wait for the ICC to respond, somebody needs to tell me where is the customers protection for utility companies, everybody get richer and we get broker but seems that we have no voice and as I stated before I am sick and tired of it, so if no one seems to care about the customer then I may just make it a campaign of mine to email state representative, congressman, news media and then lets see what we dig up as far as these utility companies are concerned people are struggling everyday trying to make ends meet and money is scarce trying to pay this and that but to have a health issue and then deal with this you wonder why people snap this is the reason why they snap because of company like the gas company, I place my other complaint on Tuesday and yet to have someone respond, I am a

very persistent person and I am tired of being taken advantage of with irresponsible companies, it doesn't take that long for the utility company to act but when the customer has been wrong it takes so long to correct the action, you have to go through so many channels, but let me do something I get punished right away, where are the accountabilities so you take the customers money and that is it, no accountabilities no not today not any more because enough is enough, I will wait and see how long it takes someone to respond to this then I will start a chain letter through the email and I am sure I can gather up some angry people energy customers who are more than willing to place a very big complaint against the company and maybe an investigation to see how they have tricked so many other customers into getting funds with a deposit for changing account numbers which is their way to legally steal. Waiting on your response.

Company Contacted Date:

Describe the Company's response to you and the action you would like to see taken by the ICC:

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## Account Detail

You can view the status of your account as well as perform any of the transactions listed to the left.

**Customer Name**  
Renna Thomas

**Service/Billing Address**  
**5456 W Ferdinand St Fl 2**  
**Chicago, IL 60644**

Your current bill of \$132.00 is due on 04/30/2008.

**Account:**  
**9500050797509**

5456 W Ferdinand St Fl  
2  
Chicago, IL 60644  
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## Account Detail

You can view the status of your account as well as perform any of the transactions listed to the left.

### Customer Name

Renna Thomas

### Service/Billing Address

**5456 W Ferdinand St Fl 2  
Chicago, IL 60644**

To pay the entire amount and have your service restored, contact Peoples Gas at 1-866-556-6001 Monday – Friday 7:00 a.m. – 7:00 p.m. and Saturday 7:00 a.m. – 3:00 p.m. or North Shore Gas at 1-866-556-6004 Monday – Friday 7:00 a.m. – 7:00 p.m.

### Account:

**9500045005680**

5456 W Ferdinand St Fl  
2

Chicago, IL 60644

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### Account Detail

You can view the status of your account as well as perform any of the transactions listed to the left.

**Customer Name**  
Renna Thomas

**Service/Billing Address**  
**5456 W Ferdinand St Fl 2**  
**Chicago, IL 60644**

No amount is due at this time. Thank you for your last payment of \$200.00 received on 08/11/2006.

**Account:**  
**9500041517090**  
5456 W Ferdinand St Fl 2  
Chicago, IL 60644  
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### View Estimated Annual Therm Use

Your estimated annual therm use has been calculated based on your natural gas use during the calendar year and it assumes normal weather. Your actual use will vary with the weather changes and your usage patterns.

Your estimated annual therm use is: 1,494.94 therms.

[Continue](#)

**Account:**  
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 2  
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## View Consumption History

Enter the dates you would like to view your consumption history.

Asterisk \* indicates required field.

\* From

August 2006

\* To

December 2006

Below is the consumption history for the dates you requested. Each column heading can be linked to a definition if you need clarity on any of the terms used here.

<a href="#">Read Date</a>	<a href="#">Bill Days</a>	<a href="#">Read Type</a>	<a href="#">Terms</a>	<a href="#">Bill Amount</a>
08/07/2006	19	Actual	4.06	\$11.19

This statement displays only the final status of all bills. If a prior bill has been cancelled, it is not shown on this statement. Bill cancellations normally occur when an actual meter reading is obtained and then used to revise a prior estimated bill.

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## Account Detail

You can view the status of your account as well as perform any of the transactions listed to the left.

### Customer Name

Renna Thomas

### Service/Billing Address

**5456 W Ferdinand St Fl 2**  
**Chicago, IL 60644**

No amount is due at this time. Thank you for your last payment of \$200.00 received on 08/11/2006.

### Account:

**9500041517090**

5456 W Ferdinand St Fl 2

Chicago, IL 60644

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## View Bill History

Each column heading can be linked to a definition if you need clarity on any of the terms used here.

Bill Month	Date Billed	Bill Amount	Payment Amount	Outstanding Amount	Bill Image
------------	-------------	-------------	----------------	--------------------	------------

Please refer to your gas bill or click on [Bill Image](#) to view the actual charges.

**Account:**  
**9500041517090**

5456 W Ferdinand St Fl  
2

Chicago, IL 60644

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## View Payment History

Enter the dates that you would like to view your Payment History.

Asterisk \* indicates required field.

\* From

January 2006

\* To

December 2006

Each column heading can be linked to a definition if you need clarity on any of the terms used here.

Date	Transaction Type	Payment Method	Tender Type	Amount
08/11/2006	Payment	Other	Charge Card	\$200.00
07/11/2006	Payment	Mail	Check	\$200.00
06/08/2006	Payment	Mail	Check	\$150.00
06/08/2006	Payment	Other	Charge Card	\$150.00
05/09/2006	Payment	Mail	Check	\$150.00
04/26/2006	Payment	Other	Cash	\$100.00
03/23/2006	Payment	Mail	Check	\$125.00
03/10/2006	Payment	Mail	Check	\$150.00
02/27/2006	Payment	Telephone	Charge Card	\$225.00
01/16/2006	Payment	Mail	Check	\$105.00

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## View Bill History

Each column heading can be linked to a definition if you need clarity on any of the terms used here.

Bill Month	Date Billed	Bill Amount	Payment Amount	Outstanding Amount	Bill Image
Apr	04/16/2008	\$1,792.61	\$1,070.00	\$45.70	
May	05/11/2007	\$52.36	\$125.00	\$1,012.35	

Please refer to your gas bill or click on Bill Image to view the actual charges.

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### View Estimated Annual Therm Use

Your estimated annual therm use has been calculated based on your natural gas use during the calendar year and it assumes normal weather. Your actual use will vary with the weather changes and your usage patterns.

Your estimated annual therm use is: 1,662.11 therms.

[Continue](#)

**Account:**  
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## View Payment History

Enter the dates that you would like to view your Payment History.

Asterisk \* indicates required field.

\* From  \* To

Each column heading can be linked to a definition if you need clarity on any of the terms used here.

Date	Transaction Type	Payment Method	Tender Type	Amount
03/14/2008	Payment	Electronic	Electronic	\$100.00
02/12/2008	Payment	Electronic	Electronic	\$100.00
01/08/2008	Payment	Electronic	Electronic	\$100.00
12/13/2007	Payment	Electronic	Electronic	\$100.00
11/20/2007	Payment	Electronic	Electronic	\$100.00
10/17/2007	Payment	Electronic	Electronic	\$80.00
09/18/2007	Payment	Electronic	Electronic	\$120.00
08/22/2007	Payment	Electronic	Electronic	\$120.00
08/01/2007	Payment	Electronic	Electronic	\$120.00
05/21/2007	Payment	Electronic	Electronic	\$130.00
04/27/2007	Payment	Electronic	Electronic	\$125.00
02/28/2007	Payment	Mail	Check	\$150.00
02/01/2007	Payment	Other	Charge Card	\$140.00
12/21/2006	Payment	Mail	Check	\$150.00
11/30/2006	Payment	Other	Charge Card	\$120.00
10/18/2006	Payment	Mail	Check	\$100.00
10/18/2006	Payment	Mail	Check	\$100.00

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### Application Error

We are currently experiencing problems with our system and are attempting to resolve them as quickly as possible. Please try again at a later time. Thank you for your patience.

**Account:**  
**9500050797509**

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2  
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