

For Commission Use Only:
Case: 09-0138

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): JERRY L ROBINSON

Against (Utility name): peoples GAS

As to (Reason for complaint) Request MONETARY RETRIBUTION FOR improper DISCONNECTION OF GAS SERVICE DURING THE WINTER WITH Temperatures below 25° F AND Failure To provide My Residence with HEAT, HOT WATER AND COOKING GAS WITHIN TIME PROMISED BY UTILITY COMPANY AFTER peoples GAS Acknowledged Error
in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 5439 50. ABERDEEN 3rd FLE CHICAGO ⁶⁰⁶⁰⁹

The service address that I am complaining about is 60609 5439 50. ABERDEEN

My home telephone is (773) 268-4663

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 268-4318

My e-mail address is NONE I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) people GAS (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.
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220 I.C.S 5/8-202, 8-203 AND 8 204

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

CHIEF CLERK'S OFFICE
2009 MAR -9 P 11:20
ILLINOIS COMMERCE COMMISSION

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.

see ATTACHED COMPLAINT

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

RETRIBUTION IN THE AMOUNT OF 608 TO COVER TIME LOSS

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: MARCH 4 2009
(Month, day, year)

Complainant's Signature: [Handwritten 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, JERRY ROBINSON, 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.

X [Handwritten Signature] Complainant's Signature

Subscribed and sworn affirmed to before me on (month, day, year) 03-03-2009

[Handwritten 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.

FORMAL COMPLAINT
Illinois Commerce Commission

Regarding a complaint by Jerry Robinson

Against Peoples Energy Services Corporation

1. On Friday, December 12, 2008, Peoples Gas shut off the gas to the building in which I reside on the 3rd floor. It was approximately 21 degrees Fahrenheit outside and I had not received any notification or advance written warning that I would be without heat, hot water and cooking gas. Peoples Gas has not made good on their promise to reimbursement for the inconvenience cause by shutting off the gas to my 3rd floor unit in Chicago, Illinois.
2. Immediately after discovering that I did not have any heat, I contacted both the landlord and Peoples Gas to turn the gas back on to my 3rd floor apartment. Peoples Gas acknowledged the error and said the gas would be on by 6PM. I called again after 6PM and was informed that a representative would come by 10PM and needed me to give them access to the basement. I work at night and sleep in the afternoon, thus I loss both sleep needed to function at work and a day of work due to the gas being shut off and waiting for Peoples Gas to turn on the gas again.
3. The following Monday, December 15, 2008, CUBS (Illinois Citizens Utility Board) put me in touch with Denise Mayfield of Peoples Gas. I forwarded her three (3) paycheck stubs and my work schedule for the year as she requested in order for me to be compensated for my loss. Although Ms. Mayfield acknowledged receipt of these personal documents, I have not been compensated to date.
4. I am requesting reimbursement of \$608.00 to cover time los\$ plus court costs, if applicable.