

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

For Commission Use Only:
Case: 2008-27653

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

ORIGINAL

09-0149

Regarding a complaint by (Person making the complaint): Edith Beasley
Against (Utility name): Peoples Gas
As to (Reason for complaint) 3 sure read meters have been removed from my home. now P.G. wants to removed another one I say no. The meters show I over paid so P.G. did not tell me how much credit I had coming. The dispute came about when I ask how much credit I had coming and why was I not given a seperate check. So they wiped out my credit and sent me a bill for a whole year totaling over \$3,000 for 2008! Now the Bill in Illinois had gone up to over 4,000 P.G. do not follow the I.C.C. rules.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 6801 S. St. Lawrence
The service address that I am complaining about is 6801 S. St. Lawrence
My home telephone is (773) 324-5446
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [] Same
My e-mail address is None I will accept documents by electronic means (e-mail) Yes No

CHIEF CLERK'S OFFICE
2009 MAR 13 A 11:05
ILLINOIS COMMERCE COMMISSION

(Full name of utility company) Peoples 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.

Section 280.75 Refunds Sec. 280.100 Unbilled Service (E)
280.105(A) 280-160-Dispute (C)

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 I had a new energy saving Boilers installed. I had replacement windows installed & the Bldg Dept pointed. So peoples Gas assumed the meter reading were wrong. #2 Peoples gas removed 3 meters. I am not turned up to 80 degree for heat. #3 So when they removed the meter they realized I had been over charged. #4 I was given credit for all of 2007 until July 2008. #5 when I asked how much was given me in credit they have refused to tell me. #6 then I asked to go on the budget plan. Dec 2008 P. B sent me a bill for 3166.17 now the Bill is over 4,500. #7. I am a senior and I can't take the stress P.B is giving me.

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

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: 03-10-09
(Month, day, year)

Complainant's Signature: Edith Beasley

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, EDITH C BEASLEY, 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.

Edith C. Beasley
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 3-10-09

[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.