

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

NORMAL COMPLAINT

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

For Commission Use Only:

Case: 09-0195

ORIGINAL

Regarding a complaint by (Person making the complaint): Warren and Celeste Tukes

Against (Utility name): Peoples Gas Light + Coke Company

As to (Reason for complaint) Refund/credit due and billing errors on account.

in Chicago, Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 947 East 100th Place, Chicago, IL 60628

The service address that I am complaining about is same

My home telephone is [773] 412-6082

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 980-4322

My e-mail address is celestetukes@hotmail.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Peoples Gas Light + Coke 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.
Public Utilities Act 220 ILCS 5/9-101 and 815 ILCS 505/2;
83 Ill. Admin. Code Parts 280.75 and 500.330

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 APR 13 P 2:11
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.

1. On April 14, 2008, we had an actual meter reading taken to record actual usage because of recent significant reduction in use of gas service. The company was made aware of the change in use prior to the reading. The actual reading of 7572 was recorded at this time and resulted in a credit to the account of \$443.61. The estimated reading was 8514, a difference of 942 therms overbilled.
2. Upon receipt of bill received dated May 6, 2008, not only was the credit missing from the statement, there was an incorrect "actual" reading of 8572 instead of 7572 along with an unexplained charge of \$1,181.98 added to the account, at which time we called the company to resolve. Following several conversations, we were told by the company that it had made a "mistake."
3. The ensuing months from May 2008 through September 2008 involved a series of "rebillings," unlawful charges, obvious discrepancies and miscalculations that have resulted in not only errors to the account, but grossly inaccurate charges, which includes a \$1,563.27 amount added to the account for services not rendered. Many attempts have been made to retrieve clear and concise accountings from the company for the charges, but to no avail.

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

Being in compliance with 83 Ill.Adm.Code 280.170, we want the Commission to disallow the unlawful and erroneous charges to the account, and restore the account to the corrected state with adjustments made as of April 14, 2008 by applying any refunds and credits to the account that are forthcoming.

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: April 10, 2009
(Month, day, year)

Complainant's Signature: Celeste Tukes
Warren O. Tukes

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.

We, Warren and Celeste Tukes, 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.

Warren O. Tukes + Celeste Tukes
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 4/10/09

[Signature]
Signature, Notary Public, Illinois



(NOTARY SEAL) [Signature]

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