

ORIGINAL

For Commission Use Only:  
Case: 09-0332  
ILLINOIS  
COMMERCE COMMISSION

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

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

2009 JUL 20 A 10:56 <sup>MS</sup>

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): KENNY SMITH

Against (Utility name): PEOPLES GAS LIGHT AND COKE COMPANY

As to (Reason for complaint) WE WERE OVER CHARGED ON  
A GAS BILL.

in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 6927 SOUTH CALUMET AVE.

The service address that I am complaining about is 6927 SOUTH CALUMET AVE.

My home telephone is [312] 307-5936

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 307-5936

My e-mail address is \_\_\_\_\_ I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) PEOPLES GAS LIGHT AND 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.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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.) IN APRIL 2009 WE RECEIVED A GAS BILL FOR MORE THAN \$1,000 DOLLARS. LATE FEES WERE ALSO ADDED.
- 2.) THE FURNACE WAS BROKEN DURING THIS BILLING TIME AS VERIFIED BY PEOPLE GAS EMPLOYEE.
- 3.) LOW METER READINGS WERE RECORDED IN APRIL/2009 AND JUNE/2009 BY PEOPLE GAS EMPLOYEES. METER WAS ALSO CHECK FROM OUTSIDE ELECTRONICALLY AND INSIDE HOME. READINGS

Please clearly state what you want the Commission to do in this case: MATCH. METER WORKS PROPERLY.  
 PLEASE HAVE PEOPLE GAS TO ADJUST MY GAS BILL TO THE READINGS WE WERE GIVEN ON SITE. PEOPLE GAS MAIN OFFICE IS TRYING TO CHANGE READING TO A HIGHER ONE.

**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: 7-14-09  
 (Month, day, year)

Complainant's Signature: Kenny B. Smith

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, Kenny B. Smith, 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.

Kenny B. Smith  
 Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) July 17, 2009

Janet M. Payne  
 Signature, Notary Public, Illinois



(NOTARY SEAL)

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