

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

October 5, 2009

ORIGINAL

ILLINOIS *MDM*
COMMERCE COMMISSION

2009 OCT 13 A 11: 22

CHIEF CLERK'S OFFICE

Case 08-0597

People Gas Light and Coke Company
Thomas G. Aridas, Director Gas Regulatory Policy

Mark L. Goldstein
Atty for Respondent

Illinois Commerce Commission

To All the Above Parties Listed,

I am at my wits end with this case, I have been without heat for almost two years and you send me an email from a court date in February 8 months later with dates so close together asking for a proposed order whatever that means. This process as stated in my September 25th response is unfair there is no concern for the customer through this whole process, money is being paid just because or asked to be paid without validating the reasons. It was stated from the attorney that you would request \$2,000 for me to have my service reconnected and when the questioned was posed what is the actual usage no one seem to answer. I have been in the is building for more than 30 years and you try and tell me what is feeding two floors, check your records tenants who have requested service Thomas Floyd, Maclin, Williams, Thomas Tomeka, Washington, Powell out of all the tenants and you tell me two small pipes were feeding two floors that is impossible. What kind of company are you? Are you that money hungry that you take your customers for a ride, I know too many people that have had mishaps with the gas company and you look for a neutral institution to bring fairness to the process and it looks like that is not the way it is. Check my records this is not a new complaint I have complained every time I felt unjustified with the way things were being handle, 3 account numbers who has 3 accounts numbers and you have not moved, if I had of relocated to another residence I could have seen but that is not the case. You give me estimates of year prior and then I am suppose to believe what you say nothing that has been said or done thus far has made me a believer of this company. I am a single woman and reside one floor there is no way that I could have used as much gas as you stated and again I say you have service technicians come out faithfully on a monthly basis to read the meters but no meter reading papers were submitted you took my reading and introduce it into evidence without comparing to the last meter reading that was taken and when was the date it was taken. It amazes me that a year later this is the conclusion you came up with and I haven't moved resided there all this time. The purpose of the gas company moving the meters from inside to out was for the convenience of reading them and provide

the customer with accurate billing but no not in this case, let's go back pull the phone records from the gas company the last person I spoke with was Soladad, let's see what the conversation was the responses from the rep and you will find there is discrepancies all up and through this case but again the burden of proof is left on the customer. Why do we have the Commerce Commission what is being regulated here because I have not felt fair treatment yet, decisions are made off of a service technician to whom I have never seen before even thou he states he has 25 years of experience is this in gas and heating, first of all I have not seen this man before and he stated in the documents that he was in my apartment and did a check, I asked the question how is that so, I am not married and neither do I have children and my tenants do not have access to my apartment but yet and still his statement was taken as valid. All I seen was a bunch of computer print outs again no service orders or paperwork of date and time of visit and the reason for the visit. I have been without gas for almost two years and living with heaters is a fire hazard and you can tell me you try and work with your customers because you don't but let me say let something happen with these heaters and a fire break out, I pray that I get out as well as my tenants but you can bet I will have a story to share. The companies are above whatever it does not matter the customer is wrong and the company is right and this is where I have the problem, I've had 3 account numbers and when I look on Peoples site it states that when your service is disconnect there is a \$50.00 reconnection fee well seems to me you have been getting over on the customers because every time you gave me a new deposit of almost \$300.00 no \$50.00 so what is the amount owed to you is this in deposits or what. How about someone give me actual usage and how about since the pipes are closed off downstairs you explain to me why the first floor gas is still high even with my service being off, if the gas was diverting to the second floor then it still should be diverting to the second floor nothing changed. When I initially made the call to the customer service the response was I don't know then you came back and said gas leaks took you at your word and had that fix so you were suppose to come out connect but then you came up with the laundry valves, this is 3 different determinations and no paperwork to verify any of these but yet and still this response via email said I didn't prove my case, well neither did you. I had my gas on a budget and mysteriously the budget disappeared why would I continue to pay for service that is nonexistent please explain to me because it does not make sense you was receiving payment directly from my account into yours and again the bill never decrease, neither does it state pass balances and present bill just blank, I could view my account on line to keep up with my bill some months as given in my original spreadsheet you received two payments which is more than you would receive for budget payments, I am tired sick and tired of fighting with you all and it does not make sense that an individual has to go through all this drama to have some warmth. You are not giving me anything you provide a service and it is a poor service at that, if I could find someone else to whom I could get service believe me I would and pass the word around that People Gas is a poor company to have service with. I just had a girlfriend who had a gas bill of \$170.00 and she called and said she would pay the bill in two days and she paid it that morning and by the time she got home her gas was terminated many more stories of this, I'm not the only one when enough, enough, does this have to placed in the public light to get some results because you think that money comes like that I don't have it like that I'm trying to pay my bills like ever body else not build your corporate people fancy houses or help with the 6 figure salaries. I am waiting on a response and with some validity to it, there should not be any verdict or final decision without having an outside person neutral from both parties come in and inspect to validate that the laundry headers where feeding two floors, only after I placed my initial

complaint did I receive a bill in the lump sum of \$1,800 plus dollars so that tells me you can print what you want when you want it but yet and still you have not provide actual usage, collection for \$142.50 so bottom line is the technician did not service the area at all in reading the meters and you did see that gas was still flowing on the inside of the company something does not add up to me and you keep saying that is does, what is the truth? I have an attorney looking at this and we will see where this goes, or maybe we should do a pole on the fairness of Peoples Gas Light and Coke Company.

A handwritten signature in cursive script that reads "Renna Thomas". The signature is written in black ink and is positioned above the printed name.

Renna Thomas

Complaint ant