

ILLINOIS
COMMERCE COMMISSION

FORMAL COMPLAINT

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

2010 FEB 26 A 10: 01 *lms*

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

Mary Myles

Against (Utility name):

The Peoples Gas Light and Coke Company

As to (Reason for complaint)

Meters incorrectly assigned, causing a billing dispute.

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

2107 East 72nd Place, Chicago, IL 60649

The service address that I am complaining about is

2107 East 72nd Place, Chicago, IL 60649

My home telephone is

[773] 580-4248

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[773] 580-4248

My e-mail address is

mary.evans292@gmail.com

I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company)

The Peoples Gas Light and Coke Co.

(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.

83-IL Adm. Part 500-250 (a) At the time of installation each meter shall be checked for proper mechanical condition and suitability of location. Service pipes and meter connections shall be tested for leaks and general fitness with a view of insuring the furnishing of a satisfactory grade of service.

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 have had an account with People's Gas since August, 2006. I was paying the entire heating bill for my 2-unit building until 10/07/08. The heating bills for 10/01/07 to 10/07/08 totaled to approximately \$ 3,600.00.

2) On October 1, 2008, a third gas meter was installed in the basement of my 2-unit apartment building. I had the units converted to separate heating. (Continued on a separate sheet attached)

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

I want the Commission to request that the charges be removed from my account and that the negative report on my credit is removed.

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: 02/23/2010
(Month, day, year)

Complainant's Signature: Mary Myles

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

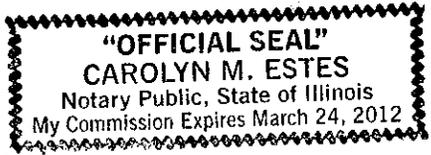
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Mary Myles (Mary Myles), 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.

Mary Myles
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 02/23/2010

Carolyn M. Estes
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.

(complaint continued)

- 3.) Since October 1, 2008, the first floor tenant was responsible for paying her own heating bill but I continued to pay the heating bill for the second floor tenant.
- 4.) In mid October, 2009, Peoples Gas scheduled to shut off the gas to the first floor tenant due to nonpayment. The heating account for the second floor tenant was in good standing. However, the technician came out and inadvertently shut off the gas to the second floor tenant. The problem was reported and corrected immediately.
- 5.) Then, I called Peoples Gas to pay the balance on my account for the second floor unit which was about \$52.00 at the time. During this time, I learned that a charge of about \$3,400.00 was placed on my account.
- 6.) I spoke with the Solution Specialist about the charge. I was told that the gas meters were crossed and that I was incorrectly billed (for an entire year). Furthermore, I was told that I was responsible for making sure that the meters are assigned correctly.
- 7.) The gas meters belong to Peoples Gas. They installed the meters and it is their responsibility to make sure that the meters are labeled and assigned correctly. I have not received any training on assigning meters, identifying, or detecting cross meters. October, 2009 was not the first time a technician from Peoples Gas came out to my property and looked at the meters. I am sure their records will show that they have made other visits since I have owned the property in 2006. I should not be made the scapegoat for an error made by Peoples Gas.
- 8.) Around October 20, 2009, I received a letter from Peoples Gas explaining the problem they discovered and the charges. I was billed from 10/01/08 to 10/07/09 for \$3,483.60. An amount of \$683.68 in payments and credits were applied to this amount, leaving a balance owing \$2,799.92.
- 9.) The heating bills that I received for the second floor unit for the period of 10/01/08 to 10/07/09 totaled to about \$1,600.00. These are the heating bills that Peoples Gas claimed that the first floor tenant should have received. This is a drastic difference compared to the amount that Peoples Gas claimed that I owe.
- 10.) I should not be made responsible to pay the heating bill for the first floor tenant, nor should I be responsible for the error made by Peoples Gas.