

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

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

For Commission Use Only:
Case: 10-0440

ORIGINAL

Regarding a complaint by (Person making the complaint): Byron Washington
Against (Utility name): Peoples Gas Light & Coke Co.
As to (Reason for complaint) Higher than normal gas bills for the 2009-2010 heating season

in Chicago Illinois.

ILLINOIS
COMMERCE COMMISSION
2010 JUL 12 P 2:09
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 7958 So. Paxton Ave, Chicago, IL 60617

The service address that I am complaining about is 7958 So. Paxton Ave, Chicago, IL 60617

My home telephone is [773] 218-4517

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 218-4517

My e-mail address is byron5@sbeglobal.net I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Peoples Gas Light & 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.

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.

See attachment.

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

See attachment

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: July 8, 2010
(Month, day, year)

Complainant's Signature: Byron C. Washington

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, Byron C. Washington, 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.

Byron C. Washington
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) July 8, 2010

Ann Brownlow
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.

1. On 11/13/2008 my gas meter was changed for age from meter # P1975886 to meter # P2665120.
2. I received my gas bill dated 10/22/2009 for 591ccf of gas usage (roughly 700% higher than my gas bill for the same period a year earlier).
3. I filed a complaint with Peoples Gas and on 11/30/2009 they sent a serviceman to perform an inspection. The serviceman took a reading of the meter and inspected my appliances. Unfortunately, I never heard back from Peoples Gas regarding the results of their inspection. However, during the inspection, the serviceman did not inform me of any gas leaks nor did he inform me of any appliances needing repair.
4. I received subsequent gas bills that were all considerably higher than previous usage. Peoples Gas billed me for over 2000ccf more for the 2009-2010 heating season than the three previous heating seasons (see analysis below). However, my heating pattern did not change. My thermostat is set at 68 degrees from 5AM-8AM and 63 degrees from 8AM-5AM. I've added no appliances, additions or square footage to my home.

2009-2010	CCF	2009-2008	CCF	2008-2007	CCF	2007-2006	CCF
October	591	October	80	October	39	October	29
November	568	November	238	November	188	November	284
December	902	December	530	December	532	December	477
January	1091	January	724	January	590	January	529
February	990	February	528	February	674	February	816
March	549	March	426	March	477	March	443
Total	4691	Total	2526	Total	2500	Total	2578

5. I filed an informal complaint with the Illinois Commerce Commission. Peoples Gas employee Jack Riordan contacted me to arrange for a second inspection with one of their servicemen "specialists." On 3/23/2010 they changed my meter from meter # P2665120 to meter # P2867130. They also re-inspected my appliances, finding a leak at my boiler and the sight glass broken, and my dryer not being properly vented. They tagged and disconnected both appliances.
6. After Peoples Gas tested my meter, I, again, spoke with Peoples Gas' Jack Riordan. He informed me that the test results showed the meter was registering properly. Unfortunately, their inspection did not account for why such a huge increase in gas consumption. However, as he was reviewing the meter's test history, he did inform me that the meter was "leak repaired" in 2006.
7. Because I, nor Peoples Gas, can account for such a huge increase in gas consumption for the 2009-2010 heating season, I contend that meter # P2665120 became faulty again sometime between September 2009 and October 2009 and began registering incorrectly. As confirmation, once the meter was changed in March 2010, my gas consumption for April 2010 decreased considerably (see table below).

Bill Date	Usage
April 2010	53ccf
March 2010	549ccf

8. I also contend that a leak at my boiler could not have resulted in an additional 2000ccf of gas being consumed. A leak that large would have been detectable by the home's occupants resulting in a gas leak being reported to Peoples Gas.

Byron Washington
7958 S Paxton Ave, Chicago, IL 60617
Informal Complaint #2010-02679

9. I would like the Commission to review my consumption history from 2006-present and, based on degree day analysis, order Peoples Gas to charge me for the amount of gas usage I should have been billed had the meter been registering correctly for the 2009-2010 heating season.