

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
NORMAL COMPLAINT

For Commission Use Only:
Case: 10-0491

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

2010 AUG -5 A 11:05
CHIEF CLERK'S OFFICE

ORIGINAL

Regarding a complaint by (Person making the complaint): Sandra Lawrence-Brogren / Valencia Condo Assoc.

Against (Utility name): Peoples Gas

As to (Reason for complaint) In 2007 Peoples Gas installed a new meter and auto-read device in our building. We have always been on the budget plan. Each year we have amassed a credit. For 2 years we have contacted P.G. confirming that the credit is REAL, that we can request/receive it and that both devices are working properly. P.G. has confirmed that all devices are working (on several occasions). Now - because we want our credit in check form they decided that there is an error. They want to steal our credit and bill us an additional \$3,000.00.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 7455 N. Hoyne Ave, Chicago, IL 60645

The service address that I am complaining about is 7453 - 7455 N. Hoyne Ave., Chicago, IL 60645

My home telephone is [773] 973-1709

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 973-1709 H - Cell 312 844-0636

My e-mail address is Sandi7@prodigy.net I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Peoples Gas (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

OFFICIAL SEAL
Illinois Commerce Commission
Cook County
My Commission Expires 01-24-2013

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 attached sheet).

Please clearly state what you want the Commission to do in this case: We would like you to step in and have Peoples Gas accept responsibility for their errors in billing, flawed devices (if they were flawed) and give us or requested \$1,000+ check.

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: 07/31/2010
(Month, day, year)

Complainant's Signature: Sandra D. Lawrence Brogren

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

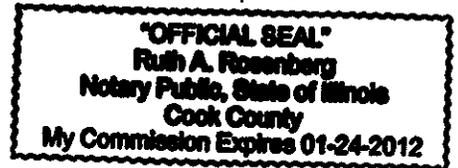
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

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

I, Sandra D. Lawrence - Brogren, 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.

Sandra D. Lawrence Brogren
Complainant's Signature



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

Ruth Rosenberg
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.

We live in a 6 unit self managed condo association. We pay our bills and handle all of the general maintenance ourselves (to keep the cost down). In 2007, we let People's Gas install a new meter and an auto-reader in the building. That way they could read the meter while driving by and did not need access to the building each time. FYI, if they can't read the meter they will OVER ESTIMATE the charge/usage which results in a higher bill. We are a small group and can't afford that. We are also on a budget plan, so we pay a set amount each month - at the end of the budget period (usually the summer) the account is balanced out and a new budget amount is set for the next year. We never missed a payment and have always paid the full amount on the bill. Each year we made improvements in the building to make it more energy efficient. As a result, every year the monthly bill (budgeted amount) was lowered. For the past 3 years we have been noticed that a credit has been building in our account. We have contacted People's Gas each year (2-3 times a year) to confirm that the credit is REAL and that both devices are working in sync and accurately reporting our usage. People's Gas has confirmed the devices are working properly (via the phone) AND they have sent several employees out each year to read the meter and confirm that the auto reader is still working properly. People's Gas has confirmed this happened. As of 2010, we have amassed a \$11,000 + credit with People's Gas. We have been told for the last 2 years that we can receive this credit in the form of a check anytime we won't - "it will take less than two months". NOW - because we are asking for all or a portion of the credit in the form of a check - People's Gas is claiming there must be something wrong with our meter or the reader. They are clearly trying to defraud us out of our credit. They are also in a hurry to install a new meter - which I fear will be rigged to over charge. People's Gas claims, after inspecting the devices several times that the meter is fine, but the auto reader device is flawed. If that is true, they should have noticed that in 1 of the 4+ times they came out to the building in the past 3 years? If the reader is flawed, why are they in such a hurry to install a new gas meter . . . in the middle of the summer when we are obviously NOT using any heating gas?

People's Gas claims that instead of a \$11,000 + credit we actually OWE them \$3,000+. Our association is outraged! People's Gas wants to have us on a payment plan for 3 years (no interest) to pay for their error. This is fraud! They have also been calling us telling us that we MUST accept a payment plan or it will adversely affect our association's credit rating. After I was "bullied" into a payment plan - I was subsequently informed, by a different People's Gas employee that we did not have to accept the payment plan - it in no way would/could affect our credit rating. So, now we have been lied to by People's Gas twice.

We are a small, self-managed association and we need your help to insure that People's Gas stops screwing with us. 3/4's of our building owners are over 60 years old and we work VERY hard to not impose extra fees and hardships on the owners. We need to secure or check from People's Gas.

Sincerely,
Sandra D. Lawrence-Brogren
President, Valencia Condo Association
773-973-1709