

For Commission Use Only:
Case: 11-0149

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION NORMAL COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Maria Taylor
Against (Utility name): Peoples Gas Light and Coke Company
As to (Reason for complaint) See Attachment (error)
Charged for gas services that I did not use

in Chicago Illinois.

CHIEF CLERK'S OFFICE
2011 FEB 14 PM 1:36
ILLINOIS COMMERCE COMMISSION
60409

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 354 Oglesby Ave Calumet City IL 60409

The service address that I am complaining about is 9109 S. Parnell Chicago IL 60620

My home telephone is (773) 716-6547

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [ANY time (773) 716-6547]

My e-mail address is bonita_taylor@yahoo.com 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.
Illinois Administrative Code 200.350

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 (error)~~

4)

SEE Attachment

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

I am requesting that the charge of \$1,010.72 be removed from my credit report and I am asking that the above amount be immediately refunded in the form of a 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: 2/11/2011
(Month, day, year)

Complainant's Signature: Maria B. Taylor

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

NONE

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

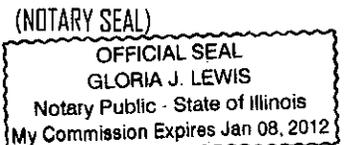
A notary public must witness the completion of this part of the form.

I, Maria B. Taylor, 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.

Maria B. Taylor
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 2-11-11

Gloria J. Lewis
Signature, Notary Public, Illinois



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

This is a brief explanation of the problem:

1. After moving my elderly grandmother's into a Senior Care Facility squatter's moved into her home and stole gas services from People Gas. After the squatter's left a police report was filed.
2. While rehabbing the home, I put the gas service into my name. Peoples Gas granted me service however, they place the pervious bill for the stolen gas on my bill.
3. I showed Peoples Gas proof that I did not reside at 9109 S. Parnell and I had been receiving Nicor gas for the last seven years. I also provided them with a copy of the police report. I explained to Peoples Gas why as started service at the property and they still failed to remove the charges from my previous bill and credit report.
4. As even more evidence that my story is factual, immediately after I finished rehabbing the property, a tenet moved into the residence and order service.
5. I obtained ownership of this property during the month of November, 2010. During that time, I refinanced the property and I was forced to pay Peoples Gas the outstanding amount that was placed on my credit report.
6. I am seeking your assistances in resolving this matter with Peoples Gas. If possible, I would like you to help me obtain a refund from Peoples Gas and I would like the charges to be removed from my credit report.