

**OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION**

ORIGINAL

8-20-11

Attn: Judge Bean
Case #: 11-0516
Acct.#: 7500041821013

I am writing requesting that this hearing not be dismissed on the grounds that prior to me moving I made two appointments for Peoples Gas to gain access to my apartment to and determine why my Gas bills were so high in the summer months and no one showed up. Prior to the Gas bill being excessive I have always made my payments in a timely manner. I contacted the Illinois Commerce Commission and I have also contacted the Illinois Attorney General in reference to this in a timely manner. I have called on several occasions and spoke with several different reps and requested that a Manager call me back however no one has returned my calls. I have also spoke with Mrs. Magee (support services) she said she would look into this matter due to the gas bills being excessive during the summer months. I was under the impression this matter had been resolved. I also have a check from Peoples Gas in the amount of \$246.34

Quentin Dillon



CHIEF CLERK'S OFFICE

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ILLINOIS COMMERCE
COMMISSION

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OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

March 10, 2009

Quentin Dillon
920 North Lawler
Chicago, IL 60651

Re: Peoples Gas
File No: 2009-CONSC-00241751

Dear Mr. Dillon:

The Consumer Protection Division, of the Office of Attorney General has received your consumer complaint. A copy of your complaint has been forwarded to the above named business for their review and response.

The business may contact you about a possible settlement after they receive our letter. We encourage you to consider any reasonable offer. If the business responds directly to our office, a copy of their response will be mailed to you.

This is an informal mediation process. We are unable to represent private citizens in legal disputes.

Please direct all correspondence to my attention, Office of Attorney General, Consumer Protection Division, 100 West Randolph Street, Chicago, IL 60601. Please reference your file number on all correspondence.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Monica Prandi-Svetogorsky

Monica Prandi-Svetogorsky
Citizen's Advocate
Consumer Protection Division
(312) 814-3760

Peoples Gas

Customer Inquiries: (312)240-7000

Emergencies: (312)240-7001

Chicago, IL 60687-0001

CUSTOMER

REFUND

Name **QUINTON DILLON**

REFUND DEPOSIT & INTEREST ON ACCOUNT 7500041821013

Account Number 7500041821013
Service Address 1742 N MASON AVE BSMT
CHICAGO IL 60639-4011

Total Refund \$246.34

Check# 100246944

Please Cash Attached Check Promptly

1106 (4-99)

0083104