

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**  
**FORMAL COMPLAINT**

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

For Commission Use Only:  
Case: 12-0138

**ORIGINAL**

Regarding a complaint by (Person making the complaint): Candace Wells - #2611-23648

Against (Utility name): Peoples Gas Light and Coke Company

As to (Reason for complaint) \* See Attached Explanation \*

False information provided by Peoples Gas  
throughout attempts to set up a utility account

ILLINOIS COMMERCE  
COMMISSION  
2012 FEB 27 A 11:11  
CHIEF OPERATIONS OFFICE

in Chicago Illinois.

**TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:**

My complete mailing address is (include City) 4543 S. Peavie Ave. #4, Chicago, IL 60653

The service address that I am complaining about is 130 East Randolph Drive, Chicago, IL 60601

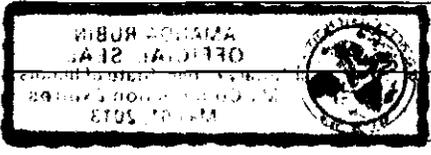
My home telephone is [973] 634-5596

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 239-9073

My e-mail address is candace.wells@gmail.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.



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 Explanation

Please clearly state what you want the Commission to do in this case: Please mediate the situation and force Peoples Gas to provide me with the information I have been requesting regarding the criteria of the Energy Score Model and what my score is based on.

**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 (Social Security Number, Driver's License Number, Medical Records, etc.) 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: 2/23/12  
(Month, day, year)

Complainant's Signature: [Handwritten Signature]

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**

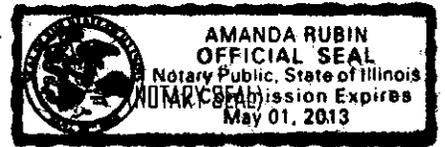
A notary public must witness the completion of this part of the form.

I, Candace Wells, 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.

[Handwritten Signature]  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) February 23, 2012

[Handwritten Signature]  
Signature, Notary Public, Illinois



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

## Formal Complaint - Explanation

Peoples Gas has consistently provided me with contradictory and questionable information regarding their guidelines and policies for account setup and initial fees. The following is a breakdown of my numerous and painfully circuitous exchanges with their representatives and one of their claim managers.

- Upon request for account set up, I was told that my credit standing required an initial payment of \$150. When asked what this was based on, I was told that it was prompted whenever an applicant had a credit score of 395 or lower. Despite my assuring the representative that my score was well above that, they told me that they went based on the credit information in their system, provided by Transunion, and that if I had any questions or concerns regarding my information, to contact Transunion. They also told me, that the criteria included past utility accounts attached to one's credit. (I have only ever had one prior utility account attached to my name. It was always in good standing, and was closed nearly three years ago.) At that point, I discontinued the call, in order to obtain the most recent copy of my credit report and then called back. When I explained to the next representative, with complete assurance, that my credit score was well above the 395, I was told that the additional \$150 charge was in fact, not based on a score of 395 or lower and was not contingent on past utility account history. I was also told that it had nothing to do with a traditional credit score/report, but rather on an Energy Scoring Model, and that the information I'd received from the other representative, in terms of the score of 395 or lower had nothing to do with how they determined the fee requirement.
- I contacted Transunion, explained the situation as it was told to me by the Peoples Gas representative, only to be told, by several different people, including two supervisors, "absolutely not" to their using the Energy Scoring Model, or giving my credit information to Peoples Gas.
  - Transunion: 1-800-916-8800. Supervisor 1: Sharon – ID #: 6806. Supervisor 2: Steven Woods.
- At that point, by then certain that Peoples Gas was attempting to obtain additional money without any real basis, I filed the claim with the IL Commerce Commission and was eventually contacted by Catrina, a claim representative for Peoples Gas. She, from the time the claim was filed, at the end of December), to now, has insisted on continuously providing me with vague and inaccurate information.
- During our first conversation she explained that she would be mailing me some information about what the Energy Scoring Model was. Two weeks later, and I still had not received the mailing, to which I called again, and requested the information be faxed to me. The document I received was on Transunion letterhead, and while it did

explain what the Energy Scoring Model was, did NOT explain how it related to my personal standing as an applicant with credit. **\*See Appendix A\***

- I then called Transunion again, using the Chicago telephone number, explained the entire situation, and requested that they verify the information I had been sent by Peoples Gas, on their behalf. I spoke to another representative, Amber Walters, who once again, could offer no explanation for the Energy Scoring Model I was given, and said that if any utility company was demanding an additional initial payment, it was based on a system they had instituted on their own, and not in conjunction with Peoples Gas. They also reiterated the fact that the Energy Scoring Model is not something they make use of.
- Since then, I have made numerous attempts at contacting Katrina. I told her that I would be more than willing to pay the additional fee, if it could be explained to me, once and for all, what the basis was, especially when the company they continuously placed the onus on, had on several occasions, denied their involvement and the very existence of the particular fee determinant. I explained that could she provide me with where the model came from, what my actual score was within that model, and what the criteria for the model was, I would proceed with setting up the account. It is February and even with the involvement of a claims representative on the part of the Illinois Commerce Commission, I am still waiting for the sum of those things to happen. At this point, Katrina is no longer returning my calls, despite their frequency and being accompanied by voice messages and messages left with an assistant.

This entire ordeal is beyond exhausting. It baffles me how someone, actually interested in doing what is right, and being able and willing to pay for a service, is treated in the manner in which I have been treated. No one at Peoples Gas seems to be able to provide one complete and accurate story, and the level of competence and efficient communication is more than lacking.

All I need is to understand that which I've asked Peoples Gas for on several different occasions: where this Energy Scoring Model comes from, since it obviously has nothing to do with Transunion, despite what they've said; what the criteria is for determining what someone's Energy Scoring Model is, and what my personal Energy Scoring Model standing is. Until that happens, especially considering all the mixed messages I have received, there is no way I could in good faith, pay that initial fee without feeling that I'm doing so with absolutely no basis.