#2012-10862

For Commission Use Only:
Case: 12-0594

FORMAL COMPLAINT

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

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

ILLINOIS COMMERCE COMMISSION
2012 NOV -5 A 10:42
CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Glorietta Jones

Against (Utility name): Peoples Gas

As to (Reason for complaint) Missing $350 payment (8-12-11) plus late fees including two $25. fees. Peoples Gas failure to communicate with me about missing payment. I had called constantly, I faxed both bill matrix and Peoples Gas numerous time, Sent certified mail, had 3 way call with chase and peoples, went to my bank, etc.

in Chicago, Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 2050 W. 79th Place Chicago Il 60620

The service address that I am complaining about is 2050 W. 79th Place Chicago, Il 60620

My home telephone is [608 332 7073

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [608 332 7073

My e-mail address is purpleg777@yahoo.com 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.

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.

PART 280 (200.150, 200.170)

OFFICIAL SEAL
ROWSCHAUN JONES
NOTARY PUBLIC - STATE OF ILLINOIS
COMMISSION EXPIRES 03/19/13

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.

(1) 8-12-11 I made one payment $350+3.95 fee (Gas bill at time was $328.70)
(2) 8-14-11 I noticed two payments on my Chase visa card. I called Chase who credited my card the $350.
(3) 9-7-11 gas bill showed a $350 credit plus a $25. return fee. I called Peoples + requested a $25.00 credit due to error one payment not two made by me. I asked to speak w/supervisor, promised a call back that I never got.

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

Refund or Credit the $350 missing payment plus all fees

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: 10-26-2012 (Month, day, year)

Complainant's Signature: Glenetta Jones

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, Glenetta Jones, 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.

Glenetta Jones
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 10-26-12

Signature, Notary Public, Illinois

OFFICIAL SEAL
ROWSCHAUN JONES
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES 03/18/13

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

Icc207/07

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(4) 11-7-11 gas bill showed another $350 credit in addition to a second $25. return fee. I called Peoples and wanted to know where was my $350 payment.

(5) 12-5-11 sent certified letter to Peoples I wrote ATTN: Supervisor immediately ~~Soultion~~ solution needed in bold red ink on front of envelope returned card signed 12-16-11 but no formal contact acknowledging my mail.

(6) 12-28-11 I called Chase, spoke with Ann Shaw and ask if I Could call Peoples Gas while she was on phone, we talked with Amy (ID#3517-peoples). Chase (Ann Shaw) told peoples (Amy) there was one credit issued.

(7) 1-12-12 Chase mailed letter stating that they credit my visa card one $350 payment.

(8) faxed more info to Cash register reciepts (peoples) received call from Pat Medina who sent an email which I took to Chase bank. Personal banker Rodriguez emailed Medina, 3-3-12 asking her to contact Chase Merchant Service. All communication stopped I kept calling looking for answers but no returned calls don't know if she responsed to Chase or not.

(9) Got call from Bill Hendrixon after I finally called ICC faxed same info with no resolution to what I thought would be simple on 8-14-11

(10) WROTE TO WHAT'S YOUR PROBLEM @ TRIBUNE PAPER Hoping my letter will be pick - looking for a ~~soultion~~ solution anyway possible