

**OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION**

FORMAL COMPLAINT

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

For Commission Use Only:
Case: 13-0311

ORIGINAL

Regarding a complaint by (Person making the complaint): SHIRLEY FUNCHES

Against (Utility name): PEOPLES GAS LIGHT AND COKE COMPANY

As to (Reason for complaint) A REFUND REQUEST

in Chicago Illinois.

CHIEF CLERK'S OFFICE
2013 APR 24 A 11:25
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 4943 WEST MONROE STREET, CHICAGO, IL 60644

The service address that I am complaining about is SAME

My home telephone is [773] 379-0436

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

My e-mail address is _____ 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.

- 1 A FAMILY BUILDING, NO RENT, NO INCOME TAX TURN ON DATE, JAN. 9, 2001 UNDER COMMERCIAL RATE #2 UNKNOWING TO ME.
- 2 IN 2008 WHEN I REALIZED THERE WAS HELP WITH MY GAS BILL THRU LEDA IHEAP WITH RATE #1 RESIDENTIAL. I CALLED + PEOPLE'S GAS INSPECTOR WAS SENT OUT. I WAS TOLD BECAUSE I WAS HEATING TWO FLOORS THEY COULD NOT CHANGE THE RATE.
3. I WAS ELIGIBLE FOR IHEAP BUT WAS DENIED BECAUSE RATE #2 WAS WRITTEN ON MY BILL. CON'T

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

THAT I GET A REFUND FOR YEARS UNDER RATE #2 COMMERCIAL

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: April 22, 2013 (Month, day, year) Complainant's Signature: Shirley Funches

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, SHIRLEY FUNCHES, 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.

Shirley Funches
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) APRIL 22, 2013

[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.

SHIRLEY FUNCHES
4943 W. MONROE CHICAGO, IL 60644

- 4 I TURNED 65 YRS OLD IN 2012 + NEEDED HELP. I WHEN BACK TO CEDA. I WAS TOLD TO CALL PEOPLES GAS TO GET A CHANGE FROM COMMERCIAL RATE #2 TO RESIDENTIAL RATE #1 HEATING.
- 5 PEOPLES GAS INSPECTOR CAME OUT OCT. 2, 2012 + OKED THE RATE #1 CHANGE. IT WAS CHANGED TO RATE #1 RESIDENTIAL ON NOV. 16, 2012.
6. NOW MY ISSUE IS FOR ELEVEN YEARS I WAS PAYING MY BILL UNDER RATE #2 A DIFFERENCE TERM. I FEEL I'M DUE A REFUND.
7. WHY WAS I NOT GIVEN THE SAME ANSWERS BACK IN 2008 AS I WAS GIVEN IN 2012. NOTHING CHANGED IN MY FAMILY BUILDING. HAVE THE RULES CHANGED IN PEOPLES GAS CO. OR DID THEY MAKE THEIR OWN? I THINK ALL INSPECTORS SHOULD HAVE THE SAME TRAINING
8. I WAS TOLD COMMERCIAL WAS THREE FLOORS. I HAVE TWO FLOORS + WAS CHANGED TO RESIDENTIAL RATE #1 HEATING

COMPLAINT AGAINST
PEOPLES GAS LIGHT AND COKE COMPANY
ACCOUNT # 150002379 0727