

Maria R. Abdon 6802 S. Talman Ave. Chicago, IL. 60629

1. ON DEC. 4, 2013 I DISCOVERED THAT OUR GAS WAS NOT WORKING WHEN I ATTEMPTED TO PREPARE SUPPER.
2. ON THURSDAY, DEC. 5, 2013 AT AROUND 9:30 am I CONTACTED PEOPLES GAS TO NOTIFY THEM THAT OUR GAS STOVE DID NOT HAVE A PILOT LIGHT AND THE HEATERS WHERE NOT TURNING ON.
3. I ASKED THEM IF THEY CAN SEND SOMEONE TO CHECK IF SOMETHING WAS WRONG.
4. THE SERVICE REPRESENTATIVE ADVISED ME THAT IT HAS BEEN TURNED OFF BECAUSE "I WAS STEALING THEIR GAS" AND IT IS BEING INVESTIGATED.
5. I TOLD HER THAT I WAS NOT STEALING GAS AND I DID NOT APPRECIATE HER ACCUSING ME OF SUCH ACT. SHE THEN INFORMED ME THAT THERE WILL BE SERVICE MEN SENT TO MY HOME BETWEEN 11am - 1pm TO RETRIEVE "THEIR" METERS FOR FURTHER INVESTIGATION.
6. I ASKED HER WHY I WAS NOT GIVEN ANY NOTICE FOR SOMEONE TO INSPECT THE METERS SO THAT WE COULD HAVE MADE AN APPOINTMENT INSTEAD OF JUST SHUTTING IT OFF WITHOUT NOTIFICATION AND SHE RESPONDED BY SAYING THAT "SINCE THEY HAVE REASON TO BELIEVE THAT I WAS STEALING THEIR GAS, THEY WERE NOT REQUIRED TO GIVE ANY NOTICE TO STOP THE SERVICE".
7. AT AROUND 11:30am THREE SERVICE MEN CAME TO MY HOME AND REMOVED BOTH THE GAS METERS FOR THE 1st AND 2nd FLR.
8. I ASKED ONE OF THEM WHY THEY WERE REMOVING THE METERS AND HE ADVISED ME THAT IT WAS UNDER INVESTIGATION FOR TAMPERING AND HE PROCEEDED TO TAKE PICTURES.
9. I ASKED HIM WHY THEY KEEP SAYING THAT THE METERS WERE BEING TAMPERED AND HE SAID BECAUSE THE BILL HAS BEEN LOW WHICH COULD ONLY MEAN THAT THE METERS WERE BEING TAMPERED SO THEREFORE IT IS UNDER INVESTIGATION.

10. HE THEN GAVE ME A NUMBER TO CALL THE FOLLOWING DAY TO INQUIRE ABOUT THE SITUATION.
11. ON FRIDAY DEC. 6, 2013, I CALLED TO FOLLOW UP WITH PEOPLES GAS TO ASK THEM WHEN THEY WERE GOING TO RETURN THE METERS AND CONTINUE MY SERVICE AND THE REPRESENTATIVE ADVISED ME THAT THEY WERE STILL CALCULATING MY BILL AND SERVICE WILL NOT BE TURNED ON UNTIL THEY HAVE THE AMOUNT PAID IN FULL FOR BOTH FLOORS.
12. SHE TOLD ME TO CALL AGAIN ON MONDAY DEC. 9, 2013.
13. ON DEC. 9, 2013, I CALLED AGAIN AND WAS GIVEN THE AMOUNT FOR THE 2nd FLR. **\$3,464.74**. I ASKED THE REPRESENTATIVE HOW THEY DERIVED TO THIS AMOUNT AND SHE SAID THAT THEY WERE GOING BACK 7 YEARS SINCE I MOVED TO THE LOCATION.
14. I ASKED HER WHY THEY WERE GOING BACK 7 YEARS BECAUSE THERE HAVE BEEN SERVICE MEN THROUGH THE YEARS THAT HAS COME INTO MY HOME TO INSPECT THE METERS AND READ THEM AND WAS NEVER TOLD OF ANY PROBLEMS. I HAVE BEEN PAYING FOR MY BILL RELIGIOUSLY SINCE.
15. SHE RESPONDED AGAIN BY ACCUSING ME OF STEALING "THEIR GAS". WHEN I ASKED TO SPEAK WITH A SUPERVISOR, I WAS TOLD THAT SOMEONE WILL CONTACT ME. NO ONE EVER CONTACTED ME.
16. I HAD FOLLOWED UP FROM DEC. 9, THRU DEC. 12, 2013 ABOUT THE RESUMPTION OF MY SERVICE AND WAS BOUNCE FROM ONE REPRESENTATIVE TO ANOTHER WITHOUT ANY STRAIGHTFORWARD ANSWERS AS TO THE STATUS OF MY SERVICE.
17. ON DEC. 13, 2013, I CALLED AND WAS GIVEN THE AMOUNT FOR THE 1st FLR. **\$9,024.16**.
18. ON DEC. 13, 2013, I CALLED ICC AND EXPLAINED THE SITUATION TO MR. CARLOS RUIZ AND FILED A COMPLAINT. I WAS TOLD THAT PEOPLES GAS HAS 14 DAYS TO RESPOND.

19. MR. CARLOS RUIZ TOLD ME TO CALL HIM BACK ONCE PEOPLES GAS CONTACTED ME TO DETERMINE THE NEXT STEP.
20. ON DEC. 17. 2013, MR. HENRICKSON FROM PEOPLES GAS HAD CALLED ME AND INFORMED ME THAT I WAS RESPONSIBLE FOR THE AMOUNTS STATED FOR BOTH FLRS. AND SERVICE WILL NOT RESUME UNTIL THE AMOUNTS WERE PAID IN FULL.
21. I TOLD HIM THAT I DID NOT AGREE WITH WHAT THEY WERE ACCUSING ME OF AND HE CLAIMED THAT THEY TOOK PICTURES THAT PROVES THAT THE METERS WERE LOWERED THUS TAMPERING WAS EVIDENT.
22. I ASKED HIM THAT IF THE METERS WERE BEING TAMPERED WITH FOR THE PAST 7 YEARS, THEN WHY DID'NT THE SERVICE MEN THAT HAS COME TO MY HOME FOR THE PAST YEARS DETECT THIS TAMPERING WHEN THEY CAME TO INSPECT AND READ THE METERS. AND WHY WAS I BEING ACCUSED OF SUCH AN ACT AFTER 7 YEARS HAD ALREADY PASSED AND I HAVE DILIGENTLY PAID ALL MY BILLS ON TIME.
23. HE CLAIMED THAT THE ONLY WAY THAT THE SERVICE WILL RESUME IS WHEN I PAID IN FULL AT ONE TIME THE AMOUNTS THEY HAD CALCULATED.
24. I THEN TOLD HIM THAT I WAS NOT GOING TO PAY FOR SOMETHING THAT I DID NOT DO. HE THEN PROCEEDED TO ASK ME AS TO HOW CAN I EXPLAIN WHY THE USAGE OF GAS WAS DECREASED FROM PREVIOUS MONTHS.
25. I TOLD HIM THAT I HAD BEEN UTILIZING ELECTRIC SPACE HEATERS AS NEEDED IN ORDER TO CONSERVE ON THE GAS BILL BECAUSE MY INCOME HAD SIGNIFICANTLY DECREASED SINCE THE RECESSION.
26. HE THEN ASKED ME WHAT I USED FOR HOT WATER? I TOLD HIM THE GAS FOR SHOWERS BUT I USE COLD WATER FOR LAUNDRY.
27. HE SAID THAT HIS DECISION REMAINS AND WILL NOT RESUME SERVICE UNTIL I PAID IN FULL.

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PLEASE STATE WHAT YOU WANT THE COMMISSION TO DO IN THIS CASE:

THE SERVICE IS CONNECTED WITHOUT PAYMENT AND THAT I NOT BE HELD RESPONSIBLE FOR THE SAID CALCULATIONS. IN ADDITION, I WOULD LIKE FOR PEOPLE'S GAS TO PAY FOR THE DAMAGES CAUSED BY THE DISCONTINUED SERVICE SUCH AS THE BURSTING OF PIPES THAT OCCURRED ON DEC. 14 THRU DEC. 16, 2013 WITH TEMPERATURES AS FOLLOWS:

DEC. 14, 2013 = HIGH 30F, LOW 23F
DEC. 15, 2013 = HIGH 24F, LOW 16F
DEC. 16, 2013 = HIGH 22F, LOW 12F

THESE LOW TEMPS CAUSED THE PIPES OF MY HOUSE TO FREEZE AND BURST. THIS RESULTED IN WATER DAMAGES TO THE 1ST FLR, 2ND FLR, AND BASEMENT CEILINGS AND FLOORS OF WHICH I CAN PROVIDE PICTURES DEPICTING THE DAMAGES.



ILLINOIS COMMERCE COMMISSION

December 30, 2013

Maria Abdon
6802 S. Talman Ave.
Chicago, IL 60629

Re: Informal Complaint #2013-15045
Utility of Record: Peoples Gas Light and Coke Company

Dear Sir/Madam:

In response to your request for formal complaint forms, we are enclosing the following information for filing a formal complaint:

- 1 blank formal complaint form
- 1 sample formal complaint form
- 1 copy of the Illinois Commerce Commission's Rules of Practice (Note Sections 200.150 & 200.170)
- 1 Quick Reference Guide

Please return, to my attention, the original and one (1) copy of the formal complaint signed by you. One copy will be served on the respondent.

Please note the signature block and verification paragraph on the second page of the form which must be signed by you and signed and notarized by a notary public. Both must be original signatures. Failure to complete the verification portion of the form will result in the complaint form being returned to you.

I understand that you have advised the consumer counselor of your intention to file a formal complaint rather than seek resolution through mediation. Should you reconsider this decision, please note that 83 Ill. Adm. Code Part 201 and Section 10-101.1 of the Public Utilities Act provide that you may request voluntary mediation upon completion of the Commission's informal complaint process. **Voluntary mediation means that both you and the utility company must agree to the mediation. You must contact the utility company directly to initiate mediation.** The utility company is not required to participate in the mediation. Voluntary mediation may also be requested by you and the utility company at any point during the formal complaint process. If you and the utility company both agree to mediate, your written request to mediate must be submitted jointly with the utility company and include the following:

- a) A brief statement of the issues to be addressed;
- b) A statement of whether any of the disputed issues are the subject of any pending proceeding, and if so, the docket number of that proceeding;

- c) The informal complaint number set forth above;
- d) The name, address, telephone number, and if available, facsimile number and e-mail address of each person requesting mediation;
- e) A statement of whether the mediation participants prefer the mediation to occur in Springfield or Chicago;
- f) The specific relief requested by each mediation participant; and
- g) An express statement that the mediation is requested under Part 201.

A request for mediation may include any additional documents that you believe are pertinent to the case.

State law provides for the mediation to be completed within 45 days after it is initiated.

Formal Complaint forms can only be filed with the Springfield Chief Clerk's Office. Please address your complaint or request for mediation to:

Chief Clerk
Illinois Commerce Commission
527 East Capitol Ave.
Springfield, IL 62701

Only a request for mediation may be sent by facsimile to 217-524-0673.

Sincerely,


Elizabeth A. Rolando
Chief Clerk

/ear
cc: Carlos Ruiz

Enclosures