

Customer Inquiries 1-866-556-6001  
 Emergencies 1-866-556-6002  
 En Español 1-866-556-6003  
 TDD Line 1-866-556-6007

Bill Date	Account Number	Payment Due Date	Amount Due
02/22/2011	1 5000 6022 7565	03/16/2011	\$740.98

Name Shirley A Amour  
 Service Address 8204 S Bishop ST FL 1  
 Chicago IL 60620-3924  
 Service Classification Rate 1 - Small Residential Service - Heating

Current Usage  
 Billing Period From 01-21-11 To 02-22-11 32 days

Meter Reading  
 Meter Number P2563966  
 Current Actual 4785 02-22-11  
 Previous Actual 4043 01-21-11  
 Difference 742 (100 Cubic Feet)

Activity Since Last Bill  
 Previous Balance \$163.00  
 Thank You For Your Payment -\$163.00  
 Transfer From 1 5000 2020 1212 \$20.33  
 Balance \$20.33

Therm Conversion  
 742 x 1.008 BTU Factor = 747.93 Therms

Average Daily	Feb 2010	Feb 2011
Therms Used	N/A	23.37
Temperature	26 F	23 F

Delivery Charge  
 Customer Charge \$19.71  
 First 60 Therms \$.33372x 60.00Therms = \$19.71  
 Over 60 Therms \$.12360x 697.93Therms = \$86.26  
 \$122.66

The gas charge for February is 60.99 cents per therm and for January it was 46.94 cents per therm. The gas charge reflects how much Peoples Gas pays for gas, which is what you pay.

Gas Charge \$.49720x 747.93Therms = \$371.87  
 Efficiency Program \$0.47  
 Environmental Charge \$.00200x 747.93Therms = \$1.60  
 Volume Balancing Adj -\$0.01659x 747.93Therms = -\$12.41

See back of bill for definitions of terms used on this bill.

Taxes  
 Chicago Municipal Tax \$484.09x 8.24 % = \$39.89  
 State Tax \$484.09x 0.10 % = \$0.48  
 State Gas Revenue Tax \$.024x 747.93Therms = \$17.95  
 \$58.32

Total Current Charges \$542.41

Other Charges  
 Service Activation Charge \$16.24  
 Deposit Installment \$162.00  
 \$178.24

AMOUNT DUE \$740.98

Messages

At the time of this statement, your account was past due. Please pay \$740.98 today. Continual late payments can result in a negative credit rating, deposit requests and even disconnection of service.

Install and maintain carbon monoxide alarms to stay safe in your home or business. Learn more about carbon monoxide in this month's Customer Connection.

To pay your gas bill by credit card, call 1-866-296-0086. A convenience

# Duplicate Bill

ACCOUNT NUMBER: 1 5000 6022 7565

Please Pay \$740.98  
 Late After 03/16/2011 \$751.81

Please write your account number on your check.

Amount Due

Amount Enclosed

\$740.98

SHIRLEY A AMOUR  
 PO BOX 208332  
 CHICAGO IL 60620-8332

PEOPLES GAS  
 CHICAGO IL 60687-0001

Yes, I would like to pledge one dollar per month to the Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box ->

OFFICIAL FILE

I.C.C. DOCKET NO. 130584

Exhibit No. GROUP 4

Witness Peoples Gas

Date 3/26/11 Reporter LW

Peoples Gas

Customer Inquiries 1-866-556-6001  
 Emergencies 1-866-556-6002  
 En Español 1-866-556-6003  
 TDD Line 1-866-556-6007

Bill Date	Account Number	Payment Due Date	Amount Due
03/25/2011	1 5000 6022 7565	04/18/2011	\$1,326.26

Name Shirley A Amour  
 Service Address 8204 S Bishop ST FL 1  
 Chicago IL 60620-3924  
 Service Classification Rate 1 - Small Residential Service - Heating

**Activity Since Last Bill**

Previous Balance \$740.98  
 Late Payment Charge \$8.20  
 Balance \$749.18

**Delivery Charge**

Customer Charge \$19.71  
 First 50 Therms \$.33372 x 50.00Therms = \$16.69  
 Over 50 Therms \$.12360 x 513.47Therms = \$53.46  
 \$99.86

**Gas Charge**

Efficiency Program \$.60500 x 563.47Therms = \$284.55  
 Environmental Charge \$0.0270 x 563.47Therms = \$15.72  
 Volume Balancing Adj -\$0.02795 x 563.47Therms = -\$15.75

**Taxes**

Chicago Municipal Tax \$370.65 x 8.24 % = \$30.54  
 State Tax \$370.55 x 0.10 % = \$0.37  
 State Gas Revenue Tax \$.024 x 563.47Therms = \$13.52  
 \$44.43

**Total Current Charges \$415.08**

**Other Charges**

Deposit Installment \$162.00  
 \$162.00

**AMOUNT DUE**

**\$1,326.26**

**Messages**

At the time of this statement, your account was past due. Please pay \$1,326.26 today. Continual late payments can result in a negative credit rating, deposit requests and even disconnection of service.

A large network of pipes brings natural gas to your home or business every day. Learn how to stay safe around natural gas pipelines in this month's Customer Connection.

To pay your gas bill by credit card, call 1-866-295-0086. A convenience fee will apply.

**Current Usage**

Billing Period From 02-22-11 To 03-25-11 31 days

**Meter Reading**

Meter Number P2563966  
 Current Actual 5344 03-25-11  
 Previous Actual 4785 02-22-11  
 Difference 559 (100 Cubic Feet)

**Therm Conversion**

559 x 1.008 BTU Factor = 563.47 Therms

**Average Daily**

	Mar 2010	Mar 2011
Therms Used	N/A	18.18
Temperature	38 F	35 F

The gas charge for March is 60.38 cents per therm and for February it was 60.99 cents per therm. The gas charge reflects how much Peoples Gas pays for gas, which is what you pay.

See back of bill for definitions of terms used on this bill.

# Duplicate Bill

ACCOUNT NUMBER: 1 5000 6022 7565

<b>Please Pay</b>	<b>\$1,326.26</b>
<b>Late After 04/18/2011</b>	<b>\$1,345.88</b>
Please write your account number on your check.	
<b>Amount Due</b>	<b>Amount Enclosed</b>
<b>\$1,326.26</b>	

SHIRLEY A AMOUR  
 PO BOX 208332  
 CHICAGO IL 60620-8332

PEOPLES GAS  
 CHICAGO IL 50587-0001

Yes, I would like to pledge one dollar per month to the Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box ->

Customer Inquiries 1-866-556-6001  
 Emergencies 1-866-556-6002  
 En Español 1-866-556-6003  
 TDD Line 1-866-556-6007

Bill Date	Account Number	Payment Due Date	Amount Due
04/25/2011	1 5000 6022 7565	05/17/2011	\$1,527.37

Name Shirley A Amour  
 Service Address 8204 S Bishop ST FL 1  
 Chicago IL 60620-3924  
 Service Classification Rate 1 - Small Residential Service - Heating

**Activity Since Last Bill**

Previous Balance \$1,326.26  
 Thank You For Your Payment - \$100.00  
 Late Payment Charge \$14.34  
 Balance \$1,240.60

**Delivery Charge**

Customer Charge \$19.71  
 First 50 Therms \$.33372 x 50.00Therms = \$16.69  
 Over 50 Therms \$.12360 x 312.88Therms = \$38.67  
 \$75.07

**Gas Charge**

Efficiency Program \$.51910 x 362.88Therms = \$188.37  
 Environmental Charge \$.00290 x 362.88Therms = \$1.06  
 Volume Balancing Adj -.02456 x 362.88Therms = -\$8.91  
 Infrastructure Adj \$.65.53 x 0.92 % = \$0.60

**Taxes**

Chicago Municipal Tax \$256.65 x 8.24 % = \$21.15  
 State Tax \$256.65 x 0.10 % = \$0.26  
 State Gas Revenue Tax \$.024 x 362.88Therms = \$8.71  
 \$30.12

Total Current Charges \$286.77

**AMOUNT DUE**

**\$1,527.37**

**Messages**

Beginning this month, your bill includes a new charge labeled Infrastructure Adj, which funds a new initiative to upgrade the natural gas delivery system in Chicago. Learn more in this month's Customer Connection.

At the time of this statement, your account was past due. Please pay \$1,527.37 today. Continual late payments can result in a negative credit rating, deposit requests and even disconnection of service.

Current Usage  
 Billing Period From 03-25-11 To 04-22-11 28 days

**Meter Reading**

Meter Number P2563966  
 Current Actual 6704 04-22-11  
 Previous Actual 5344 03-25-11  
 Difference 360 (100 Cubic Feet)

**Therm Conversion**

360 x 1.008 BTU Factor = 362.88 Therms

Average Daily	Apr 2010	Apr 2011
Therms Used	N/A	12.96
Temperature	51 F	42 F

The gas charge for April is 52.33 cents per therm and for March it was 50.38 cents per therm. The gas charge reflects how much Peoples Gas pays for gas, which is what you pay.

See back of bill for definitions of terms used on this bill.

**Duplicate Bill**

ACCOUNT NUMBER: 1 5000 6022 7565

Please Pay **\$1,527.37**  
 Late After 05/17/2011 **\$1,549.75**

Please write your account number on your check.

Amount Due

**\$1,527.37**

Amount Enclosed

SHIRLEY A AMOUR  
 PO BOX 208332  
 CHICAGO IL 60620-8332

PEOPLES GAS  
 CHICAGO IL 60687-0001

Yes, I would like to pledge one dollar per month to the Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box ->

Customer Inquiries 1-866-556-6001  
 Emergencies 1-866-556-6002  
 En Español 1-866-556-6003  
 TDD Line 1-866-556-6007

Bill Date	Account Number	Payment Due Date	Amount Due
05/19/2011	1 5000 6022 7565	06/10/2011	\$1,196.77

Name Shirley A Amour  
 Service Address 8204 S Bishop ST FL 1  
 Chicago IL 60620-3924  
 Service Classification Rate 1 - Small Residential Service - Heating

Current Usage  
 Billing Period From 04-22-11 To 05-19-11 27 days

Meter Reading  
 Meter Number P2563966  
 Current Actual 5880 05-19-11  
 Previous Actual 5704 04-22-11  
 Difference 176 (100 Cubic Feet)

Activity Since Last Bill  
 Previous Balance \$1,527.37  
 Security Deposit Credit - \$487.00  
 Security Deposit Interest - \$0.29  
**\$1,040.08**

Therm Conversion  
 176 x 1.008 BTU Factor = 177.40 Therms

Delivery Charge  
 Customer Charge \$19.71  
 First 50 Therms \$.33372 x 50.00Therms = \$16.69  
 Over 50 Therms \$.12360 x 127.40Therms = \$15.75  
**\$52.15**

Average Daily May 2010 May 2011  
 Therms Used N/A 6.57  
 Temperature 55 F 54 F

The gas charge for May is 51.92 cents per therm and for April it was 52.33 cents per therm. The gas charge reflects how much Peoples Gas pays for gas, which is what you pay.

Gas Charge \$.52040 x 177.40Therms = \$92.32  
 Efficiency Program \$0.47  
 Environmental Charge \$.00300 x 177.40Therms = \$0.53  
 Volume Balancing Adj -\$0.2996 x 177.40Therms = -\$5.31  
 Infrastructure Adj \$46.31 x 1.17 % = \$0.54

See back of bill for definitions of terms used on this bill.

Taxes  
 Chicago Municipal Tax \$140.70 x 8.24 % = \$11.59  
 State Tax \$140.70 x 0.10 % = \$0.14  
 State Gas Revenue Tax \$.024 x 177.40Therms = \$4.26  
**\$15.99**

Total Current Charges **\$156.69**

AMOUNT DUE **\$1,196.77**

**MESSAGES**

**THIS IS YOUR FINAL BILL.**

Your bill includes a new charge labeled Infrastructure Adj, which funds our main replacement program. Learn more at [www.peoplesgasdelivery.com](http://www.peoplesgasdelivery.com).

At the time of this statement, your account was past due. Please pay \$1,196.77 today to avoid collection activity and a negative credit rating.

You can choose billing options, examine past usage, pay bills and even start, stop or transfer your service 24 hours a day in the My Account section of our website. Learn more in this month's Customer Connection.

**Duplicate Bill**

ACCOUNT NUMBER: 1 5000 6022 7565

Please Pay	\$1,196.77
Late After 06/10/2011	\$1,213.94
Please write your account number on your check.	
Amount Due	Amount Enclosed
<b>\$1,196.77</b>	

SHIRLEY A AMOUR  
 PO BOX 208332  
 CHICAGO IL 60620-8332

Yes, I would like to pledge one dollar per month to the Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box ->

PEOPLES GAS  
 CHICAGO IL 60687-0001

Customer Inquiries 1-866-556-6001  
 Emergencies 1-866-556-6002  
 En Español 1-866-556-6003  
 TDD Line 1-866-556-6007

Bill Date	Account Number	Payment Due Date	Amount Due
05/31/2011	1 5000 6022 7565	06/22/2011	\$1,176.07

Name Shirley A Amour  
 Service Address 8204 S Bishop ST FL 1  
 Chicago IL 60620-3924  
 Service Classification Rate 1 - Small Residential Service - Heating

Current Usage  
 Billing Period From 04-22-11 To 05-19-11 27 days

Meter Reading  
 Meter Number P2563966  
 Current Estimate 6879 05-19-11  
 Previous Actual 6704 04-22-11  
 Difference 175 (100 Cubic Feet)

Activity Since Last Bill  
 Previous Balance \$1,196.77  
 Thank You For Your Payment - \$20.00  
 Cancel Prior Billing (04-22-2011 to 05-19-2011) - \$166.69  
 Balance \$1,020.08

Therm Conversion  
 175 x 1.008 BTU Factor = 176.40 Therms

Delivery Charge  
 Customer Charge \$19.71  
 First 50 Therms \$.33372x 50.00Therms = \$16.69  
 Over 50 Therms \$.12360x 126.40Therms = \$15.62  
 \$52.02

Average Daily Therms Used	May 2010	May 2011
Temperature	N/A	6.53
	56 F	54 F

The gas charge for May is 51.92 cents per therm and for April it was 52.33 cents per therm. The gas charge reflects how much Peoples Gas pays for gas, which is what you pay.

Gas Charge \$.62040x 176.40Therms = \$91.80  
 Efficiency Program \$0.47  
 Environmental Charge \$.00300x 176.40Therms = \$0.63  
 Volume Balancing Adj -\$0.2996x 176.40Therms = -\$5.28  
 Infrastructure Adj \$.46.21x 1.17 % = \$0.54

See back of bill for definitions of terms used on this bill.

Taxes  
 Chicago Municipal Tax \$140.08x 8.24 % = \$11.54  
 State Tax \$140.08x 0.10 % = \$0.14  
 State Gas Revenue Tax \$.024x 176.40Therms = \$4.23  
 \$15.91

Total Current Charges \$155.99

AMOUNT DUE **\$1,176.07**

MESSAGES

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Duplicate Bill

ACCOUNT NUMBER: 1 5000 6022 7565

Please Pay	\$1,176.07
Late After 06/22/2011	\$1,192.93
Please write your account number on your check.	
Amount Due	Amount Enclosed
<b>\$1,176.07</b>	

SHIRLEY A AMOUR  
 PO BOX 208332  
 CHICAGO IL 60620-8332

Yes, I would like to pledge one dollar per month to the Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box ->

PEOPLES GAS  
 CHICAGO IL 60687-0001