

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

For Commission Use Only:
Case: 14-0427

2014 JUN 13 P 12:43
Illinois Commerce Commission
527 E. Capital Avenue
Springfield, Illinois 62701
CHIEF CLERK'S OFFICE

ORIGINAL

Regarding a complaint by (Person making the complaint): Godwin Onyema
Against (Utility name): Peoples Gas
As to (Reason for complaint) Overcharge for gas utility service
(see enclosed summary)
in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 8556 S. Ashland Ave, Chicago, IL 60620
The service address that I am complaining about is 8556 S. Ashland Ave, Chicago, IL 60620
My home telephone is [773] 793-0362
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 735-0419
My e-mail address is ythomas@thomaslewgrouppc.com I 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.
83-IL Admin. Part 280.50(a), 280.100(a)(2),
280.100(b) and 280.100(d)

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.

Summary. Please review enclosed complaint

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

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: February 24, 2014 (Month, day, year)

Complainant's Signature: Yolanda Thomas on behalf of George Onyema

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

Yolanda Thomas Thomas Law Group Address: 161 N. Clark, Suite 4700 Chicago, Illinois 60601

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, GODWIN ONYEMA 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.

Signature of Godwin Onyema Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) February 24, 2014

Signature of Notary Public Kathleen Land Signature, Notary Public, Illinois

(NOTARY SEAL)

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

COMPLAINT AGAINST PEOPLES GAS

I am forwarding a formal complaint to the Illinois Commerce Commission for an overcharge of my gas utility bill. I seek a formal administrative hearing for a review of the gas utility bills. The Illinois Commerce Commission has jurisdiction under 83-Il. Admin. Part 280.50(a), 280.100(a)(2), 280.100(b) and 280.100(d).

As the owner of a commercial building at 8556 S. Ashland, Chicago, IL, I am responsible for utility bills at the location. I paid each bill in full received each month from Peoples Gas. Also, Peoples Gas inspected and serviced the gas meter (i.e., changed oil/made repairs, etc.) on a regular basis. A Peoples Gas employee inspected the property gas meter on July 22, 2010, deemed the meter worked properly, changed the oil and left the property. I continued paying my bill each month in full. A Peoples Gas employee returned to the property to inspect the meter on April 21, 2011, deemed the meter needed repair and made repairs to the meter. A Peoples Gas employee returned to the property to request authorization for an outside gas meter installation on May 12, 2011. Mae Ferguson, my agent, authorized installation of the meter; however, Peoples Gas failed to return in 2011 to install the meter.

I received an estimated bill dated June 8, 2011 stating that I owed \$8,109.47. I repeatedly contacted Peoples Gas to inquire about the bill and obtain information regarding the company's calculation; however, the customer's service representatives or supervisors failed to provide any information nor was I allowed to enter into a payment plan.

I received a notice dated July 9, 2011 stating that Peoples Gas would disconnect the gas service if I failed to make a payment totaling \$8,109.47 by July 20, 2011. In response, I contacted the Illinois Commerce Commission in July 2011. Peoples Gas failed to provide billing as requested by John Schaub, an Illinois Commerce Commission employee in 2011. I received bills showing estimated gas use from March 9, 2009 to March 7, 2011 in January 2014 only after a second inquiry on my complaint by John Schaub, more than two years after I originally requested a calculation of gas use.

I seek a reduction in the amount owed to Peoples Gas. The company continually ignored my request for a calculation of gas use within the required time period and failed to offer a payment arrangement to maintain service.