

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 14-0445

ILLINOIS COMMERCE
COMMISSION

FORMAL COMPLAINT

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

ORIGINAL

2014 JUN 30 P 12:41

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): STEVEN E. SMITH

Against (Utility name): PEOPLES GAS

As to (Reason for complaint) INACCURATE BILLING

PEOPLES GAS SENT 2 DIFFERENT TECHNICIAN TO MY HOUSE
WHO SAID MY GAS METER WAS TOO SMALL AND NEED TO BE REPLACED
THEY SAID "IT WAS SPINNING TOO FAST TO GIVE AN ACCURATE READING"
THEY CHANGED THE METER IMMEDIATELY WITH A METER TWICE THE SIZE
OF THE OTHER ONE
in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 12420 S EGGLESTON CHICAGO ILL 60628

The service address that I am complaining about is 12420 S EGGLESTON CHICAGO ILL 60628

My home telephone is [773] 821-4520

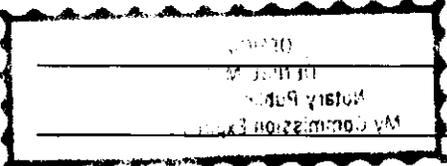
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 919-4520

My e-mail address is Smytty6@gmail.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.

CH 1 SEC. 170 CH. 1 SEC 206.880



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.

See Attached

Please clearly state what you want the Commission to do in this case: I want the commission to assist with People's Gas ; getting an accurate reading to get an accurate bill, They keep saying they checked the meter, but they checked the WRONG meter.

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: 6/25/2014
(Month, day, year)

Complainant's Signature: [Handwritten Signature]

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

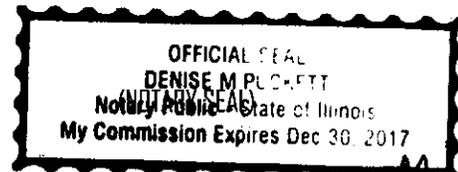
A notary public must witness the completion of this part of the form.

I, STEVEN SMITH, 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.

[Handwritten Signature]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 06/25/2014

[Handwritten 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.

Date: June 25, 2014

From: Steven E. Smith
12420 S. Eggleston
Chicago, Illinois 60628
773-919-4520
Smytty6@gmail.com

Re: Informal Complaint #2014-06924
My preference is for the mediation to occur in Chicago, Illinois
Mediation is requested under Part 201

1. Peoples Gas sent a representative to my house to count all of the BTU's from my appliances, because they were going to move the meter from inside of the house to outside of the house. I have a receipt for this work.
2. I called people's gas to inquire why my bill increased so much.
3. Peoples gas sent a technician to my house after my inquiry, and he stated, "Your meter is too small, it is working too hard, and it is spinning too fast to give an accurate reading".
4. I then asked why the representative who came out initially did not make the determination that the meter was too small and spinning too fast. He responded, "He was not a technician".

At this time, Peoples Gas was replacing meters on both sides of my block, placing all meters outside of the homes.

5. Since work was being done to change meters on the block, I asked the technician if he wanted to wait and change my meter with the other outside work that was taking place on the entire block.
6. The Peoples Gas technician said "no" and changed the meter immediately (within a couple of days)
7. Peoples Gas ok'd the meter change, and it was replaced with a meter that was twice the size as the one that I had.
8. A different technician came out to change the meter. I asked him the same question as I asked the first technician, "With the meter spinning fast like that, would it give an accurate READING". He confirmed what the first technician stated and said, "No it will not give an accurate reading".

9. On April 24, 2014, Peoples Gas told me they came back to check the meter on the inside of my home. However, they didn't talk with me. If they came to check the meter, they checked the replaced meter not the meter that was having the problem.

I was told that there was no problem in me getting gas from the meter, rather I was told that regulating how much gas given was the problem.

I want the commission to assist with Peoples Gas getting an accurate reading to get an accurate bill. Peoples Gas keep saying that they checked the meter, but they checked the wrong meter.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Steve Smith', written in a cursive style.

Steve Smith