

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION

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2014

2014 AUG 29 P 12:40

FORMAL COMPLAINT

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

For Commission Use Only:
Case: 14-0537

ORIGINAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

Elizabeth Johnson

Against (Utility name):

People's Gas Acct # 5500066300427

As to (Reason for complaint)

Inaccurate charges, request for security deposit, unnecessary reconnection fee, and illegal disconnection. I was asked by a People's Gas Rep who called me at 7:00am, how much do I think I owe for the gas bill, I said it was not a fair question and neither is their reading. I have not heard from Rep since and received disconnection.

in Chicago Illinois

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City)

9750 S. Forest Ave. Chicago, ILLINOIS

The service address that I am complaining about is

9750 S. Forest Ave. Chicago, ILLINOIS

My home telephone is

(773) 253-9800

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

(773) 253-9800

My e-mail address is

jas.johnson411@outlook.com

will accept documents by electronic means (e-mail) Yes No

(Full name of utility company)

People's Gas / North Shore

(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.

Price gauging,

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 notarized 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: 07/31/2014
(Month, day, year)

Complainant's Signature: Elizabeth Johnson

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.

Elizabeth Johnson 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.

Elizabeth Johnson
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 8/21/2014

Rubie L. Webb
Signature, Notary Public, Illinois



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

July 31, 2014

I last received a bill in December 2013 in which I paid \$264.00 appx. January 28th 2014. By the end of February 2014 I had not received a bill. I called People's Gas/NorthShore to see why I had received no bill and was told that there was no payment due because there was a credit of \$1100.00. I called the end of March 2014 because I had not received a gas bill and was told by a customer rep at People's Gas that no payment was due and there was credit of \$1000.00. I called People's Gas the end of April 2014 because I had again, not received a bill. I was told that there was no payment due, and had a credit balance that had reduced from the previous \$1000.00 credit amount.

I called Peoples Gas the end of May 2014 and was told there was a bill of \$1800.00. I disputed the bill with the Gas rep and was told they would send me a bill. I received the bill with over 30 pages and it was not an itemized bill. I did not explain the charges as usual as it should.

In 40 years I have never been late with a bill, nor paid a partial payment for my utilities. I contacted ICC in May 2014 and spoke with rep who filed a complaint and who also contacted Nicor Gas who did not resolve my complaint of an enormous bill with no itemized bill nor monthly bill since December 2013.

Peoples Gas sent a tech to the home who came, looked around and stated he did not see anything wrong. I allowed Peoples Gas to put a new gas meter in my home, and since then have seen a change in billing and pricing.

I also told both the ICC and Peoples Gas that there were two disabled family members in the home one with heart and breathing and the other with stroke issues, and asked for assistance to resolve the issue, but no one helped.

The gas was turned off July, 2014 days after both family members had each gotten out of the hospital. There was a therapist in the home at the time of disconnection and there was a doctor who came moments after the gas shut off.

The stress of the bill not being resolved along with the gas shut off has unnecessarily caused harm to my family and myself. I ask for assistance to resolve this matter. Thank you.

Respectfully,

People's Gas Account # 5500066300427

Elizabeth Johnson

9750 S. Forest Ave.

Chicago, Illinois 60628

(773) 253-9800