

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION

COMMERCE  
COMMISSION **FORMAL COMPLAINT**

For Commission Use Only:  
Case: 14-0634

**ORIGINAL**

Illinois Commerce Commission  
2014 OCT 20 P 3:20  
Capitol Avenue  
Springfield, Illinois 62701

*AAH* *ew*  
CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

MS. LINNETTE STEWART

Against (Utility name):

PEOPLES GAS

As to (Reason for complaint)

I HAVE BEEN OVERCHARGED BY PEOPLES GAS COMPANY. I COMMUNICATED MY CONCERNS AND REPEATEDLY REQUESTED AN INQUIRY FOR OVER 2 YEARS. WHEN THE PROBLEM WAS FINALLY IDENTIFIED BY PEOPLES GAS TECHNICIAN ON 9/08/14, I WAS TOLD BY REP. RUBEN THAT PEOPLES GAS WOULD LIKE TO SETTLE THIS IN CHICAGO ILLINOIS. WITHOUT THE ICC AND TO GIVE PEOPLES GAS TIME TO WORK INTO. AFTER 2 WKS. I CALLED REP. RUBEN, BUT MY CALLS WERE NEITHER ACCEPTED OR RETURNED.  
TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City)

P.O. BOX 3627 OAK PARK, IL 60303

The service address that I am complaining about is

5013 W. MONROE ST. CHICAGO, IL

My home telephone is

773 379-5776

60644

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

773 379-5776

My e-mail address is \_\_\_\_\_

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.

Negligence on the part of Peoples Gas (An extended period of time allowed to this financial mishap to compound).

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?

I DON'T KNOW

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.

I own a 2 Flat building, where the 1st floor unit has been vacant since late October 2010, however, when I began living in the (before vacant-2006-2011) 2nd floor unit August 2011. I saw that the GAS bills were the same amounts and contacted Peoples GAS, beginning 2012. I put the heat on 50° on the 1st floor, late October thru March (except 2013, it was still very cold and 7/8 thru April 2014). I had the Peoples GAS out no less than 6 times to inspect.

Please clearly state what you want the Commission to do in this case: I WANT PEOPLES GAS COMPANY to subtract the over charge from my balance.

**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 October 13, 2014  
(Month, day, year)

Complainant's Signature: [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**

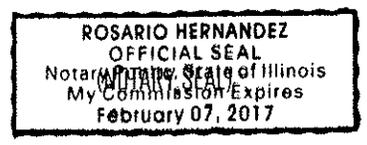
A notary public must witness the completion of this part of the form.

I, Ms. Linnette Stewart, 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]  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) October 15, 2014.

[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.