

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
COMMISSION

For Commission Use Only:
Case: 15-0450

FORMAL COMPLAINT

2015 AUG -5 A 11: 05

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

ORIGINAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): MARLA JACKSON

Against (Utility name): Peoples Gas Light and Coke Company

As to (Reason for complaint) Removal from my original payment plan due to my account being in dispute. Services now disconnected

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 2341 E. 78th St. - Chicago, IL. 60649

The service address that I am complaining about is 2341 E. 78th St. - Chicago, IL 60649

My home telephone is [773] 437-5201

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 785-8758

My e-mail address is beautifulbutterfly945@yahoo I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Peoples Gas Light and Coke Co. (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 Adm Part 290.100k 83-IL 280.70e 83-IL Adm Part 290.230h

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.

- 1) On April 1, 2015 I enrolled in a short term payment plan with Peoples Gas Company. On 4/4/15 I made a payment of \$77 to start the plan
- 2) On 4/14/15 I received a statement stating "no amount due". It also stated my bill was in dispute. The next bill I received was another disconnection notice
- 3) I called and talked to Peoples Gas Co., Shirley Morena is a "kumber" and they both said it was policy to renew my plan. Please clearly state what you want the Commission to do in this case: Reinststate me on my initial payment plan and re-connect my services without a security deposit and reconnect charge

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: July 31, 2015 (Month, day, year) Complainant's Signature: Marla Jackson

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

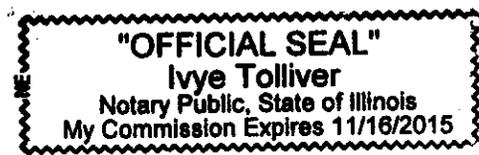
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

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

I, Marla Jackson, 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.

Marla Jackson
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) August 1, 2015

Ivey Tolliver
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.

August 1, 2015

I entered a deferred payment arrangement with Peoples Gas Light and Coke Company on April 1, 2015 and I made a payment of \$77.00 on 4/4/15 to initiate my plan. I received two statements from Peoples Gas Light and Coke Company. The bill, or statement I received on 4/10/15 stated, "No Amount Due". The 4/14/15 bill also stated, Of the TOTAL BALANCE, 767.14 is in dispute and is not included in the Amount Due. **I never received a bill for my original payment plan.**

I called Peoples Gas & Light Company and spoke to several representatives in April 2015. After speaking to these representatives and they informed me that I was removed from my initial payment plan due to my account being in dispute. I asked to speak to a manager to get clarity regarding what I was supposed to pay because my bill stated, "No Amount Due", and the representatives told me a manager would call me in 24 hours, but on all occasions no manager ever called.

I talked to Shirley Moreno several times to be reinstated to my original payment plan but she told me she could not do this because it was Peoples Gas And Light Company's policy to do this when a customer's bill was in dispute.

I then called Ken Kirchner on 6-26-15 to see if he could assist me in getting this issued resolved. I also reminded him that being reinstated to my initial payment plan was the second reason for filing my informal complaint and he said he forgot to include it.

Ken Kirchner contacted a manager from Peoples Gas Light and Coke Company so we could discuss this matter. He put me on three way phone conversation with a "Reuben" from Peoples Gas Light and Coke Company. I asked to be reinstated to my original payment and I was informed that I would not be reinstated to my original payment plan and I had to pay \$179.00 in 1 week. I asked Reuben if he could give me 2 weeks to pay this amount, as my income had decreased in May, and he refused. Consequently, my services were disconnected on July 2, 2015. I also asked Reuben if it was standard policy to remove a customer from their payment plan when their bill was in dispute as Shirley Moreno said, and he said, "If she said so".

We then proceeded to negotiate an amount I could pay and it was said to be \$179.00 in one week. I informed Reuben I could not pay it in one week, but I could certainly pay it in two weeks, but he declined my request and stated that I would have to pay in one week. I did not have the money at the time requested and consequently my services were disconnected within one week.

After concluding the call with Ken Kirchner and Reuben, I decided to go on the Peoples Gas Company's website to see if, in fact it was policy to remove customers from their deferment plan during a dispute. I read the Administrative Codes and Rules, but I could not find any deferment policy that substantiated what Ms. Moreno, or Reuben stated.

I also discovered that under Section 280.230 of the Commission Complaint Process, I was supposed to be advised by Ken Kirchner that I had the right to escalate my informal complaint to a formal complaint process.

In conclusion, Shirley Moreno, Reuben and Ken Kirchner did not competently or honestly handle my complaint and I am asking that my gas service would be reconnected without a security deposit and reconnection fee.

Sincerely,


Maria Jackson