

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 15-0457

FORMAL COMPLAINT

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

ORIGINAL

2015 AUG 10 P 12: 58

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

Carolina Avila, as agent for owner Blackhawk/Halsted SPE, LLC

Against (Utility name):

Peoples Gas

As to (Reason for complaint)

Inconsistent meter readings were reported to Peoples Gas in July 2014. Peoples Gas reported a faulty meter on December of 2014, and was supposed to make adjustments to the account going back to January of 2014. Adjustments were only made to October and November 2014 billings. I am requesting for this meter to be replaced and for the account to be credited for the inconsistent readings going back to January of 2014.

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City)

One Parkview Plaza, Oakbrook Terrace, IL 60181

The service address that I am complaining about is

1460 N. Halsted, Chicago, IL 60607

My ^{work} home telephone is

(630) 954-7239

APR 03 2015

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

same

My e-mail address is cavila@midamericagrp.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.

N/A

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.

Please see attached

Please clearly state what you want the Commission to do in this case: I am requesting for the Commission to request a response and timeline from Peoples Gas to replace meter #1909616 and for acct #2500052538636 to be credited for the inconsistent readings going back to January of 2014.

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: 8/5/15 Complainant's Signature: Carolina Avila
(Month, day, year)

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, Carolina Avila, 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.

Carolina Avila
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) August 5, 2015

[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.

Meter readings for meter number 1909616 (account# 2500052538636) have been inconsistent since the read date of June 11, 2014. Below is a copy from a People's Gas history report showing the usage. You will note the significant increase in therms between 2013 and 2014 June readings. You will also note that the therms read on 10/10/14 are less than what was read on 8/12/14, which makes no sense considering October requires more gas than summertime in July.

Read Date	Bill Days	Read Type	Therms	Bill Amount
10/10/2014	30	Actual	1,203.50	\$1,193.27
09/10/2014	29	Actual	1,828.13	\$1,975.71
08/12/2014	32	Actual	1,945.04	\$2,305.09
07/11/2014	30	Actual	1,844.18	\$2,214.44
06/11/2014	30	Actual	2,188.03	\$2,640.22
05/12/2014	31	Actual	2,835.14	\$4,102.04
04/11/2014	30	Actual	3,557.61	\$5,052.27
03/12/2014	29	Actual	5,391.04	\$5,613.09
02/11/2014	29	Actual	6,967.72	\$5,626.29
01/13/2014	33	Actual	7,947.47	\$6,108.76
12/11/2013	29	Actual	4,357.24	\$3,469.42
11/12/2013	33	Actual	2,597.66	\$2,172.85
10/10/2013	29	Actual	1,570.89	\$1,469.96
09/11/2013	30	Actual	1,211.17	\$1,203.96
08/12/2013	33	Actual	306.20	\$404.40
07/10/2013	30	Actual	353.67	\$426.87
06/10/2013	31	Actual	1,421.50	\$1,222.37
05/10/2013	29	Actual	2,191.50	\$1,706.06

The inconsistency in the meter readings was reported to Peoples Gas' customer service on 7/23/14, with monthly follow ups through October. An onsite meeting was finally scheduled with supervisor Bill Hendrickson in November 2014, who explained that an electronic device was going to be installed to monitor the meter. On 12/10/14, Mr. Hendrickson reported that the electronic device was not in sync with the meter and that the bills needed to be corrected going back 1 year. At that time, I was assigned to another Peoples Gas employee, Robin Bland, who was supposed correct the billings. Mrs. Bland contacted me on 12/31/14 and stated that she had revised the billings for October and November of 2014 only and still need to go back to revise the previous 2014 months. The last time I spoke to Mrs. Bland was on 2/12/15. Mrs. Bland stated that she and Bill Hendrickson were working on adjusting the account for the previous months in 2014. After that she stopped returning my phone calls and no further revisions were made to the billings. The last bill I paid had an actual reading of 2,207 therms on 7/13/15, which continues to be similar to the inconsistent summer readings in 2014. This meter was reported faulty on 12/10/14, and I do not believe it has been repaired or replaced since.