

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**

For Commission Use Only:  
Case: 15-0493



**FORMAL COMPLAINT**

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

**ORIGINAL**

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Kamal Hughes

Against (Utility name): Peoples Gas

As to (Reason for complaint) Peoples Gas did not bill me for service for more than one year because of a mix-up, even though I was paying through automatic check withdrawals. After several payments were returned with no explanation, I discovered the problem and corrected it. However I was billed still for another's service and charged late fees. I also believe that Peoples Gas should reduce the amount further.  
in Chicago Illinois.

**TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:**

My complete mailing address is (include City) 1238 Western Avenue, Flossmoor, IL 60422

The service address that I am complaining about is 6615 N. Greenview Ave, Chicago, IL 60626

My home telephone is [708] 960-4290

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 802-9520

My e-mail address is Kamal.hughes@hotmail.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.  
500.210, 500.220, 280.50(e), 280.80(i), 280.90, 280.220(e,f,g), 280.220(g), 280.220(i)-1,2

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. Peoples gas failed to notify me that billing was switched to another customer.
2. Peoples Gas failed to resolve the issue in a timely manner. Supervisors were not reached in a timely manner and were frequently switched.
3. Portions from service to another customer were not removed from my bill.
4. I was not given a final bill after service was cancelled, nor notified.

Please clearly state what you want the Commission to do in this case: Lower the amount owed by \$8,000.00, Remove all late fees and amounts owed by other customers

**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: 8/25/2015  
(Month, day, year)

Complainant's Signature: Kamal Hughes

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, Kamal Hughes, 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.

Kamal Hughes  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) August 25, 2015

Lisa M. Givan  
Signature, Notary Public, Illinois



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