

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

For Commission Use Only:
Case: 15-0561

2015 OCT 13 P 1:14

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

ORIGINAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Lenore Heath

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

As to (Reason for complaint) Trying to make me responsible for deceased bill AFTER sending in death certificate that they requested and paying an activation fee for a new account number that was issued to me. Fee was \$288.00.

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 2271 S. Lexington Dr. # 208 Mt. Prospect, IL 60056

The service address that I am complaining about is 7951 S. Indiana Ave. Chgo, IL 60619

My home telephone is (847) 981-1946

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 454-5721

My e-mail address is lenore.heath@att.net I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Peoples Gas Light and Coke Company (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.

NOT SURE

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? Not Sure 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 Spoke with representative, Raven on April 7, 2014 to close account for deceased husband that I had been separated from for four years, but wanted to open new account since our daughter was living with him and I had to go through the process of closing the house out.

② Was informed to fax death certificate with account number and that I would have to pay a \$288 activation fee for new account, which was done. I was never told that I would still have to pay his bill.

Please clearly state what you want the Commission to do in this case: State

That I am not responsible for the deceased bill.

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: Sept. 8, 2015
(Month, day, year)

Complainant's Signature: Lenore Heath

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

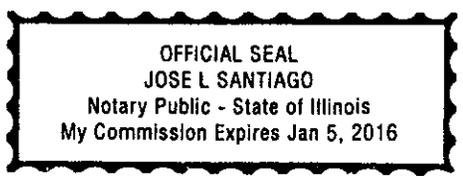
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

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

I, Lenore Heath, 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.

Lenore Heath
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) September 17, 2015

Jose L. Santiago
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.

Lenore Heath

3. I received bill Statement for April 18, 2014 with new Account Number and balance.
4. In August 2014 I Refaxed death Certificate and billing Statement requesting they close the Account because they were still sending him a bill.
5. September 2014, I closed out the house, paid the last bill from the new Account and closed that Account 9-5-14. The end of the month I started receiving bills on the new Account with the balance that they transferred from his old Account.
6. I called to see why his Account was never closed out and how could they now request payment from me after giving me a new Account and having me pay an activation fee of \$288.00. I spoke with a team leader, who was very rude would not answer the question and hung up on me after stating it didn't matter I was responsible for the bill even though we were separated and I haven't live there for four year's.

Lenore Heath

7. IF they were going to hold me responsible for his balance they shouldn't have made me pay an activation fee and given me a new account. In doing that I believed his account would be closed out.

It has since been sent to a collection agency.