

FORMAL COMPLAINT

ORIGINAL

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

2015 OCT 21 P 1:24

REF. CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): William Ayala

Against (Utility name): Peoples Gas

As to (Reason for complaint) Past DUE Amount that I am NOT Responsible for.

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 1927 N. California - Chicago-IL

The service address that I am complaining about is 1927 N. California - Chicago-IL

My home telephone is [773] 964-4952

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

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.  
200.170

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. July-1996 I purchased 1927 N. CALIFORNIA - CHG. IN 60647  
July-1996 - I called Peoples Gas to start service. I had NO knowledge of the meters that was installed. No one discusses meters with me.

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

**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: 10-19-15 (Month, day, year) Complainant's Signature: William Ayala

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**

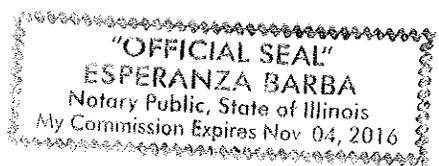
A notary public must witness the completion of this part of the form.

I, William Ayala, 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.

William Ayala  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 10/19/2015

Esperanza Barba  
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.

Formal Complaint  
Illinois Commerce Commission

Informal Complaint #2015-12105

1. June 2015, I received a bill from Peoples Gas in the amount of \$4,213.72. When I called to inquire as to why I was receiving this bill. A Peoples Gas representative told me that the bill was for 2000 now they tell me it is for 2011. Clearly there is some confusion and misunderstanding on Peoples Gas part.
2. In 2011 Peoples Gas installed an outside gas meter.
3. Peoples Gas Representative informed me that when the technician reported that there was only one meter and that I committed fraud by installing a meter after the technician left.
4. I have at no time installed a gas meter; I do not know how to install a gas meter.
5. I am not responsible for the past due charges. I have no knowledge of how or why a second meter was installed.
6. I want these charges to be totally cleared from my files with no retaliation with Peoples gas being totally responsible for their mistake.
7. I request that mediation be held in Chicago.