

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

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

For Commission Use Only:  
Case: 15-0639

Regarding a complaint by (Person making the complaint): Shirley BLISSITT

Against (Utility name): Peoples GAS

As to (Reason for complaint) In correct billing

ILLINOIS COMMERCE  
COMMISSION  
2015 DEC 16 P 3:44  
CHIEF CLERK'S OFFICE

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 10006 SOUTH MAY STREET Chgo ILL 60643

The service address that I am complaining about is 4329 SOUTH KING DRIVE APT #1 Chgo ILL 60655

My home telephone is [773] 445-9021

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 445-9021

My e-mail address is NONE I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) PEOPLES GAS 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.

- (1) 83 IL Adm. Part 200
- (2) Illinois Administrative Procedure involving billing.

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.

See Exhibit A attached

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: 12/11/2015  
(Month, day, year)

Complainant's Signature: Shirley Blissitt

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**

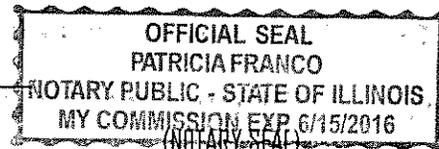
A notary public must witness the completion of this part of the form.

I, Shirley Blissitt, 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.

Shirley Blissitt  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 12/11/15

Patricia Franco  
Signature, Notary Public, Illinois



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

Exhibit A to Formal Complaint

Informal Complaint#2015-06756

- 1) I own a four (4) unit building located at 4329 King Drive, Chicago, Illinois. In 2008 the building was totaled by a fire. It is unoccupied, not completely rehabbed and not certified by the City of Chicago for occupancy. I complained to Peoples Gas after I received an extremely high bill for Unit 1, compared to the other 3 Units.
- 2) Peoples Gas sent a technician to inspect Unit 1, the entire building and the gas meters. The technician informed me that there was a problem on Peoples Gas side and that it was repaired and that my bill would be corrected within the billing cycles.
- 3) After two billing cycles and no adjustment to my bill, I contacted Peoples Gas again. I spoke with Representative TASH – ID# 1211462, she indicated that the Technician's Report indicated that there was malfunction of the regulator on the Peoples Gas side. I was advised by the Representative to fax my Complaint to Peoples Gas, fax # 312-240-3991, and to indicate that the Unit was vacant.
- 4) I faxed my Complaint, on two occasions to Peoples Gas. After receiving no response I file an informal Complaint with the ICC.
- 5) After filing the informal complaint, on July 14, 2015 Peoples Gas contacted me and stated that it had never received the complaint and that I should fax the complaint to 312-240-3991 so that this matter could be settled. In an attempt to resolve this matter Peoples Gas had me fax the Complaint three (3) times between April 2014 and July 2015.
- 6) Peoples Gas has sent their Technicians to the property on numerous times, each time they have found the property unoccupied and not completely rehabbed and no work being performed. As of this date I am still being charged for Peoples Gas malfunctioning meter on the first floor.

I am requesting that Peoples Gas remove the (\$3,300) charge from my 1<sup>st</sup> floor unit, remove all collection charges and install a new gas meter in Unit 1.

A handwritten signature in cursive script, reading "Shirley Blissett". The signature is written in black ink and is positioned in the lower right quadrant of the page.