

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capital Avenue
Springfield, Illinois 62701
2016 APR - 1 A 11: 21 | CHIEF CLERK'S OFFICE

For Commission Use Only:
Case: 16-0233

ORIGINAL

Regarding a complaint by (Person making the complaint): FELIPE GOMEZ
Against (Utility name): PEOPLES GAS
As to (Reason for complaint) SEE ATTACHMENT. CHARGES ON MY BILL FROM AN OTHER CUSTOMER'S METER.
CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 2647 N. WESTERN #1200 CHICAGO IL 60647
The service address that I am complaining about is 4943 W. KAMERLING #200
My home telephone is (312) 899-8966
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [11] 11 11

My e-mail address is gomezfm3@gmail.com 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.
OVERCHARGES AM I INCONNECT GAS HOOKUP AND SERVICE DESTINATIONS.

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 ATTACHMENTS**

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

1 REBATE (CREDIT ACU DEPOSITS)
2 HAVE PEOPLE TAKE THE \$957.51 OFF MY ACCOUNT (PLUS ANY ACCUMULATED LATE CHARGES)

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: 3-29-16
(Month, day, year)

Complainant's Signature: [Signature]

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

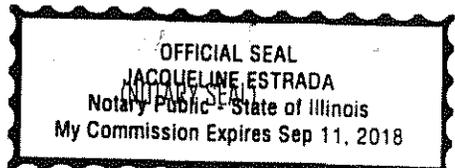
A notary public must witness the completion of this part of the form.

I, FELIPE GOMEZ, 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.

[Signature] 3/29/16
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 03/29/16

[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.

Complaint

1651 W. Wrightwood currently contains three units, partially below-grade garden apartment with its own entrance, an above grade "first floor", and a duplex up comprising the third and fourth floors, which upper two units share a common entrance door and vestibule. The gas meters are located in the vestibule of the garden apartment to which I do not have a key. The duplex up contains two full kitchens, two washer/dryers and two furnaces, all gas heated/powered. I lived in the middle ("first floor") unit.

The landlord for 1651 instructed me to utilize the "Unit #2" designation when applying for gas service, which Tenant did, obtaining an account number 4500070126365 on or about 8.14.14. However, unknown to Tenant at the time, but known to Landlord prior to and at the time of execution of the lease, the Peoples Gas designation for Tenant's middle unit was/is "1r", and "Unit #2" is their designation for the top, duplex-up unit containing a large extended family of at least 8 persons.

Upon discovering the problem in October 2014, Tenant notified Landlord that Tenant was paying the gas for the duplex-up (Unit #3 according to USPS, Unit #2 according to Peoples) and demanded Landlord cure, in writing, on numerous occasions.

In response, Landlord repeatedly stated that the duplex-up unit had gas service, and that I was incorrect as to my assertions, and refused to take action to correct the problem, including refusing to provide access to Peoples to the meters (located inside Unit #1, which Peoples listed as "Unit B") on October 27, 2014, and other dates.

As a result of Landlord's inaction and Peoples inaccurate designations (that apparently corresponded to past configurations where there were 6 units in the building) Tenant was sent to collections by Peoples for the balance due on the account ending in 6365 (initially with CBE Group), with an amount now claimed total due of \$608.95 or of \$599.79, which was for gas used by the duplex tenants, not myself.

Subsequently, I finally established an account for my unit (4500071106974 - I believe) instead of the duplex, however, on or about April 1, 2015, my service was discontinued by the new neighbors moving into the garden unit, due to the misdesignations and the fact that the Landlord instructed them to use the designation "Unit 1" with Peoples, causing Peoples to discontinue my service and place my gas into the basement apartment's account.

I was initially unable to get service at my temporary address of 4943 W. Kamerling, Apt 2 (Acct #4500073638547) due to the mixups and alleged past due that is in fact owed by the tenants of the duplex (Karim Guerye and family), who used the gas without having an account, with the landlord's knowledge and permission.

According to Peoples Gas as of August 1, 2015, there were five different account numbers associated with Tenant and his unit for which Tenant has, is or may be held responsible, even though all are not for gas to Tenant's unit. In addition to those listed above, these are:

4500073081626, 4500046505705, and 450004440379).

Subsequently, at least \$820.67 was transferred to acct no. 4-5000-7418-8949 (of which at least \$247 is a deposit request and not past due payment for gas service), and subsequently additional charges were transferred to that account number for my current service at 4943 W. Kamerling #2, which now amount to at least \$957.51 (including late fees and deposits).

I have disputed this matter to People's numerous times, but have been unable to have the duplex's gas bills taken off my name, and could not get gas service at my new address, which now is being threatened to be cut off by due to the improper service, deposit and late charges.


Felipe Gomez.