ORIGINAL

For Commission Use Only:

Case: 16-0290

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

ILLINOIS COMMERCE COMMISSION

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

2016 MAY -2 A 11:21

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Maxine Johnson

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

As to (Reason for complaint) Fraudulent Oversinflated Billing, Illegal disconnections, Unjustified deposits, fees + charges, discriminatory unfair + deceptive business practices, etc.

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 3947 W. Polk Street, Apt. 1 Chicago, Illinois 60624

The service address that I am complaining about is Same

My home telephone is [ ] N/A

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 286-8428

My e-mail address is N/A

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.

83-11. Adm. Part 280.50(a), 280.70(a), plus all others that apply; you didn't send a copy of the rules manual (law policy)

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) On Monday, February 29, 2016, Further criminal, illegal, + unlawful Public Utilities Act Violations escalated with the removal/replacement of my meter by Peoples Gas and furthermore, in an Act of Invasion of Privacy in December 2015, removed me from my account status and billing, assigning it to another name + account number (Attachment). 2) ComEd still has not restored electric service to my store, nor corrected the erroneous $120.00 outstanding balance due as I reported w/Attachments to you Jan. 2015. Company Respondent was Maisha Earl, on 01-15-15. Additionally further tampering + sabotage with an unauthorized switching me to an Integrys account status and adding more unjustified $20.00 fee. 3) Sadly, It's apparent to me that you (ICC) are Corrupt to the Core, biased, Unfair, unethical, like them and The Department of Justice (A Special Prosecutor) is an absolute necessity to intervene and remedy this crisis situation that... continued next page

Please clearly state what you want the Commission to do in this case: That my account be restored in my name, Services restored to my Electric store (ComEd), End Hijinks manipulation of my Accounts, billing be actual meter readings + proper status based, reimbursement adjustment for loss damages incurred and punitive damages, etc.

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: April 21, 2016 (Month, day, year)

Complainant's Signature: Maxine Johnson

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

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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, Maxine Johnson, 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.

Maxine Johnson
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 4/21/2016.

Julia M Menchaca
Signature, Notary Public, Illinois

OFFICIAL SEAL
JULIA M MENCHACA
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES:06/28/17
(NOTARY SEAL)

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

continued...

is a continual pattern of behavior of corruption which originated in 2002/2003 by Peoples Gas, to which I reported and filed with ICC. 4) When Peoples Gas restored my services Friday, January 23rd 2015; Company Respondent was Valerie England, 01-19-15 billing did not occur until April 2015, Peoples Gas stated they had to collaborate the rate with ICC; they transferred the same fictitious debt of $1252.00 that I do not owe (See Attachments); and again shut off services in July 2015. When I finally was able to speak to ICC Manager Mr. Koch, he said no, we didn't do any collaboration of the rate. Regarding the disconnect of my services again, and that the problems outlined in my Jan. 2015 complaint remain unresolved, he was smug and dismissive. I asked that he send me a copy of the closeout case statement, he replied "its just a standard form statement, I'm reading it to you now." How can that be when the response should address the complaint's specifics? Furthermore, nothing Mr. Koch read addressed any of my ComEd specifics I detailed. 5) This speaks volumes about underhanded acts that are rigged + stacked against me as a consumer when my appointed counselor, Omaira Figuero, whom I've never spoken to, heard from, unanswered non-response to my calls, closeout the case, having never notified me or corresponded in any way. Since when, ever, is this procedure or rule of law policy? I had spoken with an alternate counselor Mr. Ken Kirchner who tried to help, said he would send me the notice but clearly was not allowed to. 6) Since then ComEd and now Integrys engaged in more tampering with my TV appliance by interrupted services from Feb. 28, 2015 until March 22, 2015, and further sabotage Dec. 14-15, 2015. I'm at a loss at being subjected to these constant corrupt acts and extreme discrimination, fraud, bias, Rico + Public Utilities Act Violations, Invasion of Privacy, fictitious debt, illegal disconnections and more. 7) Given your dereliction of duties and lack of responsibility, not following procedures + laws created and enacted by you (ICC) failing as a beacon of hope and fairness of the law, I request and urge the immediate intervention of the Department of Justice for resolution of these corrupt and illegal acts. P.S. Yes I need you to send me a copy of the Commission rules Manual you failed to include.

Enclosures/Attachments

Originally
As Submitted January, 2015

ComEd	Account Numbers	Peoples Gas
5806778008	Former	25000 1347 5240
5806778017	Present	25000 6874 9158

Peoples Gas has engaged in discriminatory, unfair + deceptive business practices by fraudently and unlawfully misrepresenting my account and meter readings as actual cooking/non heating; and disconnected my heating services October, 2014, despite their Technician Service visit of January 2014 restored services by way of my furnace/heating; to which I paid over $400.00 All at once, at that time, not just $80.00 as they depict. Despite their fraud actions, my residence is and has always been heating; my cooking implement is and has always been electric (ComEd). Therefore, what and how are they registering actual non heating stove reading activity to which none exists. ComEd has colluded within the fray as co-conspirator and agitator by disconnecting the electric service to my electric stove since July 5, 2014 to present day, despite my electric service being on and current. This is in part further harassment and retaliatory sabotage since I filed the May 01, 2014 Complaint with you. The accompanying billings and letters provide some insight. I pray and plead your promptness in intervening on my behalf in this urgent matter to please compel the restoration of my services in both heating (Peoples Gas) and electric stove (Com Ed) while your investigation resolves these fraud and sabotage issues that are so detrimental and unjust against me. I thank you in advance for your help.

Originally
As Submitted May 2014

1) My Com Ed billing is a misrepresentation, unfair, + deceptive meter reading register that is overly inflated and estimated in its entirety for more than a year, resulting in an unlawful + discriminatory disconnection of my services which occurred May 4th 2012, despite my payment of $500.00 on May 3rd 2012, against an approximate $959.00 balance. 2) I begged and pleaded for a review of my account and payment made, but was denied. The representative and later a Supervisor told me my payment wasn't enough, no payment plan structure, no exceptions. 3) Thereafter I was further excessively gouged with a new $762.00 as my balance, which I paid Jan. 13, 2014 and was assigned a different Acct. # 5806778017. 4) No billing statement issued until April 2014, Rep. said my workorder wasn't complete yet, and is depicted as Jan. 13, 2014 thru April 3rd 2014 (22 days of service), miscellanous/deposit $24.00 and no acknowledgement or register of my $762.00 payment made.

I request that my ComEd billing be actual meter reading based, Reimbursement Adjustment for fees incurred, Estimated billing over inflation, loss damages incurred and punitive damages; clarity of statement and payments acknowledged accurately, etc.

PEOPLES GAS
NATURAL GAS DELIVERY

www.peoplesgasdelivery.com

Bill Date	Account Number	Payment Due Date	Amount Due
12/28/2015	3 5000 7462 7838	01/19/2016	$75.59

Name Betty Johnson
Service Address 3947 W Polk ST FL 1
Chicago IL 60624-4020
Service Classification Rate 1 - Small Residential Service - Heating

Delivery Charge					
Customer Charge				$10.07	
Distribution Charge	$.19477 x	40.32	Therms =	$7.85	
Storage Service Charge	$.03224 x	40.32	Therms =	$1.30	
					$19.22
Gas Charge	$.30000 x	40.32	Therms =		$12.10
Natural Gas Savings Pgm	$.00470 x	40.32	Therms =		$0.19
Environmental Charge	$.01370 x	40.32	Therms =		$0.55
UEA - Gas Cost Adjustment	$12.10 x	0.0288	=		$0.35
Volume Balancing Adj	- $.05170 x	40.32	Therms =		- $2.08
Qual Infrastructure Charge	$16.96 x	3.40	% =		$0.58
Taxes					
Chicago Municipal Tax	$30.91 x	8.24	% =	$2.55	
State Tax	$30.91 x	0.10	% =	$0.03	
State Gas Revenue Tax	$.024 x	40.32	Therms =	$0.97	
					$3.55
Total Current Charges					$34.46
Other Charges					
Service Activation Charge				$41.13	
					$41.13
AMOUNT DUE					$75.59

Messages

Enroll in Budget Billing today to help manage your gas bills. Simply pay exactly $118.13 instead of the amount due shown on your payment coupon by your bill due date. Your monthly budget payment will be $77.00.

If your natural gas meter is located outdoors, it's important to keep it clear of ice and snow. Learn more in this month's Customer Connection.

To pay your gas bill by credit card, call 1-866-295-0086. A convenience fee will apply.

Peoples Gas

Customer Inquiries	1-866-556-6001
Emergencies	1-866-556-6002
En Español	1-866-556-6003
TDD Line	1-866-556-6007

Current Usage
Billing Period From 12-18-15 To 12-28-15 10 days

Meter Reading
Meter Number P2612192

Current Actual	671	12-28-15
Previous Estimate	632	12-18-15
Difference	39 (100 Cubic Feet)	

Therm Conversion
39 x 1.034 BTU Factor = 40.32 Therms

The gas charge for December is 30.00 cents per therm and for November it was 33.32 cents per therm. The gas charge reflects how much Peoples Gas pays for gas, which is what you pay.

See back of bill for definitions of terms used on this bill.

PEOPLES GAS

ACCOUNT NUMBER: 3 5000 7462 7838

Please Pay By 01/19/2016 $75.59

Please write your account number on your check.

Amount Due	Amount Enclosed
$75.59	

00014935 PG960E 14,936 1256

BETTY JOHNSON
3947 W POLK ST FL 1
CHICAGO IL 60624-4020

PEOPLES GAS
PO BOX 19100
GREEN BAY WI 54307-9100

Yes, I would like to pledge one dollar per month to the Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box -> ☐

Please do not write or stamp below this line

433500074627838000060000000755900000