

PEOPLES GAS
NATURAL GAS DELIVERY

www.peoplesgasdelivery.com

(A)

Bill Date	Account Number	Payment Due Date	Amount Due
02/22/2013	4 5000 6608 2751	03/18/2013	\$120.00

Name April Welch
Service Address 3740 S King Dr
Chicago IL 60653-1608
Service Classification Rate 1 - Small Residential Service - Heating

Other Charges	
Deposit/Installation	\$120.00
	\$120.00
TOTAL BALANCE	\$120.00

Messages

Get financing for the purchase and installation of a new high-efficiency furnace through the Illinois Energy Efficiency Loan Program. 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

The gas charge for February is 40.97 cents per therm and for January it was 41.10 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.

I am grateful that the Illinois Commerce Commission is providing consumers with a way to voice a complaint in Chicago, without the ICC we would have no platform to reveal the issues that happen when there is one dominating company. I feel that People's Gas did not do due diligence to make sure their equipment was safe and correctly installed in my new house in 2012. They also failed to process my application for gas service fully, and they failed to notify me that they did not process my application for gas service. 40 months later this oversight resulted in Gas service at my house being disconnected abruptly and without notice.

Due to an alleged accident, all the Gas service on my block was suspended. When I called People's Gas I was told that my residency has not had an account since 2009. I bought my house in **December of 2012** and it was inspected and I provided utility bills to the mortgage company showing everything was in my name. I applied for gas service and provided all my information, paid 120.00 dollars I then set up automatic payments through Citibank's eBill program. The heat was on and I thought everything was fine until last month when I found out that People's Gas says the account I applied for "did not go through" and the payments that I set up were declined. I gave People's Gas all my information again and they set up a new account and **gave me a bill for \$8,870**. They then denied my request for a payment plan and they refused to give me any options to get my heat and hot water back on. This has resulted in difficult living conditions that I have endured for over a month.

1. 83-IL.Adm.Part 280.30(a) I applied for People's Gas and set up an account on their website and provided all of my information. I never got a notice from People's Gas telling me that my application "did not go through". I assumed the eBill through Citibank was working and my application was fine since they were providing gas to my house. 40 months later some "accident" forces them to turn the gas off on the entire block without notice. My first response was to call a repair man out to the house to fix the heat. I then found out that the gas had been shut off around April 12th, 2016. I am not sure of the exact date because I travel for work.
2. 83-IL.Adm.Part 280.100 (b) (1) People's Gas sent me an estimated bill for 40 months of service totaling 8.870.00. I was not provided a bill before this one. I was told that my application for service "did not go through" and my automatic payments through Citibank's eBill service was declined. (The account number that I had was **4500066082751**) People's Gas told me that no service had been set up at my house since 2009. I moved into my house in December 2012 (there was no heat, the developer was making repairs) I applied for Gas in March 2013.
3. 83-IL.Adm.Part 280.90(a) People's Gas did not obtain readings from the meter for my house, the meter that was on their gas lines going into my house was creating a hazardous situation, according to the representatives from People's Gas who came when I called them. Even though the house was inspected when I bought it, and People's Gas had been out before, the meter was declared stolen and People's Gas shut the gas off around April 12, 2016 (When the temperature was in the 40's) The bill provided is based on neighborhood estimates for families in a single

family 3-flat. I do not have a family with me and I travel for work so I believe the estimate that I have been given is too high.

4. 83-IL.Adm.Part280.170(a) People's Gas has not provided for the timely reconnection of services since this outage was caused by an error in the set-up of my account, followed by declined automatic payment and amplified by People's Gas failure to check the line in 40 months while continuing to provide service without bills or notification.
5. 83-IL.Adm.Part220.10 There was no report of the accident that originally required all the gas to be shut down on the block.

Outcomes: I would like my gas turned on, a reduction in the estimated bill, and a payment plan if the bill is over \$3,500 dollars. I would like for them to fix the yard and put the sidewalk back. I would like for them to establish a better way to track their meters. I would like for them to provide no gas if they are not able to provide regular bills. I would like them to inform people if their application "did not go through." I would like their customer service people to be more sensitive. Among other unhelpful comments I was told "How do you think the gas company feels?" I would like there to be a policy that makes the Gas company responsible for keeping track of their meters and for shutting off the gas quickly if there is a problem with the bill. I would like the gas company not to be able to use "there was a fence" as an excuse for not doing their job. Perhaps this case could be an excuse to get this ship in shape. If "Gas Steal" is common enough in this market to warrant its own department I think this is indicative of a bigger problem that should be addressed.