

PUBLIC

1 After Peoples Gas consistently put me in the Credit Bureau by running a credit check on me each time a tenant moved and the account was placed in my name, the final straw with Peoples was when I received a bill dated 3-29-2016 showing a "Service Activation Charge" for \$24.90, which I refused to pay because I believe the charge was and is unjust.

2 The reason I believe it is unjust because:

1. The building has been owned by me since 2004; Peoples Gas requested proof of ownership in 2004 and they were provided that proof also in 2004.
2. My bills have always been paid.
3. Peoples Gas has opened the door so that every time a tenant vacates one of my apartments, I will incur a "Service Activation Charge".

3 Finally, I called Citizens Utility Board (CUB) on 4-15-2016 and asked for help. CUB requested I fax them a copy of the bill reflecting the charge, which I did. CUB told me they would contact Peoples regarding the charge. As of 5-3-2016 Peoples still had not reached out to me. June 1, 2016, I called CUB again. I was told that once CUB contact a utility, they don't do a follow-up as they expect the utility to make contact.

4 After this, I filed an Informal Complaint ~~with the Consumer Counselor~~ with the Consumer Counselor on 6-2-2016. In the interim I did receive a call from Valerie/Peoples Gas but I wanted the complaint to go forward because I wanted an official ruling from the ICC as to the legality on this issue as I have several rental properties.

5 I received a letter from Valerie/Peoples Gas dated June 15, 2016; a copy of ILL. C. C. NO. 28, Ninth Revised Sheet No. 20; ILL. C. C. NO. 28 Twelfth Revised Sheet No. 5; and the back of the gas bill reflecting Definition of Terms. After reading this literature, my thoughts were on:

6 "Service Activation Charge"

"The Company shall assess a service activation charge whenever a Company employee activates service at a customer's premises. The service activation charge shall be \$23.00 when only a meter reading is taken. The service activation charge shall be \$38.00 when gas has to be turned on and a maximum of four gas appliances are relit. Each additional gas appliance being relit shall be done at a charge of \$13.00 per appliance".

*I do not believe this charge legally and morally falls under a "Service Activation Charge".

*My understanding of "service activation charge" is, there need to be a separate meter reading, there was not.

* No gas had to be turned on, & no appliances were relit. The gas is always on in a vacant apartment. The gas is required to be on when an apartment is shown to a Section 8 Tenant.

*No service person made a visit to the building.

*The other vacant apartments were not assessed a "service activation charge"

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7 7-27-2016 Valerie from Peoples Gas called and left a message that she wanted me to call her. "She wanted to discuss a credit the ICC is looking into."

8 I want ICC to clarify if I should be charged the "Service Activation Charge" for this rental property or any of my other rental properties.

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

Bill Date	Account Number	Payment Due Date	Amount Due
03/29/2016	[REDACTED]	04/20/2016	\$43.87

Current Usage
 Billing Period From 03-03-16 To 03-28-16 25 days

Meter Reading
 Meter Number [REDACTED]
 Current Actual 1443 03-28-16
 Previous Actual 1443 03-03-16
 Difference 0 (100 Cubic Feet)

Therm Conversion
 0 x 1.036 BTU Factor = .00 Therms

Average Daily	Mar 2015	Mar 2016
Therms Used	N/A	N/A
Temperature	36 °F	44 °F

Name [REDACTED]
 Service Address [REDACTED] Chicago IL 60620-1246
 Service Classification Rate 1 - Small Residential Service - Non-Heating

Delivery Charge
 Customer Charge \$16.81

Qual Infrastructure Charge \$16.28 x 4.27 % = \$0.70

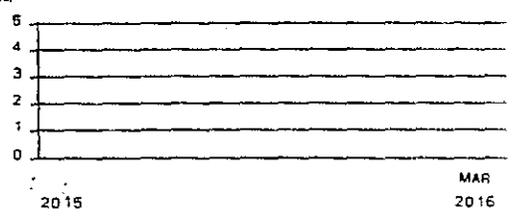
Taxes
 Chicago Municipal Tax \$17.51 x 8.24 % = \$1.44
 State Tax \$17.51 x 0.10 % = \$0.02

Total Current Charges \$18.97

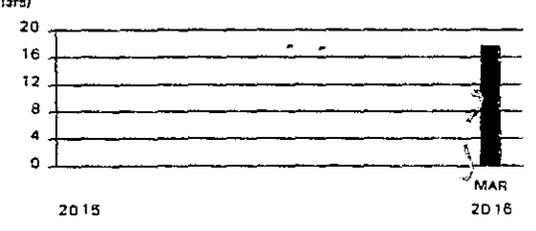
Other Charges
 Service Activation Charge \$24.90

AMOUNT DUE \$43.87

Summary of Usage in Therms
 (Therm)



Summary of Total Current Charges
 (Dollars)



Messages

We include the phone number you gave us with your account so we can contact you when necessary. This allows us to communicate important information with you about outages, service appointments and your account. As always, your information is kept strictly confidential.

The gas charge for March is 28.08 cents per therm and for February it was 29.53 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.

CUB Case ID: [REDACTED] | copy for your records

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[REDACTED]
Wed 10/5/2016 3:49 PM



Case ID: [REDACTED]
Date: 4/15/2016 3:51 PM
Call Taken By: [REDACTED]

Utility Company: Peoples Gas
Concern: Billing
Concern Details: Explanation
Special Programs: N/A; National Connections

Customer's Experience with Utility prior to contacting CUB: Not Applicable

Contact's Name: [REDACTED]
Primary Contact Address: [REDACTED]
Chicago, IL
60619-[REDACTED]

Primary Phone: [REDACTED]

Account Info (If different from contact)
Account #:
Account Holder Name: [REDACTED]
Service Address: PO Box [REDACTED]
Company: Organization Lookup
Chicago, IL
60619-[REDACTED]

Summary: The consumer states that she has a landlord agreement on file with the utility

company that allows the services to stay active. She states that because of this agreement vacant properties are now in her name, but recently noticed a charge for the amount of \$24.95. She wants to know why she is being charged this amount. She states that she has several other properties and this is the first that she has seeing. She states that If this is something new, when and why wasn't she notified of the changes.

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CUB Comments: Danielle informed the consumer that the request would be sent to allow 5-7 bd for a response.

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