

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

COMMERCE COMMISSION

2002 NOV -6 P.M.
CHIEF CLERK'S OFFICE

FORMAL COMPLAINT

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

For Commission Use Only:
Case: 02-0708

ORIGINAL

Regarding a complaint by (Person making the complaint): BRUCE GRIFFITH

Against (Utility name): PEOPLES GAS

As to (Reason for complaint) OVERCHARGE - PEOPLES GAS HAS REFUSED TO REFUND WITH INTEREST FROM THE DATE OF OVERPAYMENT AS PROVIDED IN SECTION 280.75

in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 2135 W. CATON CHICAGO IL 60647

The service address that I am complaining about is 2135 W. CATON

My home telephone is [312] 504-2627

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 335-3227

(Full name of utility company) PEOPLES ENERGY 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.
TITLE 83: PUBLIC UTILITIES CHAPTER I: ILLINOIS COMMERCE COMMISSION: SECTION 280.75 (c)

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.

PLEASE SEE ATTACHMENT TO COMPLAINT

Please clearly state what you want the Commission to do in this case: PEOPLES GAS SHOULD GIVE US A FULL REFUND WITH INTEREST FOR THE TOTAL AMOUNT THAT WAS OVERBILLED AND OVERPAID.

Date: Oct. 31, 2002 (Month, day, year)

Complainant's Signature [Signature]

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

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

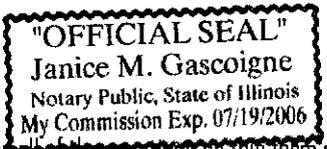
A notary public must witness the completion of this part of the form.

I, BRUCE GRIFFITH, 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) [Signature]

Subscribed and sworn/affirmed to before me on (month, day, year) OCTOBER 31, 2002.

[Signature] Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

ATTACHMENT TO COMPLAINT BY BRUCE GRIFFITH AGAINST PEOPLES GAS

1. The meter at 2135 W. Caton was read by a meter reader in March, 2001 (reading 5709). The prior estimated reading was 9244. Instead of making corrections for the overestimated gas bills issued, the computer system billed forward from the last estimated reading for a total of 6,465 ccf's and a net bill of \$7,206.52.
2. Upon notifying Peoples Gas of the error, they informed us that they could only adjust the bill for a period of 24 months prior to the actual reading. They further informed us that we had not had an actual reading since December 26th 1995. Peoples Gas then recalculated billing periods from March 23, 1999 to March 27, 2001 with the conclusion that they were owed \$2,675.35 instead of \$7,206.52.
3. We had paid bills prior to March 2001 based on an estimated usage of 9244. The actual usage was only 5709. Peoples Gas owes us a credit on this account. We have overpaid and do not owe them additional money.
4. Peoples Gas claims they can only adjust our billing for 24 months prior to the actual reading in accordance with 83 Illinois Administrative Code, Section 280.100. This code states that Peoples Gas can bill people for up to two years for usage previously unbilled. It does not address refunds to over billed/over paid accounts. Section 280.75(a) addresses refunds to over billed accounts and does not set a time limitation on receiving refunds for over payments. We should receive a full refund with interest for the total amount that we over paid.
5. Although this should have no bearing on our receiving a full refund on our over payment, I want to address the issue of our prior meter readings. Peoples Gas states that we did not have an actual meter reading since December 1995. Anytime the Gas Company wrote and requested a scheduled reading, we accommodated them. We took off from work to wait for meter readers, many times having to reschedule when the reader failed to show up on the day scheduled. We own another building approximately two blocks from our Caton Street residence. If a meter was read at one building we would insist that the reader would come to the other building and read that meter also. I believe that there were actual readings taken between 1995 and 2001. I believe Peoples Gas did not use the actual readings from the Caton building, assuming that the meter was misread because it did not coincide with the averages that they use in estimating accounts.