

FORMAL COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint): CHARLES BREWER

Against (Utility name): PEOPLES ENERGY

As to (Reason for complaint) OVERESTIMATED GAS BILLS

in CHICAGO Illinois.

ILLINOIS
COMMERCE COMMISSION
2003 APR 30 P 1:09
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 7429 S. CALUMET AVE. CHICAGO, IL. 60619

The service address that I am complaining about is 7429 S. CALUMET

My home telephone is (773) 723 1448

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 723 1448

(Full name of utility company) PEOPLES ENERGY (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 ILLINOIS ADMIN CODE, SECTION 280.100
UNBILLED SERVICE, PER PEOPLES ENERGY

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.

TO: THE ILLINOIS COMMERCE COMMISSION
PLEASE SEE TWO EXTRA SHEETS OF PAPERS
WHICH WILL EXPLAIN WHAT THE COMPLAINT
I HAVE BROUGHT AGAINST PEOPLES ENERGY
IS ABOUT.

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

I WANT THE I.C.C. TO HAVE PEOPLES ENERGY
REFUND ME MONIES PAID AND MONIES DUE
FOR OVERESTIMATED BILLS

Date: 4-27-03
(Month, day, year)

Complainant's Signature Charles Brewer

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

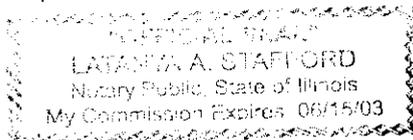
A notary public must witness the completion of this part of the form.

I, CHARLES E. BREWER, 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) Charles E. Brewer

Subscribed and sworn/affirmed to before me on (month, day, year) April 27th 2003

[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.

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- (A) ON 9-8-00 PEOPLES ENERGY HAD AN ACTUAL READING OF 8786 THERMS. ON THE OLD METER
- (B) ON 6-14-02 PEOPLES ENERGY SENT ME AN ESTIMATED READING OF 9371 THERMS ON THE OLD METER
- (C) ON 6-25-02 PEOPLES ENERGY CHANGED METERS WITH A FINAL READING OF 4196 THERMS ON THE OLD METER
- (D) ON 8-19-02 PEOPLES ENERGY SENT ME A FINAL BILL ON THE OLD METER ADDING ON 4825 THERMS TO THEIR ESTIMATED READING OF 9371 THERMS TO EQUAL THE FINAL READING OF 4196 THERMS

PAGE (2)

- (A) ON 9-8-00 PEOPLES ENERGY HAD AN ACTUAL READING OF 8786 THERMS ON THE OLD METER
- (B) ON 6-25-02 THE LAST READING OF THE OLD METER WAS 4196 THERMS
- (C) ^{THE REAL} DIFFERENCE WAS 5410 THERMS OVER APPROX 22 MONTHS
- (D) ON 6-25-02 NEW METER WAS INSTALLED WITH ACTUAL READING - 0 -
- (E) ON 4-14-03 ACTUAL READING OF 1039 THERMS WAS TAKEN ON NEW METER
- (F) DIFFERENCE IS 1039 THERMS OVER APPROX 10 MONTHS ON NEW METER