

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:  
Case: 06-0611

FORMAL COMPLAINT

2005 SEP 21 P 2:27  
CHIEF CLERK'S OFFICE

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Mo'nique Smith

Against (Utility name): Com Ed

As to (Reason for complaint) Un fair billing, Forcing a deferred Payment Plan on me and adding excessive finance charges

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 16051 S. Trumbull Ave, Markham IL 60428

The service address that I am complaining about is 16051 S. Trumbull Ave, Markham IL 60428

My home telephone is [708] 339-0811

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708] 339-0811

(Full name of utility company) Common Weath Edison (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.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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. In April of 2005 there was a \$90.17 tampering fee added to my com ed, I disputed the fee in June the fee was added back on the account by a representative in the credit dept, because the person who gave me the credit did not have authorization. So the ~~credit~~ <sup>amount</sup> was placed back on the bill not to be credited again.
  2. I as well as Franklin Johnson were told the credit was given, but further math and confirmation from the representatives in com ed that the \$90.17 was not credited.
  3. As the last time I spoke to a Com ed rep I explained to her, that I got a disconnect bill as a result of unfair billing and I requested a dispute and I was told, I could not and if I didn't go on the deferred plan my service would be disconnected after she added finance charges which she told me she had to charge, because if I didn't my services were be disconnected.
- Please clearly state what you want the Commission to do in this case: Remove the \$90.17 from my bill, and make sure it wont be added again in any form. I would also bring to the attention of the hearing officer of how I was made to accept a ~~deferred~~ plan

Date: 9/7/2005  
(Month, day, year)

Complainant's Signature Monique Smith

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

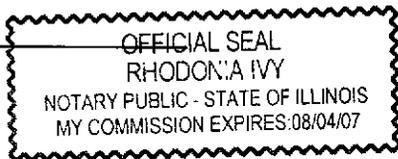
A notary public must witness the completion of this part of the form.

I, Rhodonia Ivy, 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) Rhodonia Ivy

Subscribed and sworn/affirmed to before me on (month, day, year) 09/19/2005

Rhodonia Ivy  
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.