

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

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

For Commission Use Only:
Case: 06-0039

ORIGINAL

Regarding a complaint by (Person making the complaint): JEFFREY HAYMES
Against (Utility name): COMED
As to (Reason for complaint) REIMBURSEMENT FOR ALL COSTS OF TIME AND MONEY INCURRED DUE TO COMED ALLOWING IDENTITY THEFT AND SLANDER OF MY REPUTATION
in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 3716 W 86TH PLACE CHICAGO, IL 60652

The service address that I am complaining about is SAME

My home telephone is [773] 585-8839

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 742-3692

(Full name of utility company) COMED AN EXELON COMPANY (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.
ADM PART 280

CHIEF CLERK'S OFFICE
2006 JUN 17 11:17 AM
ILLINOIS COMMERCE COMMISSION

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.

SEE ATTACHED PAGES 14243

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

Date: 1-12-04
(Month, day, year)

Complainant's Signature Jeffrey E. Haynes

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, JEFFREY E HAYNES, 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) Jeffrey E Haynes

Subscribed and sworn/affirmed to before me on (month, day, year) Jan 12, 06

Yolanda M. Bizarro
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.

Our complaint's are as follows:

1. Com Ed refusing to bring charges against their customer who knowingly has committed identity theft against us on August 5, 2005 and per John Parise as of September 2005 they also committed identity theft against at least five other Com Ed customers.
2. Com Ed refusing to give us the name and address of their customer who used identity theft and illegally stole money out of our checking account on August 5, 2005 and then paid their Com Ed bill. We were requesting the customer's information so that we could press charges against them.
3. Com Ed refusing to give the name and address of their customer who committed identity theft against us on August 5, 2005 and at least five other customers as of September 2005 to the Chicago Police Department so that the Chicago Police Department could press charges against the customer. Please note that since several months have passed that number could be increased.
4. Failure for Com Ed to put the stolen money back into our account in a timely matter. It took approximately 12 days for the money to be returned to our account. The money was taken out of our account on August 5, 2005 and was not put back into the account until August 17, 2005

5. A Customer Service Representative on August 8, 2005 used slanderous accusations against me to my wife by stating that I must have paid my girlfriends bill in Maywood that caused the over draft. The Com Ed employee kept insisting to my wife that I had to have a girlfriend even after my wife kept telling her I did not.

6. The inability or unwillingness of Com Ed to inform us correctly on whether id theft was or wasn't committed in a timely matter. Com Ed's stories as to what exactly happened kept changing. It wasn't until John Parise stated to me on September 20,2005 that it was officially id theft and that he found it had happened to at least five other customers.

7. Com Ed's failure to reimburse us for time and expenses involved in filling out fraud / identity theft paperwork at our bank, closing out our checking account and reopening a new checking account, numerous phone calls from our home phone and cell phones over several months and still on going to deal with this matter, gas mileage for all the trips to the bank to resolve this matter, payment for all the hours involved over several months and on going for dealing with Com Ed, Washington Mutual Bank, Illinois Commerce Commission, Illinois States Attorney's Office, Chicago Police Department and Governor Blagojevich's office and future time lost from work to go to the hearing and court on this matter as well as payment for the time it took to fill out and file the formal complaint paperwork as well as costs for mailing and notarizing the paperwork.

8. All complaints listed above started on August 8, 2005 when Washington Mutual Bank first called my wife and made us aware of the fraud. All of the above complaints are still on going. We are requesting two thousand dollars from Com Ed for lost wages over this matter, gas mileage, phone bills, aggravation, frustration, slander and due to the stress Com Ed caused my wife while she was trying to recover from surgery and the fact that one surgery had to be cancelled.

We want the Commission to award us the two thousand dollars for all the reasons outlined in paragraph 7 and 8 and to teach Com Ed a lesson and hopefully stop this from happening to someone else. We also want the Commission to force Com Ed to cooperate with the Chicago Police Department and us to bring charges against and prosecute the individual (s) involved in the identity theft and fraud.