

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**

For Commission Use Only:  
Case: 06-0645

**FORMAL COMPLAINT**

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

**ORIGINAL**

Regarding a complaint by (Person making the complaint): DONALD BANKS

Against (Utility name): COM-ED

As to (Reason for complaint) REBILLING FOR 2005

in JOLIET Illinois.

CHIEF CLERK'S OFFICE  
2006 OCT -2 P 1:39  
ILLINOIS  
COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 807 N. SUMMIT ST. JOLIET IL. 60435

The service address that I am complaining about is SAME AS ABOVE

My home telephone is (815) 726-8943

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (815) 210-1112

(Full name of utility company) COMMONWEALTH 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.

DON'T KNOW SPECIFIC SECTION

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

Date: 9-29-06  
(Month, day, year)

Complainant's Signature D. B. R.

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, DONALD BANKS, 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) D. B. R.

Subscribed and sworn/affirmed to before me on (month, day, year) 9-29-2006

Cindy L. Major  
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.

To whom it may concern,

1) In August of 2005, there was an electrical fire in my home. My fuse box had shorted out and caught fire. Earlier in 2004, my air conditioner shorted out and the wall plug ignited.

2) During our ownership of this home, our electrical system has been questionable at best, never reliable, and outdated. Sadly until the fire, we never had the resources to update the system. After the fire, the insurance company covered the majority of the cost of upgrading.

3) The repairs were done by Knights electric, the electrician's name is Manny. Before the fire, after the air conditioner shorted out in 2004, I took the outlet out of the wall, taped off the wires and pulled the fuses out of the 220v. line in the fuse box.

4) We did not have a 220v line in the house until we had Knights install a new one in the basement. Due to the deteriorating condition of the fuse box, we had no service on half of the household circuits, and in those that worked; the voltage fluctuated so that major appliances were in constant danger of overloads.

5) Knights Electric replaced not only the 220v line, but also installed a new circuit breaker panel, and moved our meter which had previously been in the basement to the outside.

6) For years we've asked Com-Ed to come and take actual readings from our meter. We've set up times and days, yet no one would show. If you check our record you will find few times that actual readings were taken from our home. Their contention is that we were never here. That is ridiculous as this is our home, and for a number of those same years, I worked the midnight shift.

7) This brings us to our present problem, now that our meter is outside; Com-Ed now says we owe them \$971.33 in readjusted billing for 2005. They claim that they underestimated our bill all those years.

8) Now that we have a new, upgraded system, they want to take our bills now and somehow compare them to last year's usage. I explained to them over the phone and via e-mail that we now have a washer, dryer, air conditioner and other items running that we did not have last year.

9) We now use outlets, which were not working before; they seemed to be willing to ignore that information. Well, once again they are threatening to disconnect our service for the amount in dispute.

10) I have included all e-mails between myself and all interested parties. I was under the impression that this process had already begun, but apparently I was mistaken again. I offered a settlement to Mr. Parise, but he refused to consider it before he received some photos I referred to. Well now he has the photos and I have not received a reply from him since the date of my last e-mail.

11) I now hope that this matter will be settled by you, and I formally withdraw any offer made by me to Mr. Parise. I am now unemployed and we have only my wife's income to run our house, which is why I made the offer in the first place. I don't believe I'll hear from their representative again.

- 1) I respectfully request that this commission find in our favor, and stop Com-Ed from the disreputable practice of laying charge for the ineptness of its employees onto the backs of its customers.
- 2) In what other industry do you find a corporation expecting to reap monetary reward from it's customers for its blatant incompetence. in handling their accounts.
- 3) They were given ample opportunity to read our meter accurately, and yet their own records show they choose to do otherwise. We've paid our bill as they instructed at the time it was due. now they want to arbitrarily charge us more money due to some computer program. I find this an obscene way to do business and ludicrous on its face.
- 4) At the time they recalculated our bill we were completely caught up; this situation has caused untold stress on me and my wife, adversely affecting her blood pressure and overall health.
- 5) I ask that you resolve this matter in a reasonable and timely manner, and if possible. issue an order restraining Com-Ed from disrupting our service for this charge until this matter is settled.

Thanking you in advance for your consideration,

A handwritten signature in black ink, appearing to read "Don Banks". The signature is fluid and cursive, with a large initial "D" and a long, sweeping underline.

Don Banks