

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION** **FORMAL COMPLAINT**

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

For Commission Use Only:  
Case: 08-0292

**ORIGINAL**

Regarding a complaint by (Person making the complaint): Kristie Ayers  
Against (Utility name): Common Wealth Edison Company  
As to (Reason for complaint) Over billing for services ~~from~~ NOV 2005 to April 2006 no meter reading provided

in Oak Park Illinois.

CHIEF CLERK'S OFFICE  
2008 MAY - 11 P 2:16 PM  
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1015 N Harlem Ave Oak Park IL 60302

The service address that I am complaining about is 1015 N Harlem Ave Flr 2 Oak Park IL 60302

My home telephone is [708] 358-8484

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at 708 7105747

My e-mail address is Kristie.Ayers@sbccglad.net I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) Common Wealth Edison 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.

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 document with a detailed account of what happened*

Please clearly state what you want the Commission to do in this case: *Credits for all Late payment Charges and 60% off the billing*

**NOTICE:** If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: 04 28 08  
(Month, day, year)

Complainant's Signature: *[Handwritten Signature]*

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

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

**VERIFICATION**

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

I, *Kristie Ayers*, Complainant, 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.

*[Handwritten Signature]*  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) April 28, 2008

*[Handwritten Signature]*  
Signature, Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing.

In May of 2006 I received a bill from Common Wealth Edison Company in the amount of \$465.00. I called customer service to question the reason for the increase. I advised customer service that all of the previous bills were under \$30.00 for monthly service. I was advised by the associate, that this bill is for services used from November 2005 thru April of 2006. I advised them I had received and paid the bills for that period of time. I also advised the customer service associate that for the previous years' time frame I received over a \$400.00 credit. Now for the same time period one year later I receive a +\$400.00 over billing. Customer service advised me that Common Wealth Edison had not taken an actual meter reading sense October of 2005. I requested a call back from the Meter Reading Supervisor. A week had passed and I did not receive a call back from the Meter Reading department. I placed two additional calls into customer service prop to the due date of my bill requesting a call back from the Meter Reader Supervisor to discuss the lack of readings for my home. I did not receive a response.

I placed three additional calls into customer service on June 7<sup>th</sup>, 12<sup>th</sup>, and 19<sup>th</sup> requesting that someone from the Meter reading department contact me to discuss the lack of readings and to resolve the billing issue. On June 19<sup>th</sup> an associated at Common Wealth Edison named Rose advised me that she did see where I had contacted them several times for a call back. She put in one final request for a supervisor call back.

On June 19<sup>th</sup> I placed my first call to the ICC to file a compliant against Common Wealth Edison I spoke to John Schaud. I advised them of the over billing, lack of monthly visits to my home to obtain readings and multiple request for a supervisor to call me back. John took the complaint against ComEd.

June 20, 2006 Manager Karen Lawrson advised her of the lack of readings for my apartment. I advised her that there is a note on out account that requests a call the day prior so we can assure access to the meters. Karen said she will add supervisor note to my account requiring her technicians to call the night prior to confirm their visit.

June 21, 2006 Kita Dorsey form executive office contacted me to advise me she will be assisting me with my dispute.

June 22, 2006 Karen came out to take the reading for June. She provided me with her name and phone number to contact her if we continue to have problems with her team not reading the meter or not calling the day before to gain access.

August 17<sup>th</sup>, 2006 no one came out to read meter and I received an estimated billing for the month. Called Karen and Julie advised that she was no longer a supervisor in the Meter Reading department. I was advised that the new supervisor is Mr. Smity. Called and left a message for him to contact me regarding my account. Contacted Kita to advised no reading for August and change in leadership in the Meter Reading department. Kita advised she will send out a watt usage summary for the period in dispute.

September 5, 2006 Contacted Kita to advise I received another estimated billing for August, I also disconnection notice, I am being charged late payment charges, and I have

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not received a call back from Mr. Smity. Kita advised she will contact him and she will take care of the late payment charges when the dispute is resolved.

September 10, 2006 William Smity new meter reading supervisor came out to discuss my account. I advised him that I am not receiving monthly meter readings for my apartment. Asked him how can a location go unattended to for a period of six months? Also advised him that my account should have a supervisor note that requires a call the day prior to arrange access. Advised him that I have not received calls or consistent monthly readings. He assured me he will again add the note to my account and to call him anytime I am not satisfied. Advised Kita of his visit

October 17, 2007 follow up call to Kita to advised I did receive mailing with account summary. Kita did agree to fax documents. Kita and I held a detailed discussion of reports. Advised I did not understand report. Pointed out how the report did not show wattage for the period in dispute. Advised it showed a lump sum from the official reading in April. Asked if we can get a more detailed breakdown to support the bill. Advised they did not have information for individual months of November-April to show exact usage because no one came out and took an official reading. Advised that all ComEd could do is provide is an assumption for that period and that the lump billing was the best they could do. Advised I was in agreement because I could not use over a hundred dollars of electricity a month when we are at work and these are winter months where no additional heating or cooling devices are being used in my home. Kita advised she would arrange for a meter testing and offered a payment arrangement. I declined a payment arrangement because that would mean that I agree to the charges that I am disputing.

October 23, 2006. Rich meter tester and his manager Joseph came out. The visit lasted form 10:30 am to 11:40 am. Rich hooked up his testing equipment. Rich said the tester was not getting power from my meter. Rich made adjustments to <sup>his</sup> ~~him~~ equipment and tried to test again. He could not obtain power from my meter and also indicated that he could not determine if the meter was working properly. Rich changed his fuse in his test equipment and tried a third time and could not test first floor meter however he could test second floor meter. He advised ~~that~~ me that the meters in my building were old and out dated. Advised all the newer meters have five prongs where my meter had four prongs. Rich was unable to complete his testing for my meter. Rich advised me the meter could be running backwards or Rich have a bad coil inside and that can cause an inability to test and inaccurate readings. Rich advised he will arrange for the meter to be removed and sent to Oak Brook for additional testing.

October 25, 2006 Called Kita to provide update form Saturdays meter reading. Advised we need to arrange to have the meter replaced and the old one sent for testing. Said someone should be out on 10-30-06

October 30, 2006 Called Kita to advise no one was out to remove the old meter and have it tested. She advised me she would contact department to find out what happened.

November 3, 2006 Called Kita to advise no one came o tot test meter and no one came out to read the meter for the month.

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November 8, 2006 the meter was replaced. Called Kita to inform her meter was replaced. She advised me she will follow up with me after testing complete. Asked her how long will that take? She advised me she did not know

November 27, 2006 I called Kita to find out if testing results were in. She advised me that the test in the lab indicated the meter was working. Advised her for a detailed report she told me that was all the information she had and would contact billing to see if credits could be applied to my account and to call her back on Friday.

December 1, 2006 called left message with Ktia for update.

January 29, 2007 Called and left message for Kita. I advised her I had not ~~heard~~<sup>heard</sup> back from her regarding response from billing. I also advised her that I was receiving disconnection notices again from ComEd.

January 30, 2007 Spoke to Kita. She advised me she has contacted meter reading department and she has not received a response from them. She asked me for the names of the people that came out to my home. I advised her Rich and Joseph his supervisor. I advised her they were out on 10-23-06 and reminded her that my meter would not test. She advised she would follow up with them and I would not be disconnected.

March 27 2007 left message for Kita. Advised I have not ~~heard~~<sup>heard</sup> from her regarding my dispute and that I was receiving notices again.

Left messages on May 1<sup>st</sup> and 15, 2007 no response form Kita

June 14, 2007 received an estimated billing from ComEd, called Kita and advised that I did not receive a meter reading and received another estimated bill. I also advised her that she never provided me the results from her interview with the meter testing group. She asked me again for the date and names of the people that did the test. I provided Kita with this information again. She advised me she would send them an e mail again asking for an account of what happened on 10-23-06 and if they remembered my house.

July 31, 2007 Called Kita advised her that I have not received a follow up from her regarding her interview with the meter reading group. She said she would reach out to them again for a summary of what happened at my home. I also advised her I have not received a meter reading in two months. I asked Kita if she had been providing updates to the ICC on my case and that I am unsatisfied at the way this investigation has been going. Advised her ~~had~~<sup>this has</sup> been going on for over a year and we do not have a resolution yet. She advised me she could follow up with me.

July 31, 2007 called the ICC back to advise that I was not getting any results from ComEd executive department and to find out what my next course of action is. I was

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advised to contact John again because <sup>he</sup> was assigned to my case in 2006. Called and left message for him.

August 1, 2007 John did call and leave message

August 2, 2007 ComEd read the meter.

August 7, 2007 spoke to John at the ICC. Advised him I had been working with Kita sense June 21, 2006 and we have yet to come to a resolution. I asked him if he has been receiving updates from Kita regarding my case and if he can review them and provide me with some advice or direction. John advised me he closed my case on June 27, 2006 and had never spoken with Kita or received any updates from her. He advised me I can file a formal complaint and request a hearing. He advised me if I put in a request for a formal complaint it will trigger a second level person at ComEd who will try to work out a resolution and prevent a hearing. I advised him I would like to try and avoid going to court if all possible. He said he will contact Kita today or tomorrow

August 12, 2007 John called and said he was provided with a printout of payments asked if I would like a formal hearing. I advised him yes.

August 14, 2007 John Parise from ComEd called because he was advised I was dissatisfied with the level of service I was receiving from ComEd. I gave him a summary of the past years events/ He said he would do some investigation and call me back/

August 23, 2007 Spoke with John he advised me he would e mail me the printout received the print out from John advised him that I already have this information and it did not resolve the dispute nor does it provide sufficient proof that I owe the money.

I continued to contact John when I would received disconnection notices nothing was resolved

March 17<sup>th</sup>, 2008 Called John to negotiate advised him I have not received late payment credits as promised by Kita back in 2006. I asked him if he can provide the adjustments to the account. John advised me he would not adjust the bill and if Kita promised it then to see her. Then John asked me "if he gave me the credit for the late payment charges would I just go away?" I advised him I would not go away but it would be a start at a final resolution. I advised him I pay the current charges but I do not even know how much of the bill is disputed amounts and what is late payment charges. I asked John if he could at least provide me the balance with out the late payment charges figured in? He said he was not going to have anyone do all of that work if I was not going to pay the bill. John also went on to say he was not going to consider crediting the account regardless of past history or negligence on ComEd's part. John told me if I had a problem with all of this I should have not waited for months to follow up with him. John then told me he would see me in court because he was not willing to work on my case or negotiate or provide any credits of any charges late payment included regardless what was promised to me

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