

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

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

For Commission Use Only:
Case: 08-0399

ORIGINAL

Regarding a complaint by (Person making the complaint): Wilhelmina Anderson

Against (Utility name): Exeloncorp - Com Ed

As to (Reason for complaint) see attached ->

\$1,500.00 + \$500.00 to be deducted from the balance of my Bill.

Informal complaint # 2008-01112

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 556 N. Central Ave. Chicago IL 60644

The service address that I am complaining about is 556 N. Central Ave

My home telephone is (773) 379-1273

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 379-1273

My e-mail address is upland, Olivia@sbcglobal.net I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) EXELON Corp - 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.
83-11 Adm. Part 280.50(a) 280.70(A) / Part 201 Sec. 10-101.1

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

CHICAGO CLERK'S OFFICE
2008 JUN 24 A 8:25
ILLINOIS COMMERCE COMMISSION

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 statement ->

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

That credit to the actual Bill be given of the \$1,500.00 I paid in good faith towards the 10,000.00 and also that the additional missing 500.00 be applied to my balance.

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: 6/20/08
(Month, day, year)

Complainant's Signature: Wilhelmina Anderson

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

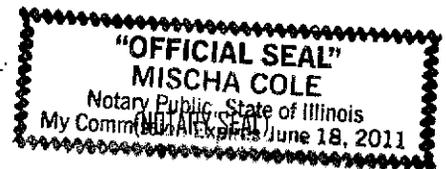
A notary public must witness the completion of this part of the form.

I, Wilhelmina Anderson, 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.

Wilhelmina Anderson
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) June 20, 2008

[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.

Complaint Statement

1 The lights were turned off on 9/21/07. I immediately contacted Com Ed and spoke with a customer service representative by the name of Maria. Maria looked on the system and told me that I owed \$23,000.00 from the period of 2004-Sept. 2007. I questioned her on how this was possible to obtain a bill from 2004-2007 for \$23,000.00 especially when due to a major fire to the property I was out of the home from July 23, 2005- March 25, 2006. She replied that \$13,000.00 of the bill were due to late fees and that if she deleted the late fees, the bill would be \$10,000.00 that I would be expected to pay in full. She went on to say even if she tried to put me on a payment plan for a year, my payments would still be roughly \$500.00 a month plus my current bill, which on my fixed income she does not see how I would be able to honor it. I was given a number to speak to a Ms. Charisse Marsaw in the executive offices.

2 On September 24, 2007, I went to CEDA and Catholic Charities to apply for grants to help with the situation while I was trying to contact Ms. Marsaw. On 10/04/07 I was finally able to reach her. After explaining the situation she requested 2 doctors' statements outlining my husband's medical condition, which I did. Both letters were denied even though the doctor expressed the importance of him having electricity. (See attached) She proceeded through the course of our conversation to ask me how much I could come up with on the \$10,000.00 in order to have the lights restored. I replied \$1,500.00. She instructed me to go to the Currency exchange on Madison and pay that dollar amount. On 10/24/07 I followed her instructions, paid the \$1500.00 and faxed her the receipt. The lights were not restored. I spoke with Debra Logan in Springfield, who said she would contact CEDA as our application with them was still under determination.

3 On 10/29/07 A representative from CEDA by the name of Dominic said that CEDA has had a meeting with COM ED, my application has been reprocessed, and the amount due is now \$3, 756.00. If we pay the \$756.00, CEDA will pay \$1500.00 and Catholic Charities had promised the other \$1500.00 provided COM ED faxes a written agreement to restore the lights therefore closing the case. I called Ms. Marsaw told her the circumstances and she refused to provide anything in writing. I proceeded to raise the \$756.00, which was my portion of the payment, to no avail.

4 I contacted Sandra from the Utility board and brought her up to date. I again expressed my concern over the amount of the bill, reflecting such a high amount.

5 On 12/13/2007 Kita Dorsey from Com Ed contacted me in the billing customer service Dept. She said she worked near Ms. Marsaw. I gave her a summary of the situation. She said she did not know anything about a \$3,756.00. She is aware of the \$23,000.00. I questioned again how they could come up with a 23,000.00 bill for 2004-2007, especially since we had a fire in July 23, 2005 and was out of the home until late march of 2006. I told her if you even go to the store to buy something they have to give you a receipt on what they are charging you for. She stated she would order my printout for that time to make sure I get the whole picture. It would take a couple of weeks and she would call me when she had it. Please keep in mind we had no service from COM ED while all of this

was going on. We were forced to buy 3 generators and had to make a small loan to do this. The weather is now cold and kerosene as well as the gas for the generators had to be purchased everyday, for \$101.00 per day, while a conclusion drags on. They still had no solid solution to tell us. If they had made arrangements in the beginning, the loan made to spend on gas and generators could have been used to get the lights on. We refused to go any further until they showed us how during this short time period we had this large bill. Sandra from the utility board agreed that we should not pay the \$756.00 down until we got a printout of how they arrived at this amount. She also wanted a copy of this.

6 Two weeks passed no word of a printout from Kita Dorsey. Marianna (Debra Logans Assistant) called her and told her she was not doing her job. Kita called me very upset and asked why I had this lady yelling at her, she was ordering it and waiting on it to come.

7 On Dec. 28th Kita Dorsey from Com Ed called and said she has it and was mailing it. A week passed, no printout arrived. I called the utility board and Ms. Dorsey. She said she sent it out but since we did not receive it she will do it again. I told her while all of this confusion is going on; we are still fighting to keep gas in the generator for lights. My daughter asked if she could just e-mail it to her, she said no she could not give her business e-mail out. She asked if she could come pick it up. Again, no, that cannot be done. She will mail it again, weeks passed, no print out. Sandra from the utility board called her again. Kita eventually e-mailed it to my daughter, which was Friday January 24, 2008. The next day Saturday, the original finally came in the mail.

8 This situation was eventually shifted over to Corvell Barnett in the internal services dept. of COM ED. Mr. Barnett repeated that the late charges would be deleted and that if we provide 20% (\$2000.00) on the bill we can have the lights restored. We explained to him that \$1500.00 was already supplied in good faith in order to restore the lights in October but the payment was applied to late fees instead of the actual bill.

9 Ms. Mc Intrye from Catholic charities as well as Mr. Little from the Dept of Aging requested from Mr. Barnett something in writing that if they gave us the grants to help on the \$10,000.00 he would restore the lights . He would not comply with either one of their request. They insisted on something in writing since so many mixed commitments had been made, he still denied. In hopes of helping my husband and I in this extremely stressful situation, Ms. Mc Intrye from Catholic Charities did provide us with a grant for \$2000.00 (in two checks- one for \$1500.00 and one for \$500.00)

10 The Customer Service dept. is showing that the \$1500.00 we supplied was placed on late fees on the same day we made the payment 10/24/07 instead of on the actual amount of \$10,000.00.

11 I am only looking for all payments to be applied to the balance so that we can set up a payment plan and get this matter resolved. My Family has been working diligently with this situation for 10 months now, the stress on my husband and myself is becoming dangerous to our health. We finally settled with Mr. Barnett on a \$10,300.00 amount

even though we know we did not owe that much with the understanding that the \$1500.00 we paid, the \$2000.00 from Catholic charities, the \$878.00 from CEDA would all be deducted leaving a total of \$5,922.00. After receiving a printout of the payments from Mr. Parisi we also see that 500.00 of the 2000.00 from Catholic Charities were also not applied to the balance (See proof of payment/front and back of check cashed by Com ED).

12 If you check COM ED's records, you will find the bill had been raised from the 23,000.00 to 25,000.00 on the same day I paid the \$1500.00 at the currency exchange requested on 10/24/07.

13 We also received a collection letter from an agency for the 23,000.00 amount on 1/16/08(see attached) from Allied Interstate. My husband spoke to the gentleman at the collection agency explaining the situation and he said he wants no part of this fraud and no other agency would want to deal with it. He said he was going to send the claim back.

14 Mr. Little from the dept of aging asked us to work with the \$10,000.00, his main concern was getting the lights restored, and after that he would take it from there.

15 There are so many other conversations and calamities in this situation it is unbelievable. I do not believe the heads of COM ED are really aware of our situation nor do I believe they would do this to one of their customers. However, I do believe it is the agencies that lease their business from Com ED that are causing us and others so much heartache.

16 I am aware that the \$13,000.00 late fees were deleted as was agreed upon back in 9/07, but the \$1500.00 we paid were applied to late fees instead of the balance. And also Catholic charities contribution of \$500.00 has not been deducted from our bill. We have done everything we were instructed to do by Com Ed. My husband and I are on fixed incomes and due to the length of time we were without lights during the freezing cold, we had to place ourselves in further debt just to survive. If we were given a consistent solution to the issues on 9/21/07 monies we were forced to borrow to live could have been applied to clear the 10,000.00 up. We only want what was agreed and fair, so we can move on with our lives, nothing more.

Wilhelmina Anderson

Wilhelmina Anderson