

Case: 09-0324

# OFFICIAL FILE ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

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

## ORIGINAL

ILLINOIS  
COMMERCE COMMISSION  
JUL 15 11:10 AM '09  
CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Christine GERIN

Against (Utility name): COMED

As to (Reason for complaint) The May - June Bill 2008 was extremely  
very high as no <sup>one</sup> was ~~in~~ in the apt. No  
consumption except the fridge - COMED refused  
to inspect the meter for a year inspection in  
May 2009 - I suspect that the meter at that time  
in \_\_\_\_\_ Illinois. (April-May - June 2008)  
was not working properly or  
put on someone else's plug -  
+ new strange bills -

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1008 N. Lake Shore Dr. #207 CHICAGO IL

The service address that I am complaining about is COMED POBOX 6111 60611

My home telephone is 312-664-4724 CAROL STREAM IL 60197-6111  
[312] 664 4724

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 664 4724

My e-mail address is adrenalineup@aol.com I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) COMED (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.

Electric Bill - Meter moved to another apt -  
Also COMED bill me the bill of the previous home  
owner and do not credit ~~my~~ MY <sup>COMED</sup> account but they  
pass the checks against my bank account -

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?  Yes  No

Case Number 2009-03548

Has your complaint filed with that office been closed?  Yes  No

1/2

2008

MARCA

A

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.

~~There~~ NO ONE WAY IN THE HAT MAY-JUNE 2008 and the consumption of electricity is higher than when there is usage such as in July - August 2008 - COMED Refused for a year to check my meter with me (checked done in May 2009) - COMED is not able to explain my Apr-May - June 2008 Bills - I suspect that either the meter was not working or unsealed and I was paying the electricity of my neighbor... I have Plane Tickets and Passports ~~cancel~~

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

- 1. adjust the May - June bill 2008 to minimum amount (less than July 2008)
- 2. I do not want to pay any late fees as COMED said (they are not applicable as I am under investigation) // 3. My checks to be credited

**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: 07/09/2009  
(Month, day, year)

Complainant's Signature: [Signature]

to my COMED account and not some one else account.

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

3. NOT PAYING OTHER BILL - explanation of all bills since Jan 2008 -

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, CHRISTINE G. J. GERIN, 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.

[Signature]  
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) July 11, 2009

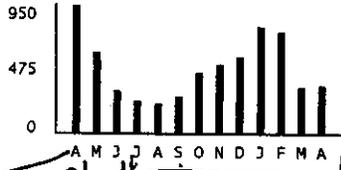
[Signature]  
Signature, Notary Public, Illinois

(NOTARY SEAL)

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

6317530060

13-Month Usage (Total kWh)



Month Billed	Total Demand	Avg Daily kWh	Avg Daily Temp
Current Month	0.0	12.1	41
Last Month	0.0	11.3	33
Last Year	0.0	33.5	39

Too high when compared to winter ONDJF

2008 ↑ Present @ home  
↓ Absent from home  
2009 ↑

NDJ → Home so consumption maximum -

Showing that I was away - I can provide them -  
The dollars from ~~March 07/2008~~ April 107/2008 70.18  
Bills from April 07/2008 - May 107/2008 43.05  
from May 07/2008 - June 105/2008  
from Jun 07/2008 - July 107/2008

Investigation officially started with ComEd April 11, 2008 concerning the meter.  
Also from September 2008 - I was owing 180\$ and suddenly → it went 220 then 300 then 500 --- (about) and I have been paying every month my current charges - ALL COMED BILLING SHOULD BE REVIEWED. (1/2)  
~~THE METER IS WITH THE ANT NOW THEN SAND~~

# UNDERSTANDING YOUR BILL – Definitions of technical terms and abbreviations used in typical bills to customers

**Actual Meter Reading (ACT)** Used to indicate an actual meter read by ComEd or a Metering Service Provider (MSP), as applicable.

**Capacity Charge / Capacity Obligation** Charge applicable to customers receiving electricity supply from ComEd with energy pricing that varies on an hourly basis. This charge is designed to recover the cost of generation capacity for the customer's Capacity Obligation (customer share of needed generation capacity) and is generally in \$/kW per month.

**Constant "Mult x"** A multiplier applied to the meter reading to obtain actual usage. For most residential customers, the constant is 1.

**Customer Charge** A charge to recover the costs of the standard service connection, customer service operations and billing. The customer charge also includes charges mandated by Illinois law for state funds for renewable energy resources, coal technology development, low-income energy assistance and the Residential Real Time Pricing Program.

**Customer Meter Reading (CUS)** Used to indicate an actual meter read by the customer.

**Delivery Class** The category applicable to the customer for determining charges and billing certain delivery service components of electric service. For most non-residential customers, it is based on the customer's highest 30-minute demand in the preceding 12 monthly billing periods for all tariffed services ComEd provided.

**Distribution Facilities Charge** The charge per kilowatt (kW) multiplied by the Maximum Kilowatts Delivered (MKD) for the billing period; or the charge per kilowatt-hour (kWh) multiplied by the number of kWhs delivered in the billing period, as applicable.

**Energy** A measure of electricity used. (Also see kilowatt-hour).

**Energy Efficiency Programs** A per kWh charge to allow for recovery of costs for certain programs mandated by Illinois law to reduce energy consumption and peak demand load.

**Electricity Supply Charge** A per kWh charge to allow for the recovery of supply related costs. The per kWh charge may vary between summer and nonsummer months, and for certain customers, on an hourly basis.

**Environmental Cost Recovery Adjustment** A per kWh charge or credit to allow for recovery of certain environmental costs.

**Estimated Meter Reading (EST)** An estimate of a customer's usage used for billing purposes when an actual meter reading cannot be made. This estimate is based on the customer's historical usage patterns. Generally, any discrepancy with actual usage is corrected with the next actual reading.

**Franchise Cost** A charge to recover costs directly related to the franchise agreement between ComEd and your municipality.

**Instrument Funding Charge (IFC) Credit and Corresponding IFC Debit** A per kWh charge and offsetting credit that is related to efforts to lower company financing costs. This charge is billed and collected by ComEd, but belongs to the ComEd Transitional Funding Trust. ComEd includes the IFC Credit and IFC Debit on each customer's bill. The net effect on the total amount owed by each customer is zero: the total amount owed is neither increased nor decreased. *Delivery service customers only* If your Retail Electric Supplier (RES) arranges with and pays ComEd for any delivery services on your behalf, the IFC shown on your bill may be larger than the total amount billed to you. ComEd bills your RES directly for the excess amount; you are not required to remit the excess amount at this time.

**Kilowatt (kW)** A unit of measure of the rate at which electricity is used. Ten 100-watt light bulbs turned on at the same time use electricity at a rate of 1,000 watts or 1 kilowatt.

**Kilowatt-hour (kWh)** A unit of measure of electricity used. One kilowatt-hour lights a 100-watt bulb for ten hours or operates a 1,000 watt appliance – such as a hair dryer, iron or toaster – for one hour.

**Local Government Compliance Adjustment** A charge or credit to recover the cost of special projects that are in excess of standard work that the local government required ComEd to perform.

**Maximum Kilowatts Delivered (MKD)** The highest thirty (30) minute demand for electric power and energy established by the customer in the monthly billing period during periods from 9:00 A.M. until 6:00 P.M. on Monday through Friday, except on designated holidays. For customers with certain types of meters, the MKD is based on the highest 30-minute demand during the monthly billing period. MKD is measured in "kW" and is the basis for the Distribution Facilities Charge applicable to nonresidential customers for which demand metering is provided. (Also see "Distribution Facilities Charge" and "Kilowatt" (kW)).

**Meter Exchange Charge** A one-time charge to recover the costs of a meter exchange involving nonstandard meter-related facilities.

**Meter Lease** A monthly rental charge applicable to customers using nonstandard meter-related facilities.

**Nonstandard Facilities Charge and Rental** One-time charge or monthly rental charge to recover the cost to install, own and operate nonstandard facilities or services. Standard facilities and services are generally those needed to serve a customer's total MKD at one point. Facilities or services that are different from standard are considered nonstandard.

**Purchased Electricity Adjustment - Credit or Debit per kWh** applicable for customers receiving electricity supply from ComEd to ensure that billings for supply equals ComEd's costs of such supply. This adjustment implements the Accuracy Assurance Mechanism approved by the Illinois Commerce Commission (ICC).

**Residential (Res)** Abbreviation used in the rate description line of a customer's bill when applicable to designate *residential*.

**Retail Electric Supplier (RES)** *Delivery service customers only* An authorized provider of retail electric power and energy supply services other than ComEd. A RES may be either an Alternative Retail Electric Supplier (ARES) certified by the ICC, or an Illinois electric utility (other than ComEd) that meets all applicable obligations of the Public Utilities Act.

**Single Bill Credit** *Delivery service customers only* A monthly credit applicable to customers that receive electricity supply from a RES and are billed by the RES for supply and delivery service on the same bill.

**Standard Metering Charge** A charge to recover the costs of meter reading and other standard metering services that are provided by ComEd such as installing, exchanging, maintaining and testing of meter equipment. For certain lighting customers, it is a charge per kWh multiplied by the number of kWhs used.

**Summer Period** The June, July, August and September monthly billing periods. Depending on what day in the month a customer's meter is read, for most customers, the monthly billing period includes usage that spans across portions of two calendar months. Each monthly billing period generally includes usage for approximately thirty calendar days.

**Taxes** The rates charged for electric service include taxes such as federal and state income taxes and property taxes. Other taxes are itemized on your bill as follows:

**State Tax** – A charge per kWh multiplied by the kWhs delivered. The charge per kWh varies by the total kWhs delivered.

**Municipal Tax** – A charge per kWh multiplied by the kWhs delivered. The charge per kWh varies by the total kWhs delivered.

**Transmission Services Charge (TSC)** A per kWh charge to recover certain costs of using the transmission system located in ComEd's service territory, including the costs of services necessary for the reliable operation of the transmission system located in ComEd's service territory, and applicable ancillary transmission services for customers receiving electricity supply from ComEd.

For a detailed explanation of billing rates, terms and conditions of electric service, see *Your Electric Rates or Your Delivery Service Rates* brochures. To receive one, please call 1-800-EDISON-1 (1-800-334-7661). If you are hearing or speech impaired, and use a TTY, call 1-800-572-5789.

IF THE PREVIOUS ONE HUR (8 years after I bought) \$500 bill THEN THEY SWITCHED TO ME → with the same amount bill (\$500) in June 2009 - ~~IF THAT WAS~~



30% total recycled fiber