

ILLINOIS
COMMERCE COMMISSION

FORMAL COMPLAINT

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

2009 JUL 20 A 10:55 AM

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

RHONDA SCHILLING

Against (Utility name):

COM ED (EXELON CORP)

As to (Reason for complaint)

FOR OVERCHARGE ON BILLS DATING

FROM NOVEMBER '08 - MARCH '09 in the amount
of 1,739.16 + fees to finance and deferred payments.

in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

27135 S. ROUTE 45, Manhattan, IL 60442

The service address that I am complaining about is

27135 S. ROUTE 45, Manhattan, IL 60442

My home telephone is

[815] 464-3544

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

[708] 466-7383

My e-mail address is drhbsasa@aol.com

I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) COMMONWEALTH EDISON (EXELON CORP.) (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.

Senate Bill 1118 signed July 10 '09 by Governor Quinn
that caps amount customers pay for utilities - gas & electric

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

INFORMAL COMPLAINT # 2009-04282

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.

- 1) Over charged for winter months starting November '08 - March of '09 in the amount of \$2,591.56 (TOTAL) overcharge amt 1,739.16
- 2) KWH TOTAL: 23,275 for Nov '08 - MAR '09
- 3) Nov. 07 - March '08 in the amount of \$1,208.99 (-credit 318.36 = \$890.03) KWH TOTAL: 18,023 with the exception of March's results that meter was burned - credit given \$318.36 TOTAL
- 4) Nov '06 - March '07 in the amount of \$~~800.00~~ 916.13 KWH TOTAL: ~~12,507~~ 12,507 (929.88)

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

Have ComEd remove difference of 1,739.16 charge + fees and have pole attached to my pole checked for continuing problem (or replace old equipm)

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: July 17 '09 (month, day, year)
Complainant's Signature: Rhonda Schilling

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, RHONDA SCHILLING, 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.

Rhonda Schilling
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) July 17, 2009

Ellen M Renken
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.

5) Nov '05 - March '06 in the amount of \$751.06
KWH used TOTAL: 13,096

6) Average bill winter months Nov-March
for 2005-2007 = \$852.40

This years bill is 2,591.54, a difference of
\$1,739.14

7) Tornado activity passed through in August '07
Surging problems, caused stove to burn out
and dial on washer burned. Argued with
Com Ed, hired electrician to prove myself.
Ordeal continued until September 24
when our electric went completely out and
a new transformer was put in - my surging
stopped.

8) Ultimately, in March my meter was burned
internally and a credit issued

9) KWH went to 6,516 on March '08 bill when
meter discovered burned

10) My case: What else on the side of Com Ed
is causing my meter to spin and raise
my bill by almost \$2,800⁰⁰ over normal
plus customer service reps keep insisting
I have electric heat. I'm on propane for
furnace since moving in on March '0

11) Followed Com Ed's procedure - believe new meter put
in on May 18th by 3rd party electric company -