

ILLINOIS
COMMERCE COMMISSION

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OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

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

For Commission Use Only:
Case: 09-0350

ORIGINAL

Regarding a complaint by (Person making the complaint):

Catherine Gibbs

Against (Utility name):

Commonwealth Edison Company

As to (Reason for complaint)

Long term power fluctuations that Com Ed did not properly follow up with that resulted in our substantial loss of dollar, cost, time and inconvenience.

in Glen Ellyn Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

564 Williamsburgh Rd. Glen Ellyn, IL 60137

The service address that I am complaining about is

564 Williamsburgh Rd Glen Ellyn, IL 60137

My home telephone is

[630] 469-7583

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at
(all lower case)

[630] 469-7583 or cell 630-926-0834

My e-mail address is

cgibbscfp@yahoo.com

I will accept documents by electronic means (e-mail) Yes

No

(Full name of utility company)

Commonwealth 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.

Joint Committee on Administrative Rules - Administrative Code - 083/083004/10000
Section 410.300 Voltage Regulations: Shall not exceed a maximum of 127 volts
nor fall below a minimum of 113 volts for periods longer than 2 minutes in each
instance

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 see separate sheets of paper

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

To be reimbursed \$11,738.22 from Commonwealth Edison

** I have all charges line itemed separately.*

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 30, 2009
(Month, Day, year)

Complainant's Signature: Catherine Gibbs

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

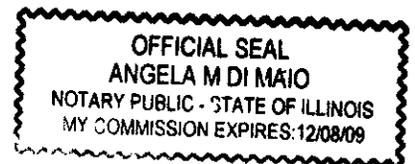
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

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

I, Catherine Gibbs, 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.

Catherine Gibbs
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 7/30/09

Angela M. Di Maio
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.

To Illinois Commerce Commission,

1. Beginning the end of January 2008, Cathy Gibbs located at 564 Williamsburg Rd. Glen Ellyn, IL. 60137 began having flickering lights when the furnace turned on or the washing machine was progressing through the cycles. This flickering of lights was a first time occurrence. We have lived at this address for twenty-one years and have never had dimming or brightening of lights.
2. I called Commonwealth Edison on February 2nd 2008 regarding this occurrence and the operator said the workman would be out to examine the problem. I was concerned about electrical problems and all the things they could cause, fire for example. I never heard back from Commonwealth Edison nor was there a tag on my door so I called back in a few days and the operator wasn't sure what they found but that she would call me back with a report. The problem I had with inadvertent lighting continued. I still didn't hear from Com. Ed. so I called back again and they said the "problem was unknown."
3. By March 31st the problem continued to persist so I contacted Scott Taloff, an electrician from Stahlin properties in Glen Ellyn. He made a service call and found that the outside connection to the meter was good, without corrosion or deterioration and he checked the wires in the electric box to make sure nothing was loose and said all connections were good. Then he and another electrician checked voltages in the home and said it appeared under voltage in some areas and over the proper prescribed voltage in other areas. He came back in one week (beginning of April) and said the voltages seemed better. However there was still a brightening and dimming of lights, often during the cycling of the furnace and appliances.
4. July 6th, 2008 I called Com.Ed again because the flickering lights seemed worse now. For example, both television sets on the main floor would turn off with the start of the garbage disposal or washing machine (going through the cycles of rinses). They said they would check into the problem and let me know. After a couple of days I had no communication from Com. Ed. So I called them and they said they had nothing documented but they would call back. They then did call me back the next day and said they had found a dead squirrel on the line and this was the cause of my flickering lights. I was exasperated. I found this explanation unusual because in our neighborhood all the electric lines are underground. Also I had talked to my neighbors on each side of my home and neither one were having any electric problems during this time. These electric problems persisted and I began to consider the flickering and TV's turning off and on as something that I had no recourse to and felt Com Ed could or would do nothing about.
5. My husband and two young daughters leave our home on December 18th, 2008 for a ten day trip to be with family out of town. We arrive back at our home on December 28th, 2008 at 11:45pm. The house is ice cold and our home alarm is completely off, (not as we left it armed). Lighting is working in some parts of the house but not all. Fortunately my husband and I turned off the water main before we left.
6. We were tired after a full day of traveling with our two young daughters and came back to a freezing, 18 degrees F., house. We opened the yellow pages and called the first 24hr. electrician we could find, which was All Suburban Electric. We never thought of calling Com. Ed. Frankly, we had called them four times before notifying them of persisting problems so we had lost confidence that they were neither capable of nor willing to solve our present problem. All Suburban Electric came out early on the 29th of December 2008 2am. He said our service box was out of code because of our "creator" circuits. We were scared that our home would stay freezing or possibly catch on fire so we proceeded to pay the emergency call of \$559.00 and the \$2535.11 charge to make our service box safe by replacing it the next day. We had to stay in a local hotel that evening because of no heat in our home. All Suburban also called Com.Ed. Com Ed. then came out the next day Dec. 29th 2008 with heavy equipment (cat) and was here most of the day. One of the workmen from Com Ed. Asked why we had called All Suburban

to work on our service box. We said we were trying to have our electric problem solved. He said (Com.Ed) "you should have called Com.Ed. First, we're still free. I found this ironic because I had called Com.Ed... many times earlier that year.

7. On December 29th, 2008 things went from bad to worse. When we turned on our water main water began gushing out from under our kitchen sink, water began dripping into our basement from our downstairs bathroom, water was dripping into our family room ceiling because a pipe had split in my daughters bathroom upstairs and another pipe above the ceiling tiles in the basement was also dripping into our TV and finished basement. You can imagine the even worse damage that would have been sustained if we hadn't turned the water main off before leaving our home for the 10 day period of time. We had plumbers here for four consecutive days our alarm company told us that our back up cellular radio battery showed low on the 19th of December. They said normally it would display 4 to 8 hours after the electricity had been lost, which means our electricity had been out since the morning of December 19th. Just one day after we had left our home for 10 days. Please Note: this wasn't related to any storm or weather activity as the weather was clear on the days the electric line failed.
8. We were told from Com Ed. that one of two lines of electricity had failed and needed to be replaced. Once Com.Ed turned the electricity back on we noticed our sump pump, garage door, phone, and TV's were all our and the alarm company ADT, Wide Open West, Sears garage door and plumber all needed to be called and attend to ensuing problems. I had no heat until later in the day. I was sick in a freezing home and all the food in our refrigerator needed to be discarded, and all plants in the home had died. The night of the 28th, after 3 hours home I and my two daughters checked into a hotel in Glen Ellyn for one night to be out of the cold and get nights sleep.
9. We found from talking to a friend in the electrician business that All Suburban Electric charged us the \$559 (emergency call and the \$2535 for a new 110 amp electric box (replacing the same box we had before-no improvement) and that the change out of electric boxes was not needed. That All Suburban had taken advantage of us because we were in a vulnerable situation (midnight in a cold house). We paid for an electrician to come and inspect the work that was done by All Suburban. The new electrician said there were several safety items that All Suburban didn't do and that we should call the village inspector. I called Brian Pohlis, the village inspector and he came over and issued a citation to Danny at All Suburban. The village inspector looked at our old electric box and said it did not need to be replaced and had no contributory problems. That the problem was with the line that Com. Ed. replaced and the other electrician had just taken advantage of us.
10. The day of the 29th as soon as Com.Ed. Turned our electricity back on, I noticed all the problems we had prior in the year were gone. Dimming and brightening lights, TV's turning off with the start of the garbage disposal or cycles of the washing machine were gone. The electrical problems we had been having were and have been completely alleviated.
11. We have been told that we could have damages to our appliances for all the power surges and sparking on and off with the intermittent shorting of wire that they were exposed to in 2008. We had fixed all the pipes that we were aware of that had split in living areas. However, I have been informed that there could be some leaks over areas we might not be aware of for some time to come (our crawl space).
12. We not only suffered loss of proper functioning of appliances during 2008, but came home to a house that had been completely out of heat since the 19th due to a failed cable and because of that an overwhelming further series of problems. My home was difficult to live in for approximately one month due to ensuing plumbing problems and different work trades remedying problems. My family was venerable to an unscrupulous electrician from All Suburban because we didn't have the confidence that Com. Ed. would respond or fix our now even larger problem—No heat.

13. I think Com.Ed. should be responsible for the submitted claim. I did my due diligence by having notified Com.Ed. and local electricians to investigate the problems I was experiencing beginning in January. And the checking and verifying of our irregular voltage problems. Com Ed was repeatedly negligent by not responding to or saying problems were caused by weather or squirrels on the line. They ignored my description of the problems I was experiencing , and used any excuse they could find to blame the problem on a "condition somewhere else" in the are clearly NOT related.

14. My neighbors on adjacent sides, nor others in the neighborhood that I was spoke to, was not having similar problems associated with wide fluctuations and insufficient voltage Commonwealth Edison's service to us finally failed in December 2008 resulting in a huge detriment to my family. Com Ed did not properly diagnose or follow up with the reported irregularities I reported to them. The problem was clearly NOT weather related as it was of longer duration, and the final failure occurred on a day when the weather was "clear". The stress we contributory to multiple electrical failures in our house, compounded by us making decisions under stress.

14. The submitted damages of \$6438.22 to my home.
Six weeks of lost time at work \$4200.00 lost wages.
Eleven months of insufficient electricity.\$1100.00 (figuring 20% loss over 11 months)
11,738.22

This monetary figure doesn't include reimbursement for the immense amount of stress and then illness (bronchitis) I incurred and all the stress my family went through from the cold house and all the subsequent problems from frozen pipes etc. Our family cat for 6 years died after being exposed to freezing temperatures (remember multiple frozen wall and ceiling pipes). Also ALL household plants died. This proves a prolonged expanse of sub-freezing temperatures that **none** of my neighbors suffered.

Thank you for your time and consideration,



Catherine Gibbs

* I have all charges LINE itemed separately.