

August 3, 2009

Ms. Elizabeth A. Rolando
Chief Clerk
Illinois Commerce Commission
527 East Capital Avenue
Springfield, IL 62701

Re: FORMAL COMPLAINT – (Formerly Formal Compliant #2009-09792)

Dear Ms. Rolando:

Thank you for your letter dated June 29, 2009. Please note although we received a letter from Kita Dorsey, ComEd dated "January 22, 2009", the date of her letter is incorrect because I didn't begin to communicate with ComEd via letter until March, 2009 and didn't speak with Kita until May 2009.

Please note attached is ComEd's statement dated 2/13/09, **(Attachment #1)** and my letter dated 3/4/09, **(Attachment #2)** requesting additional information. In addition, **(Attachment #3)**, which reflects ComEd Statement dated 3/17/09) and my letter dated 4/3/09, which reflects my second request to ComEd, **(Attachment #4)**.

Ms. Dorsey's letter alleges, in part, "Per your request this is a written resolution"; it is not. We requested information, which has yet to be received. Therefore, by copy of this letter, we are requesting the complaint to be reopened as a Formal Complaint. In reviewing Ms. Dorsey's letter, there isn't anything to substantiate her figures. Please consider requesting a "screen shot" regarding where she is obtaining these amounts from 11/30/00 to 2/18/03.

- 1) This case is not closed because we have not received the following information, which was requested from ComEd:
 - a. The response from ComEd merely presents a list of dates, numbers, etc., which cannot be verified from ComEd. Hence, this information is moot.
 - b. Receipt of original documents regarding all bills which ComEd is alleging I owe.
 - c. Dates, address, usage of all bills which ComEd alleges I owe.
 - d. Dates and amounts of payments which I have made, (ComEd advises they do not have records of any payments made from 11/30/00 to 2/28/03).
 - e. Receipt of ComEd electricity documents which reflect an itemized statement regarding the dollar amount of actual usage, taxes and other miscellaneous charges.

- 2) However, I am attaching ComEd's response regarding my request (please refer to **Attachment #5**):
 - a. The letter is written to "Ms. Gawlik", which is clearly not who I am.
 - b. The attached is merely a "hand written" letter with many numbers, which does not constitute an actual history regarding any type of electricity bill.
 - c. According to ComEd's response, (please refer to page one of ComEd's January 22, 2009 responses, (as indicated earlier is the wrong date) second entry under "For account 05072-61010), which indicates, in part, "A bill was issued on 1/02/01 in the

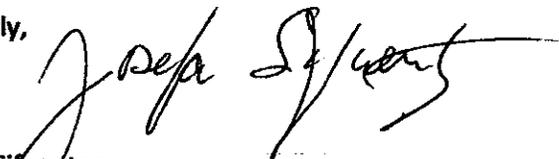
Ms. Elizabeth A. Rolando
Illinois Commerce Commission
Page 3

4/15/09 Statement:	\$3,829.67	Variance of \$93.85
5/15/09 Statement:	Missing	
6/15/09 Statement:	\$4,019.81	Variance of \$190.14
7/14/09 Statement:	\$4,133.67	Variance of \$113.86

Further, I continue to make my current charges as I do not want to be in default.

I am reaching out to the Illinois Commerce Commission's Office for additional assistance to clear my name regarding the continued erroneous charges. Thank you for your time and consideration regarding my case. Please feel free to contact me at 708 692 6869 at anytime to discuss.

Sincerely,



Josefa Sifuentes
14225 S. Pulaski Road
Crestwood, IL 60445

Attachment #1 - (ComEd Statement 2/13/09)
Attachment #2 - (My letter dated 3/4/09 responding to ComEd's 2/13/09 Statement)
Attachment #3 - (ComEd Statement dated 3/17/09)
Attachment #4 - (My letter dated 4/3/09 responding to ComEd's 3/17/09 Statement)
Attachment #5 - (1/22/09 letter from ComEd)
Attachment #6 - (ComEd statements dated 2/13/09, 3/17/09, 4/15/09, 6/15/09 and 7/14/09)

cc: Ms. Omaira Figueroa

amount of \$795.45 which included the past due of \$660.99 and \$135.36" This line item does not indicate what the "past due" amount is reflecting, it does not include dates, usage, etc.

- d. Further, the addition is incorrect, which leads me to question the letter in its entirety.
 - e. The letter also alleges "A final bill was issued on 10/16/02 in the amount of \$3,285.54", however; I would think a bill of this amount would warrant a bill to be sent via "return receipt requested" or "certified mail".
 - f. My mother, Maria A Sifuentez, advises she never received such bill. Please let me know if some type of documentation is needed from my mother and she will provide.
- 3) On page 2 of ComEd's response, under "For account 05072-61029",
- a. The first bullet in indicates an amount of \$14.23 is due.
 - b. The second bullet", it indicates "A bill was issued on 11/27/02 in the amount of \$2,771.23 which included the past due of \$2,706.54 and \$64.69", however this does not reflect how it came to this amount, which is another indication that numbers were merely typed into this letter.
- 4) When I asked for a copy of my statements, I was advised I needed to obtain an attorney.
- 5) ComEd alleges for account number 05072-61010, I owe \$3,285.54, which includes electricity usage from 11/30/00 to 10/16/02, they further allege for account number 05072-61029, I owe an additional \$3,071.31, which includes electricity usage from 10/29/02 to 2/18/03.
- 6) Please note from ComEd's letter dated January 22, 2009, not once are there entries which indicate payments, which I have made. My mother, Maria A. Sifuentez, is currently researching her statements to obtain records regarding electricity payments made on my behalf.
- 7) However, this cannot be true, because we know that any electricity company is not going to keep electricity on to a customer who has not paid in over two years. They clearly have me mistaken with another tenant at the apartment complex. Possibly it's "Ms. Gawlik".
- 8) According to ComEd's response, it is very likely ComEd doesn't know which tenant or tenants actually owe this money.
- 9) Attached are ComEd statements dated 2/13/09, 3/17/09, 4/15/09, 6/15/09 and 7/14/09, (May is missing); (please refer to Attachment #6). The statements are submitted because, as you will note, the amounts keep changing arbitrarily. I also continue to be charged the \$39.00 deposit. I share the following information:

2/13/09 Statement:	\$3,670.66	
3/17/09 Statement:	\$3,735.82	Variance of \$65.16

*Pl. 56-52
7/23/09*

Page 1 of 2

Name: JOSEFA SIFUENTEZ
 Service Location: 14225 PULASKI RD CRESTWOOD
 Phone Number: 708-692-6869
 Account Number: 1599116150

Issue Date: July 14, 2009

Meter Information	Read	Meter	Load	Reading	Meter Reading		Diff	Mult x	Usage
	Date	Number	Type	Type	Previous	Present			
	07/14	997948048	General Service	Tot kWh	66636 ACT	67085 ACT	449	1	449

Current Period	Residential - Single	Service from	06/15/2009 to	07/14/2009 - 29 Days
	Customer Charge			\$8.23
	Standard Metering Charge			2.24
	Distribution Facilities Charge	449 kWh X	0.02407	10.81
	Transmission Services Charge	449 kWh X	0.00602	2.70
	Electricity Supply Charge	449 kWh X	0.06589	29.58
	Purchased Electricity Adjustment			0.49
	Environmental Cost Recovery Adj	449 kWh X	0.00015	0.07
	Energy Efficiency Programs	449 kWh X	0.00089	0.40
	Franchise Cost	\$20.69 X	2.51200%	0.52
	State Tax			1.48
	Total current charges			\$56.52

Other Charges	Amount
Thank you for your payment of \$41.25	
Reinstate bad debt - Service	\$584.81
Reinstate bad debt - Service	\$0.91
Charges from previous bill	\$219.49
Deposit	\$39.00
Reinstate bad debt - Service	\$2,149.83
Reinstate bad debt - Service	\$194.97
Current late payment charge (s) - electric	\$57.34
Previous late payment charge (s) - electric	\$674.80
Total other charges	\$4,077.15
Total amount due	\$4,133.67

mit previous balance if paid. Unpaid previous balances are subject to late charges. Is your home's central air on its last legs? Look for a Smart Ideas participating independent contractor to tune it up or install a higher efficiency model. Visit www.ComEd.com/CentralAC for more info. Sign up for ComEd's free outage alert pilot to get text messages when your power is out, and updates until power is restored. Visit www.ComEd.com.

When paying in person, please bring the entire bill.

Page 1 of 2

Name JOSEFA SIFUENTEZ
Service Location 14225 PULASKI RD CRESTWOOD
Phone Number 708-692-6869
Account Number 1599116150

Due 7/5/09

Issue Date June 15, 2009

Meter Information	Read	Meter	Load	Reading	Meter Reading		Diff	Mult x	Usage
	Date	Number	Type	Type	Previous	Present			
	06/15	997948048	General Service	Tot kWh	66333 ACT	66636 ACT	303	1	303

Current Period	Residential - Single	Service from	05/14/2009	to	06/15/2009	- 32 Days
	Customer Charge				\$8.23	
	Standard Metering Charge				2.24	
	Distribution Facilities Charge	303 kWh X	0.02407		7.29	
	Transmission Services Charge	303 kWh X	0.00602		1.82	
	Electricity Supply Charge	303 kWh X	0.06589		19.96	
	Purchased Electricity Adjustment				0.75	
	Gen Assembly Rate Relief Credit	303 kWh X	-0.00261		-0.79	
	Environmental Cost Recovery Adj	303 kWh X	0.00015		0.05	
	Energy Efficiency Programs	303 kWh X	0.00089		0.27	
	Franchise Cost	\$17.17 X	2.51200%		0.43	
	State Tax				1.00	
	Total current charges					\$41.25

Other Charges

	Thank you for your payment of \$43.15	
	Reinstate bad debt - Service	\$584.81
	Reinstate bad debt - Service	\$0.91
	Charges from previous bill	\$178.24
	Deposit	\$39.00
	Reinstate bad debt - Service	\$2,149.83
	Reinstate bad debt - Service	\$210.97
	Current late payment charge (s) - electric	\$56.49
	Previous late payment charge (s) - electric	\$618.31
	Reinstate bad debt - Service	\$0.74
	Reinstate bad debt - Service	\$11.30
	Reinstate bad debt - Service	\$13.21
	Total other charges	\$4,019.81

Omit previous balance if paid. Unpaid previous balances are subject to late charges. Is your home's central air system worn down? Find a Smart Ideas independent participating contractor to tune it up or replace it. Visit www.ComEd.com/CentralAC.

When paying in person, please bring the entire bill.

Page 1 of 2

Name JOSEFA SIFUENTEZ
 Service Location 14225 PULASKI RD CRESTWOOD
 Phone Number 708-692-6869
 Account Number 1599116150

Issue Date April 15, 2009

Meter Information	Read	Meter	Load	Reading	Meter Reading		Diff	Mult x	Usage
	Date	Number	Type	Type	Previous	Present			
	04/15	997948048	General Service	Tot kWh	65674 ACT	66031 ACT	357	1	357

Current Period	Residential - Single		Service from 03/17/2009 to 04/15/2009 - 29 Days	
	Customer Charge			\$8.23
	Standard Metering Charge			2.24
	Distribution Facilities Charge	357 kWh X	0.02407	8.59
	Transmission Services Charge	357 kWh X	0.00829	2.96
	Electricity Supply Charge	357 kWh X	0.07395	26.40
	Purchased Electricity Adjustment			0.21
	Gen Assembly Rate Relief Credit	357 kWh X	-0.00261	-0.93
	Environmental Cost Recovery Adj	357 kWh X	0.00015	0.05
	Energy Efficiency Programs	357 kWh X	0.00053	0.19
	Franchise Cost	\$18.47 X	2.81900%	0.52
	State Tax			1.18
	Total current charges			\$49.64

Other Charges		
	Thank you for your payment of \$59.29	
	Reinstate bad debt - Service	\$584.81
	Reinstate bad debt - Service	\$0.91
	Charges from previous bill	\$85.45
	Deposit	\$39.00 *
	Deposit	\$39.00 *
	Deposit	\$39.00 *
	Reinstate bad debt - Service	\$2,149.83
	Reinstate bad debt - Service	\$279.68
	Current late payment charge (s) - electric	\$54.85
	Previous late payment charge (s) - electric	\$507.81
	Reinstate bad debt - Service	\$13.19
	Reinstate bad debt - Service	\$0.51
	Reinstate bad debt - Service	\$10.38
	Reinstate bad debt - Service	\$0.74
	Reinstate bad debt - Service	\$11.30
	Reinstate bad debt - Service	\$13.21

Omit previous balance if paid. Unpaid previous balances are subject to late charges. It's easy saving green with Smart Ideas Central Air Conditioning Cycling! Help the environment and save up to \$40 on your summer electric bills - visit www.ComEd.com/ACcycling or call (888) 806-2273.

When paying in person, please bring the entire bill.

Page 1 of 3

Name JOSEFA SIFUENTEZ
 Service Location 14225 PULASKI RD CRESTWOOD
 Phone Number 708-692-6869
 Account Number 1599116150

Issue Date March 17, 2009

Meter Information	Read Meter		Load Type	Reading Type	Meter Reading		Diff	Mult x	Usage
	Date	Number			Previous	Present			
	03/17	997948048	General Service	Tot kWh	65228 ACT	65674 ACT	446	1	446

Current Period	Residential - Single	Service from	02/13/2009	to	03/17/2009	- 32 Days
	Customer Charge					\$8.23
	Standard Metering Charge					2.24
	Distribution Facilities Charge	446 kWh X	0.02407			10.74
	Transmission Services Charge	446 kWh X	0.00829			3.70
	Electricity Supply Charge	446 kWh X	0.07395			32.98
	Purchased Electricity Adjustment					0.20
	Gen Assembly Rate Relief Credit	446 kWh X	-0.00261			-1.16
	Environmental Cost Recovery Adj	446 kWh X	0.00015			0.07
	Energy Efficiency Programs	446 kWh X	0.00053			0.24
	Franchise Cost	\$20.62 X	2.81900%			0.58
	State Tax					1.47
	Total current charges					\$59.29

Other Charges	Amount
Reinstate bad debt - Service	\$644.10
Reinstate bad debt - Service	\$0.91
Charges from previous bill	\$26.16
Deposit	\$39.00
Deposit	\$39.00
Reinstate bad debt - Service	\$2,149.83
Reinstate bad debt - Service	\$279.68
Previous late payment charge (s) - electric	\$507.81
Reinstate bad debt - Service	\$13.19
Reinstate bad debt - Service	\$0.51
Reinstate bad debt - Service	\$10.38
Reinstate bad debt - Service	\$0.74
Reinstate bad debt - Service	\$11.30
Reinstate bad debt - Service	\$13.21
Total other charges	\$3,735.82

Omit previous balance if paid. Unpaid previous balances are subject to late charges. ComEd is looking for 10,000 customers to participate in a 3-month outage alert pilot that will provide customers with outage information and updates through text messages. Visit www.ComEd.com to sign up.

When paying in person, please bring the entire bill.

Page 1 of 3

Name: JOSEFA SIFUENTEZ
 Service Location: 14225 PULASKI RD CRESTWOOD
 Phone Number: 708-692-6869
 Account Number: 1599116150

69

Issue Date: February 13, 2009

Meter Information	Read	Meter	Load	Reading	Meter Reading		Diff	Mult x	Usage
	Date	Number	Type	Type	Previous	Present			
	02/13	997948048	General Service	Tot kWh	65089 EST	65228 ACT	139	1	139

Current Period	Residential - Single	Service from	01/15/2009 to	02/13/2009 - 29 Days
	Customer Charge			\$8.23
	Standard Metering Charge			2.24
	Distribution Facilities Charge	139 kWh X	0.02407	3.35
	Transmission Services Charge	139 kWh X	0.00829	1.15
	Electricity Supply Charge	139 kWh X	0.07395	10.28
	Purchased Electricity Adjustment			0.35
	Gen Assembly Rate Relief Credit	139 kWh X	-0.00261	-0.36
	Environmental Cost Recovery Adj	139 kWh X	0.00015	0.02
	Energy Efficiency Programs	139 kWh X	0.00053	0.07
	Franchise Cost	\$13.23 X	2.81900%	0.37
	State Tax			0.46
	Total current charges			\$26.16

Other Charges	Description	Amount
	Thank you for your payment of \$39.00	
	Reinstate bad debt - Service	\$644.10
	Reinstate bad debt - Service	\$0.91
	Deposit	\$39.00
	Reinstate bad debt - Service	\$2,149.83
	Reinstate bad debt - Service	\$279.68
	Current late payment charge (s) - electric	\$507.81
	Reinstate bad debt - Service	\$13.19
	Reinstate bad debt - Service	\$0.51
	Reinstate bad debt - Service	\$10.38
	Reinstate bad debt - Service	\$0.74
	Reinstate bad debt - Service	\$11.30
	Reinstate bad debt - Service	\$13.21
	Total other charges	\$3,670.66

Want to get rid of an old fridge or freezer? For a limited time, ComEd will pay you a cash incentive to turn in your working second refrigerator or freezer. For details or to schedule a pick-up, enroll online at www.ComEd.com or call (888) 806-2273.

When paying in person, please bring the entire bill.

Final Notice Prior to Disconnection

0042

Name: JOSEFA SIFUENTEZ
Service Location: 14225 PULASKI RD CRESTWOOD IL 60445

Account Number: 1599116150
Issue Date: May 11, 2009

Charges Past Due Total amount due immediately \$3,829.67

Disconnection Notice Your electric service will be shut off on or after May 21, 2009 because a \$3,829.67 utility bill is past due.

If you do not pay this bill and your service is shut off you will be required to pay all past due balances before your service will be restored and you may also be required to pay an additional credit deposit. ComEd reserves the right to verify any payment before restoring services.

For More Information

If you cannot pay the whole amount now, you may be able to make arrangements with us. To contact us regarding your account, call ComEd at 1-800-203-0684. If you are hearing or speech impaired and use a TDD or TTY, call 1-800-572-5789.

If a representative is unable to help, you may ask to talk to a supervisor. If a supervisor is unable to help, call the Consumer Services Division of the Illinois Commerce Commission at 1-800-524-0795. If you are hearing or speech impaired and use a TDD or TTY, call 1-800-858-9277.

A 'Low Income Home Energy Assistance Program' is available for qualified customers. Under this plan, a one-time payment can be made on your behalf for your winter months' bills to help avoid the possibility of being shut off. A customer must apply at one of the Illinois Home Energy Assistance Program agencies.

When paying in person, please bring the entire bill.

Return only this portion with your check made payable to ComEd. Please write your account number on your check



15991 1615 00000 0000

13834 1 AT 0.357 13834/013834/013834 047 01 GX8NBN 1 05122009

JOSEFA SIFUENTEZ
14225 PULASKI RD
CRESTWOOD IL, 60445-2341

Account Number Payment Receipt Stamp

1599116150

Payment Amount

Amount due immediately : \$3,829.67



ComEd
PO Box 6111
Carol Stream IL 60197-6111

159911615000038296791413829676

April 3, 2009

SECOND REQUEST

ComEd
P. O. Box 6111
Carol Stream, IL 60197-6111

RE: Account Number - 1599116150

Dear ComEd:

In efforts to address the account number mentioned above, please refer to your records where a letter was sent to ComEd, dated March 3, 2009, which to date, have not received a response.

However, I am in receipt of the "Issue Date" statement dated 3/17/09. This statement continues to reflect "Total other charges" in the amount of \$3,670.66. As previously advised, I was not aware I had an outstanding ComEd bill. When I moved from previous residence, my bill was paid in full.

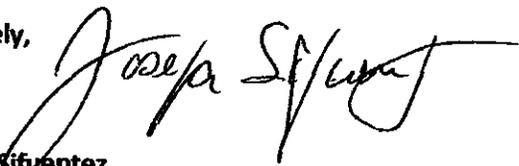
The enclosed invoice in the amount of \$3,670.66 does not include the following information:

- 1) Dates of Service;
- 2) Service Location;
- 3) Invoice Dates;
- 4) Account Number; and
- 5) Amount of Charge by Service Date

By copy of this letter, I am, again, requesting documentation to reflect the above information regarding the "Other Charges" in the amount of \$3,670.66. However, unless I receive a response providing me a detailed statement by end of day on Friday, May 1, 2009, I will consider this matter closed.

As previously mentioned, I would appreciate your prompt response so that I may forward to "The Fixer" at the Chicago Sun Times. Please feel free to contact me. Thank you.

Sincerely,


Josefa Sifuentes
14225 Pulaski Road
Crestwood, IL 60445

Enclosure

March 4, 2009

ComEd
P. O. Box 6111
Carol Stream, IL 60197-6111

RE: Account Number 1599116150

Dear ComEd:

Please note I am in receipt of the Issue Date statement for service location 14225 Pulaski Road, Crestwood, IL 60445, dated 2/13/09 for account number 1599116150 in the amount of \$26.16 for service from 1/15/09 to 2/13/09. Thank you. This account will be paid.

However, to my surprise, the statement also reflects "Total other charges" in the amount of \$3,670.66. I was not aware I had an outstanding ComEd bill. When I moved from previous residence, my bill was paid in full. In addition, I submitted a "Change of Address" at the Post Office and would have, therefore, been forwarded to me. Hence, I never received a bill regarding an outstanding amount.

The enclosed invoice in the amount of \$3,670.66 does not include the following information:

- 1) Dates of Service;
- 2) Service Location;
- 3) Invoice Dates;
- 4) Account Number; and
- 5) Amount of Charge by Service Date

By copy of this letter, I am asking for documentation to reflect the above information regarding the "Other Charges" in the amount of \$3,670.66.

I would appreciate your prompt response so that I may forward to "The Fixer" at the Chicago Sun Times. Please feel free to contact me. Thank you.

Sincerely,



Josefa Sifuentez
14225 Pulaski Road
Crestwood, IL 60445

Enclosure

June

January 22, 2009

Josefa Sifuentez
14225 Pulaski Rd
Crestwood, IL 60445

Dear Ms. Gawlik,

Thank you for your recent inquiry from the Illinois Commerce Commission regarding the electric service accounts in your name. Per your request this is a written resolution.

Our records indicate you placed your name on record at 14501 Lamon Ave Unit 302, Midlothian IL under account 05072-61010 with a service activation date of May 31, 2000. That account was finaled September 30, 2002 with a balance owing of \$3,285.54. You put your name back on record there under account 05072-61029 with a service activation date of October 22, 2002 and the account was finaled February 18, 2003 with a balance owing of \$3,071.31. That account was sent to NCO Collection agency on May 27, 2003 and January 15, 2009 when the debt of \$3,670.66 transferred to her active account on January 21, 2009. Below is a breakdown of the bills that were issued on each account number.

For account 05072-61010:

- A bill was issued on 11/30/00 in the amount of \$660.99 for 183 days which was for the service dates of 5/31/00-11/30/00
- A bill was issued on 1/02/01 in the amount of \$795.45 which included the past due of \$660.99 and \$135.36 for 33 days which was for the service dates of 11/30/00-1/20/01
- A bill was issued on 2/02/01 in the amount of \$862.54 which included the past due of \$744.45 and \$118.09 for 31 days which was for the service dates of 1/20/01-2/02/01
- A bill was issued on 3/02/01 in the amount of \$888.19 which included the past due of \$787.18 and \$101.01 for 28 days which was for the service dates of 2/02/01-3/02/01
- A bill was issued on 4/02/01 in the amount of \$1,003.54 which included the past due of \$901.52 and \$102.02 for 31 days which was for the service dates of 3/02/01-4/02/01

- A bill was issued on 5/02/01 in the amount of \$1,087.71 which included the past due of \$1,018.60 and \$69.11 for 30 days which was for the service dates of 4/02/01-5/02/01
- A bill was issued on 6/01/01 in the amount of \$812.95 which included the past due of \$751.83 and \$61.12 for 30 days which was for the service dates of 5/02/01-6/01/01
- A bill was issued on 7/02/01 in the amount of \$1,024.52 which included the past due of \$825.16 and \$199.36 for 29 days which was for the service dates of 6/01/01-7/02/01
- A bill was issued on 8/01/01 in the amount of \$1,290.35 which included the past due of \$1,038.80 and \$251.55 for 32 days which was for the service dates of 7/02/01-8/01/01
- A bill was issued on 8/29/01 in the amount of \$1,533.89 which included the past due of \$1,307.52 and \$118.09 for 31 days which was for the service dates of 8/01/01-8/29/01
- A bill was issued on 10/01/01 in the amount of \$1,681.52 which included the past due of \$1,553.62 and \$127.90 for 31 days which was for the service dates of 8/29/01-10/01/01
- A bill was issued on 10/29/01 in the amount of \$1,784.76 which included the past due of \$1,703.46 and \$81.30 for 30 days which was for the service dates of 10/01/01-10/29/01
- A bill was issued on 11/30/01 in the amount of \$1,896.52 which included the past due of \$1,808.25 and \$88.27 for 32 days which was for the service dates of 10/29/01-11/30/01
- A bill was issued on 12/31/01 in the amount of \$2,026.33 which included the past due of \$1,921.68 and \$104.65 for 29 days which was for the service dates of 11/30/01-12/31/01
- A bill was issued on 2/04/02 in the amount of \$2,188.20 which included the past due of \$2,051.49 and \$136.71 for 37 days which was for the service dates of 12/31/01-2/04/02
- A bill was issued on 3/04/02 in the amount of \$2,317.34 which included the past due of \$2,215.31 and \$102.03 for 28 days which was for the service dates of 2/04/02-3/04/02
- A bill was issued on 4/02/02 in the amount of \$2,442.74 which included the past due of \$2,348.81 and \$93.93 for 29 days which was for the service dates of 3/4/02-4/02/02
- A bill was issued on 5/01/02 in the amount of \$2,550.61 which included the past due of \$2,476.10 and \$74.51 for 29 days which was for the service dates of 4/02/02-5/01/02
- A bill was issued on 6/03/02 in the amount of \$2,665.55 which included the past due of \$2,585.59 and \$79.96 for 33 days which was for the service dates of 5/01/02-6/03/02
- A bill was issued on 7/01/02 in the amount of \$2,845.84 which included the past due of \$2,702.25 and \$143.59 for 26 days which was for the service dates of 6/03/02-7/1/02

- A bill was issued on 7/31/02 in the amount of \$3,124.65 which included the past due of \$2,885.24 and \$239.41 for 32 days which was for the service dates of 7/01/02-7/31/02
- A bill was issued on 8/29/02 in the amount of \$3,368.86 which included the past due of \$3,168.23 and \$200.63 for 29 days which was for the service dates of 7/31/02-8/29/02
- A bill was issued on 9/30/02 in the amount of \$3,505.54 which included the past due of \$3,416.11 and \$89.43 for 30 days which was for the service dates of 8/29/02-9/30/02
- A final bill was issued on 10/16/02 in the amount of \$3,285.54.

For account 05072-61029:

- A bill was issued on 10/29/02 in the amount of \$14.23 for 7 days which was for the service dates of 10/22/02-10/29/02
- A bill was issued on 11/27/02 in the amount of \$2,771.23 which included the past due of \$2,706.54 and \$64.69 for 29 days which was for the service dates of 10/29/02-11/27/02
- A bill was issued on 1/03/03 in the amount of \$2,900.24 which included the past due of \$2,812.81 and \$87.43 for 37 days which was for the service dates of 11/27/02-1/03/03
- A bill was issued on 2/03/03 in the amount of \$3,031.43 which included the past due of \$2,943.75 and \$87.68 for 31 days which was for the service dates of 1/03/03-2/03/03
- A final bill was issued on 2/18/03 in the amount of \$3,071.31. This bill was mailed to the forwarding address given of 14136 Keeler Ave, Crestwood, IL 60445

was never received at this location

If you have additional questions please contact me at (630) 684-2861.

Sincerely,



Kita Dorsey
Customer Relations Analyst