

For Commission Use Only:

Case: 09-0438

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION
COMMERCE COMMISSION

FORMAL COMPLAINT

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

ORIGINAL

2009 OCT -1 A 10:54

Regarding a complaint by (Person making the complaint):

CHIEF CLERK'S OFFICE

Patrice Marie Knabusch

Against (Utility name):

Com-ed, (an Exelon Company)

As to (Reason for complaint)

Refund requested from an amount that I had to pay, (to get my service back on), from an address I have NEVER heard of!! The amount of \$ 3,181.40 was transferred to my account, from someone who frauded my name!
in Garden Prairie Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

850 Bristol Drive, Algonquin, IL 60102

The service address that I am complaining about is

11978 Porter rd. Garden Prairie, IL 61038

My ^{Cell} home telephone is

(We only have cell phones) [815] 527-1160

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

[815] 527-1160

My e-mail address is

PKnabusch@gmail.com

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

No

(Full name of utility company)

COMED - an Exelon 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. ???

83-Adman code part 200.350 (Reasonable attempts to resolve Differences Required) - (IN MY WORDS - someone used my information - opened an account, ran up a huge bill, com ed CLAIMS its me, and IT WAS NOT!!!)

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.

- #1) on 5/19/09, my electric was turned off! I asked the man doing it, why? He said I had a past due amount over \$3,000! -
- #2) I called COMED immediately! The agent told me an amount of \$3,181.40 was transferred to my account, because it was the same name that both accounts were under! I asked the address- they gave me the address of 11978 portor rd, Garden prairie, IL 61038. I TOLD them I NEVER, LIVED, OWNED OR HEARD of that address- They seemed to NOT CARE, and said the amount HAD to be paid, (in full, including my, own account)

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

between you, and the police - prove it is FRAUD ~~See attached page~~ and I need what I had to pay, back - so we can pay my husbands boss back, and my husband gets his vacation time back!

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: September 19, 2009 (Month, day, year) Complainant's Signature: Patrice M. Krabusch

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

Cannot afford one!

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.

Patrice M. Krabusch, 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.

Patrice M. Krabusch
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) September 19, 2009

Deborah A. Brennan
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.

Patrice M Knabusch
850 Bristol dr
Algonquin, IL 60102
815-527-1160

Com-ED acct # 4818128026

* formal complaint form continued *

#2 (continued) - I explained to the Customer Service Agent, I did NOT have over \$3000.00 to pay on an electric bill! (ESPECIALLY SINCE IT WAS NOT MINE!!!), I then asked if I could make payment arrangements, she said, "No!" (I could NOT understand why they could NOT, "look into", my "fraud" claim, and keep my electric on, while they investigate it!) She again, told me that my ONLY option was to pay the entire bill, then they would, "look into" my claim of fraud! I started to cry! I didn't know what I was going to do, to pay that amount! (I am on Social Security, (disability), My oldest son had just had major surgery, to have his right kidney removed, and I have the unbelievable stress, that his left, and ONLY kidney, is in danger too! financially, with, "unexpected" expenses which came up we are late on almost ALL of our bills! (With this, "Com ED" issue, I almost had a Nervous break down!) What I finally had to do, was, "degrade" myself, and ask my husbands boss, (who owns the business), to see if he could possibly help us out! After 3 days of NOT having electricity, He paid the bill for us, by using a week of my husbands "Vacation" pay, and loaned

(2)

#2 (Continued) - US the rest of the amount, (which we have to pay back), (and hoped we would have gotten the money back from Com-ED, once they investigated the fraud in my account!) which means my husband, (who is ALSO under a lot of stress, could NOT take any "vacation" time off!) AND THAT IS TERRIBLE that someone used my name, and information, AND WE ARE GETTING PUNISHED for IT!! (That's just WRONG! and should NOT be able to happen to people!)

#3) After the "Com-ED guy", left, I called the Algonquin Police Department! (phone # 847-658-4531). Officer Charles Gibellina took the report, (badge # 1053, and report # 09-004746). He filed a identity theft report. The case has been forwarded to detective Amy Bucci, (she also can be contacted at the same phone number).

~~NOTE~~

from the time I had the police report number, ANYONE I spoke to, (from Com-ED, or the Illinois Commerce Commission), was given the police report number, and the department's phone number.

#4) I then called the Illinois Commerce Commission to file a complaint on Com-ED for the way they handled the "situation". The agent advised me someone would

(3)

#4 (Continued) Contact me within a few days! After two weeks, and, "NO CALL", I phoned again! (Almost one, (1), month later, a person from Com-ED called me), (on 6/12) - Kevin Ford - (He left a message on my phone) from Com-ED. Asked me to call him back to discuss my, "Fraud", Claim. (his direct line is # 630-684-3227) We played, "phone tag" but finally talked to each other on 6/16. He told me he would investigate my Claim, and call me back on 6/22 He left a message on my phone, saying, "He pulled the voice recording of the person calling from a Marengo address?? Wanting to "cancel" that address, than he pulled the recording of the person calling to, "Set up" service at the Garden Prairie address - and the, "voice" was the same! (Of course it would be! That's who is saying they are me, and I don't live, (I never have) in Marengo, so it was the, "fraud" person, NOT me!!!!) - I left several messages for him to PLEASE CALL me back, so I could explain, his error on what voice recordings he pulled! (What he should have pulled was the call to set service up at Garden Prairie, and then the voice recording of me setting up service at my address, and compare the two!) - I waited a while, he never called me back. I than called

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#4 (Continued) The Illinois Commerce Commission, again, (to get advice on what I should do, that no one is calling me back!) - She told me to call COMED, "general number, and "start over", make another complaint! (This was on 6/24) - I did what she suggested! the agent I spoke to said it was "noted" on my account and someone would call me back. (He gave me a retrieval number of 797976 (I am NOT sure what that is?) - I, (again), waited. On 6/26 I called the Illinois Commerce Commission to file another complaint that COMED was ignoring me! - (no one was calling me back!) I spoke to "Candy" - she told me she would forward my complaint to her supervisor, Debra, and she would call me as soon as possible! On 7/6 - Debra, (or anyone else), NEVER CALLED me yet! So I called, again, someone transferred me to her extension - I received a message saying, "please leave a message" (I DID!) on 7/30 - I still haven't heard from her, I spoke to "Patty", (she said she would let Debra know I called several times, and needed a call back! on 8/14 - (I called, AGAIN, because NO ONE still hasn't called me back!) I spoke to Maria - I was upset, explained, I really need her to call me! ASAP! - (she said she would personally give Debra the message to call me BACK!) -

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#4-(continued)- On 8/17- Debra FINALLY called me back! (She told me she was really busy, and she would have gotten to me, when she could - ?) I asked her what I could do - She told me the "Next" step would be to go to court! (I said FINE! NO problem!) She said she would send me a "dispute" form, that would be filed with the Chief Clerks office, (that I should receive my "paper work", which is the form I am now filling out) - and it would take approx. 1-2 weeks before I would receive the forms) I then get a phone call from monica morino, (from Com Ed) - on 8/26 - (she left a message on my phone) - I called her back, (I too left a message to call me back) - on 8/29 - I still havent heard from her, (she gave me a phone number of 312-394-3866 to call her directly) - so I called her back, I finally was able to reach her! (on 8/29) - I explained, (AGAIN!) my entire situation - she asked if I filed a police report. I told her I did - (and noted - that everyone I spoke to, I gave them ALL the police report number, and phone number! I guess, NO ONE NOTED my account, or she didn't look at my account before she talked to me!) I gave her all the "Information", she asked if I had a copy of it? I told her no, but I would get it! She asked

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~~11/11~~ (Continued) - me to fax her it, if I could! I told her, I would get it and fax it to her! On 9/3 - I faxed the Report to phone # 312-394-8693 - On 9/11 Monica called me. She pretty much told me what the 1st guy, (Kevin Ford), said, "they listened to the recording of each address, (Again - the Marengo and Garden prairie address's!) I tried to explain they need to compare it to my address. She also asked me why I crossed out information on the police report, (also attached to this report), - I explained to her, that what I crossed out was the name of the people who used to live at my address. (I don't know why the previous owner of my house, was on the police report,) I also crossed out a miss spelled of my last name!) I told her that, she said, I shouldn't have done that?? (I don't understand why?) - She then said, she would forward the paper work to fill out for us to go to court, (which is this form) That's where I am at with my problem.