

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

For Commission Use Only:
Case: 09-0459

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

ORIGINAL

Regarding a complaint by (Person making the complaint): PATRICK ALLEN FOR RE/MAX TEAM 2000

Against (Utility name): COMMONWEALTH EDISON

As to (Reason for complaint) FAULTY METER, NEGLIGENCE

CHIEF CLERK'S OFFICE
2009 OCT 20 A 11:19
ILLINOIS COMMERCE COMMISSION

in ORLAND PARK Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 15607 S. HARLEM AVE., ORLAND PARK, IL 60462

The service address that I am complaining about is 15607 S. HARLEM AVE., ORLAND PARK, IL 60462

My home telephone is (708) 250-3091

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (708) 429-4300

My e-mail address is PATRICKALLEN@TEAM2000RE.COM I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) COMMONWEALTH EDISON (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 IL ADM. CODE 410, 83 IL ADM CODE 280 + 220 ILCS 5/8-301

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? BY COM ED, NOT ME! Yes No

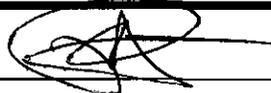
Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

PLEASE SEE ATTACHED

Please clearly state what you want the Commission to do in this case: I WOULD LIKE THE COMMISSION TO CLARIFY MY RIGHTS AND TO INVESTIGATE THIS MATTER. IF COM ED IS FOUND NEGLIGENT OR DID NOT FOLLOW PROPER PROCEDURE I WOULD LIKE THE COMMISSION TO RULE IN MY FAVOR AND HAVE COM ED ISSUE ME A CREDIT TO OUR ACCOUNT IN THE AMOUNT OF \$3600 OR WHAT THIS WORKING DETERMINES IS FAIR

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: 10/15/09
(Month, day, year)

Complainant's Signature: 

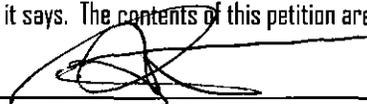
If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

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).

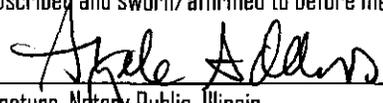
VERIFICATION

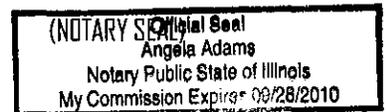
A notary public must witness the completion of this part of the form.

I, PATRICIA ALLEN, 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.


Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) October 15th, 2009


Signature, Notary Public, Illinois



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

Summary of Complaint against Commonwealth Edison by RE/MAX TEAM 2000

- 1) At beginning of the 2009 I noticed something odd with the usage profile on my electric bills. It seems the office was using more electricity in winter months (Dec, Jan and Feb) than in summer months (June, July and August) when air conditioning was running. We have gas forced air heat so something seemed wrong.
- 2) In February of 2009, I called Com Ed to check meter. It seemed like I had to argue to get that done, but they agreed.
- 3) On March 10, 2009, checked and tested the meter (I watched the person in the truck testing it), said it was bad, replaced the meter with a new one and took the old meter away. The person on the truck told me it was not even 90% accurate, led me to believe I should have credits coming and told me I would be rebilled after the billing department process.
- 4) I had to constantly call Com Ed; they gave me the runaround until 6/3/09 at which time they told me nothing was wrong with the meter, that in fact it was running slow. I questioned how that could be and wanted to speak to come in and speak with a manager about it. They said it was not possible to meet with anyone; I asked to talk to a manager. Eventually when the manager did call back, I was told that the billing person that does this had been doing for a long time and it would be rare that she would make a mistake. I asked how I could possibly be using more electricity in the winter and she said that it was probably because of my furnace turning off and on. I refused to believe that and asked her to send it back to billing; that maybe they mixed my meter up with someone else's. She reluctantly agreed to have billing look at it again.
- 5) On 7/13/09 I filed a complaint with ICC (#2009-15035) so that my electric would not be disconnected.
- 6) On 7/27/09 Kevin Ford, from Com Ed, called me and said the driver of the truck that day had no equipment to test the meter, so it wasn't tested and that when the meter was scrapped when it was brought back to the yard. He said he was closing this file because there was no meter to test. I told him I was not happy.
- 7) Sometime after that, I started getting calls from John Parise at Com Ed. I went over the whole scenario and I said I wanted a credit. I looked at the last couple years and noticed the same pattern. I felt I should be credited back 10% of what I paid for the last two years, approximately \$3600. After several calls, I was told that the meter was indeed tested and was actually running 51% slow. I did not believe that and said I was going to ask for a formal hearing. Mr. Parise tried to dissuade me from that, telling me I would have to hire an attorney and all the hassle involved. He somehow produced a test report showing the results; I said I was told by Kevin Ford the meter was not tested at all and was destroyed. It sounded like more runaround and that people were making stuff up as we went along.
- 8) If the meter was running 50% slow, it would seem logical that my electric bill would double since the new meter was installed. That has not been the case. Something is wrong. Somebody was negligent. I have no recourse, they can't produce my meter and I feel like I am just being told stuff so that I go away and leave them alone. How can I even ask the Commission to test the meter if they destroyed it? Aren't there regulations about meters that are being disputed? Don't I have rights as a consumer?

Patrick Allen
RE/MAX TEAM 2000
15607 S. Harlem Avenue
Orland Park, IL 60462