

OFFICIAL FILE

ORIGINAL

ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 09-0515

ILLINOIS
COMMERCE COMMISSION

FORMAL COMPLAINT

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

2009 NOV -6 A 10:37 AM

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

Alfred + Sabrina Miller

Against (Utility name):

Com Ed

As to (Reason for complaint)

Lack of meter readings and back billing. No rep from Com Ed has taken an official meter reading for a period of approx. 2 yrs. (for approx. 2 yrs) Until recently ALL of our bills have been estimated. We received a back credit and rebill invoice for the past 12 months resulting in an astronomical bill.

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

1539 S. Kenneth Ave., Chicago, IL 60623

The service address that I am complaining about is

1539 S. Kenneth Ave., Chicago, IL 60623

My home telephone is

(773) 762-8363

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

(773) 762-8363

My e-mail address is

misschildress@yahoo.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.

200.535, 200.300, Senate Bill 1917, 280

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 ~~July~~ Sept. 13, 2009 we received a bill in the amount of \$936.47. This bill reflected the past 12 months rebilled at 30%-40% more each month compared to our previous invoices w/o explanation. We were instructed to take a payment plan.
2. When I asked why and how this bill came about (as we normally received bills in the \$70-\$90 range) the rep stated that ^{actual} meter reading had not been taken in ~~approximately~~ nearly two yrs. The rep stated that the meter has always been estimated and an actual read was taken w/ binoculars.
3. We asked why no one had ~~ever~~ ^{range} our doorbell or called to access the meter. We were told by a supervisor that there was nothing they could do but offer a payment plan. The supervisor admitted that the lack of readings over such a long period was the fault of the company but offered no recourse or ^{reprieve}.

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

That ~~the~~ re-bill would be credited at least 50% and that we not be held liable for ~~over a meter~~ 6 months or more of estimated meter readings

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: Nov 3, 2009
(Month, day, year)

Complainant's Signature: [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

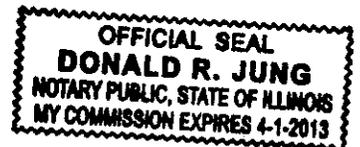
A notary public must witness the completion of this part of the form.

I, Sabrina Childress-Miller, 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.

[Signature]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) November 3, 2009

[Signature]
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.