

EVENT LOG

COM-ED NOTES

Saturday December 20, 2008 - Started brownouts and power loss at 10pm Saturday.

Lost power in short bursts w/ brownouts approx. 17 times until power went off at 1:55am Sunday 12/21/08. Power was restored at 5:30am Sunday 12/21/08. Continued to brownout but stayed on until 7:00am. Went off again some time between 7 – 7:45am. Came back on and went on and off approx. 12 times until 8:45am. Went off and on approx. 14 times until 11:45 am and went off again. Came back on at 2:20pm. At 5:33 pm, flickering again.

Monday December 22, 2008 7:10pm – Com-Ed called to see if power is on, told me the most likely reason for our power problems was due to equipment failure and that no one else was complaining and to get village involved for clout. That's when we decided to write letter to the editor in local paper. (*See letter to the Editor dated Wednesday December 31, 2008, attached*)

Saturday December 27, 2008 approx. 2:05am –Power went off for approx. 16 seconds. Called and spoke to 'Tamra'. Also requested...again, *Frequent Sustained Power Outage Investigation*.

Same day, 5:45am – Com-Ed called back and said what we experienced was known as a 'feeder' slapping together. Said if it happens one or two times, you're ok but on the third time we would lose power completely.

Friday January 30, 2009 – To date, have not received *Frequent Sustained Power Outage Investigation*.

Thursday February 5, 2009 1:21pm – Lost power for approx. twenty-five seconds. It's a beautiful sunny day with light winds and the temperature was about 30 degrees. Called Com-Ed and spoke to 'Patricia'. Explained this to her and she said they would call back with an explanation as to why. Also mentioned that we requested a *Frequent Sustained Power Outage Investigation* some time ago and have yet to receive one. She said she'd look into it and have someone get back to us on that.

August 12, 2009 approx. 5:20pm – Experienced a very brief, town-wide power outage that lasted less than a minute. After power was restored, the power continued to 'brownout' causing lights to dim and brighten and continuing to go on and off. At the time the kitchen TV, which was on, suddenly flashed and the screen went black. Later that day discovered that it also caused damage to our Info globe Caller ID unit and Projection Clock.

Friday August 13, 09 – Called ComEd and spoke to 'Ieesha", when we explained what had occurred, she informed us that they (ComEd) does not record power losses of less than one minute. When we asked for a claim form for damaged items, she said she would send one out to us.

Same day – ComEd service technician came by and when we explained the problem to him he stated that it sounded like a problem for a service supervisor and that one would be coming out to survey the problem soon but couldn't say when.

August 19, 2009 – Mailed claim form for above damaged equipment. However, never did see a service supervisor.

September 2, 2009 – Received letter from ComEd acknowledging receipt of claim and stating that Ms. Karen Whirity was their assigned claims adjuster reviewing our claim. (see letter dated Sept. 2, 09)

Friday September 25, 2009 - Today we received a letter from **Karen Whirity** (see letter from Karen Whirity), the claims adjuster assigned to our claim, at ComEd, pertaining to the claim we put in on August 19 2009, for damaged appliances due to the outage on August 12, 2009. In the letter we were advised that ComEd would not be compensating us for those damaged appliances. (See letter dated Sept. 21, 2009)

On the same day, Merle called Karen to inquire why. Karen stated that ComEd is not required to guarantee 24 hour electric service to its customers. Merle explained about, how we were informed by several ComEd service technicians, who have been sent out on service calls to our neighborhood due to our complaints about brownouts and power fluctuations, that the problem was due to an old and faulty transformer halfway down our alley. (See pics on this disc) When she asked for the names of these individuals, he refused to give them to her but told her we were not the only persons these outages had affected and that he would be contacting them, along with the **Citizens Utility Board** and the **Illinois Commerce Commission** to submit a complaint. She remained staunch in her decision but said she would submit a help ticket and send out a technician to check out the problem

Shortly thereafter, Merle called the Illinois Citizens Utility Board and spoke to Mary Watters. He explained the problem to her at length. Mary advised us to visit the Illinois Commerce Commission website at www.icc.illinois.gov and submit a complaint to her attention and that she would handle our complaint personally.

Same day – Sent email to **Mary Watters** at **Illinois Commerce Commission** explaining the problem (see email to Mary Watters)

Wednesday Sept. 30, 2009 – Received a call from **Ms Kita Dorsey** informing us that she had been assigned our point of contact with ComEd while investigating our complaint to the Illinois Commerce Commission. She said she expected this issue to be resolved by October 7, 09.

October 5, 2009 approx. 10:51 am – Lost power for approx. 45 seconds. Called ComEd immediately and spoke to **'Javier'** and asked if he could please look in to why we lost power since it was a beautiful, sunny, windless day and have someone contact us with that information. Merle explained to him that there was an ongoing investigation into this problem. He said he would look into it and have someone contact us. Shortly thereafter, Merle attempted to contact **Kita Dorsey**, the individual assigned to our complaint at ComEd however, her phone was continuously busy.

Shortly thereafter, at approx. 11:19 am, - A man from ComEd named **'Craig'** (815-342-0175) called and said that they were aware of the outage and that it was caused by a “ 34 line opening up “ whatever

that means, he didn't offer an explanation. However, he did inform us that they were sending someone out to look into it.

Same day: - Tried to call **Kita** again but her line was still busy.

Same day: **Ms. Rudder** from ComEd called at approx. 1:40pm, said she was a ComEd supervisor. Said because the ICC is conducting an investigation she was not able to give us any information. Merle told her he had been trying to contact **Ms Kita Dorsey** all morning but that her line was busy. **Ms Rudder** said, she must be very busy. Merle questioned why her phone would be busy all that time but was not given any sufficient explanation as to why.

Friday, October 23, 2009 6:20am – Lost power for approx. 30 seconds, we called ComEd right away. They said though they weren't aware of the outage but they would however, look into it. About 10 minutes later a guy from ComEd called us back and said they would send someone out to check things out. We never heard back again that day.

Sunday, October 25, 09 – At approx. 1:25pm **Kita Dorsey** was attempting to contact us but Merle was on the phone at the time. At approx. 1:40pm Merle called her back and asked why she was trying to call. She said she wanted to let us know they were still investigating our situation and that she was aware of the outage of Friday, October 23 (*above*).

Tuesday, November 10, 09 – Received a letter from **Mary Calabria** at ComEd Claims Collections Department stating that they had re-evaluated our claim and found no electric problems in our area. They therefore, respectfully, denied our claim once again. Merle called her right away but only reached her answering machine. He left a message asking that she please call us back as soon as possible.

Same day: Called Commerce Commission to speak to **Mary Watters**. She was not in so we left a message asking her to call us back as soon as possible. Unfortunately, we never heard back from her.

Thursday November 12, 09 approx. 10:00am – **Mary Calabria** called and left a message.

Friday, November 13, 09 approx. 2:30pm – Called to speak to **Ms Mary Calabria** about letter of denial of claim. She did not answer so I left a message asking that she please call me back at her earliest convenience.

Tuesday, November 17, 09 approx. 10:00am – **Ms. Calabria** called this morning and left message returning our call. Merle called her back at approx. 3:45 pm and left message again.

Sunday November 22, 09 approx. 11:34am – Lost power again for approx. 45 seconds. Called ComEd and spoke to 'Michelle'. She said there was no record of the power failure and that we were the only ones who called to report it. When we asked to have a supervisor call us back with an explanation for the failure, she said they could not speak to us because we had contacted the Commerce Commission and it was under investigation.

Monday November 23, 09 Approx. 2:10pm – Called Illinois Commerce Commission and spoke to ‘John’. Merle explained the situation with us and ComEd to him. He said that Mary Watters was our counselor and that she was not in today but that he would have her call us sometime tomorrow.

Same day: Called Mary Calabria at approx. 2:20pm but unfortunately she was not in and her message said she’d be out of office till Monday November 30th, 09.

Tuesday November 24, 2009 approx. 3:45pm – Called Mary Watters at the Commerce Commission again. She was not available at the time but spoke to Debra Johnson, who assured us she would give the message to Mary and have her contact us back as soon as possible.

Same day: - Mary Watters from the Commerce Commission called back. We explained the situation to her regarding the denial of claim from Mary Calabria at ComEd. Mary Watters said, she is requesting form letters be sent to us in order to pull ComEd into a public hearing in regard to this ongoing issue. She said we should receive them by Monday of next week.

Wednesday, December 9, 09 - Received the information from the Commerce Commission to file a formal complaint against ComEd. Read it but didn’t quite understand all that they were requesting. We decided to call Mary Watters to ask her for assistance.

Thursday, December 17, 2009 – Filled out and mailed Formal Complaint to Ms. Elizabeth A. Rolando the Chief Clerk at the Illinois Commerce Commission.

Since filing our claim for damaged equipment we have experienced three more short term outages. ComEd continues to deny there is a problem.

Proclamations

graduating from the Illinois Institute of Art at Schaumburg, I know this to be a fact. It is true that a thorough search of our recent culture finds no real origin of this practice of calling things something, they aren't in order to further the left agenda. But there does exist in world history an exact analogy, a perfect storm of ideology that matches perfectly this theft of culture. It

goes back much further than the 1960s and the era of the hippies. It is an old World War II movement. It is called Marxism. When recording our company Christmas and holiday greetings on video for our website, one of the young producers, fresh out of college (my alma mater in fact), proclaimed his astonishment that a couple of us actually uttered the words "Merry Christmas" in our short holiday greetings dialogue for the video because, "... it was not PC."

This was the first time in my life I had been accosted by an anti-Christmas person who was very sincere and didn't have a clue how intolerant he was being. But I assured him that my Christmas wishes are also sincere and they extend even to him.

Since then, as my wife and I finished up our Christmas shopping in the area, we were even more sensitive to the "Christmas Spirit" as we greeted, and were greeted by, store clerks and cashiers. We've noticed that the ugly head of so-called political correctness is being virtually ignored around here, as almost everyone says Merry Christmas instead of just about anything else. From Java Stop in Dwight to Pier One in Joliet, it's "Merry Christmas" instead of "Happy Holidays." And we're glad.

Merry Christmas to everyone; even our sad governor. May his cell be warm and his macaroni and cheese be hot.

May God continue to bless those who live in and around the wonderful community of Dwight, Illinois.

Merry Christmas to all.
Stu Marks
Happy Dwight Resident

Notifi ComEd of Brownouts to Get Facility Equipment Replaced

"It happens all the time we're used to it" This is the answer I hear from many of my neighbors when it comes to the all-too-frequent power outages and brownouts that occur sometimes with good reason, but more often than not, with no obvious reason at all, here in Dwight.

During the recent ice storm on December 20 and 21, we experienced many, many brownouts, and outages beginning at 10 p.m. before the power finally went off at approximately 2 a.m. Sunday. The several power interruptions that led to the outage had been reported to ComEd by me two weeks previous and are documented. I was informed at the time that I was the only one complaining. However, ComEd representatives I have spoken to since and during the recent outages instructed me to write this letter and try to get other town residents involved in order to remedy this situation. They informed me that the problem is caused by equipment failure. ComEd is not interested in replacing old, outdated equipment if they don't have to. As far as they know, all is working properly, because no one complains.

I have lived here six years now, and the frequency with which these outages occur is, without a doubt, unacceptable. The power surges they deliver are seriously harmful to the delicate circuitry found in most of the electronics and appliances in our homes. Brownouts can wreak havoc on computer systems. In many ways, they are worse than blackouts. In a blackout, the power just goes off, but with a brownout, the

device continues to get power, but at a reduced level, and some devices will malfunction rather than failing totally.

ComEd has sent claim forms to replace my damaged equipment (to their discretion, of course); however, that is not the issue. What I want is for them to maintain and repair their equipment so that this doesn't occur without good reason. Their favorite answer to the recurrent outages is that a car hit a pole - funny, though; I never read about these "accidents" in *The Paper*.

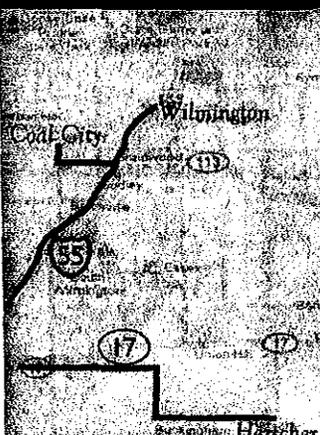
I have also requested of ComEd a Frequent Sustained Power Outage Investigation. To date, I have not heard any further on this matter. You can be sure, though, that I will pursue this issue.

Therefore, I am asking the residents of Dwight to please call ComEd whenever we experience any brownouts or outages. Regardless of the duration, it is important that they know about them. After all, they can't fix what they are not made aware of. I have been successful in convincing many other village residents to call, but we need everybody to get involved. Together, we can make a difference.

I am supplying the ComEd toll-free number, 800-334-7661, which I now keep near my phone, along with my account number and a writing tablet to document any calls I make to them.

Your friends
and neighbors,
Mike Salgado
and Merle Hudgins,
Dwight

ney Tight?
mortgage payment-
HISTORICALLY LOW
ONEY every month!
experience outstanding
MER SERVICE
ice meetings.
et us help with a
ed Rate Loan!
available by appointment.
Debra Tock
Loan Officer
11111 Avenue, Dwight, IL 60420
84.9891 Toll Free 866.400.9091
tock@baytreelending.com

MANOR-DWIGHT

HERITAGE MANOR

Gardner Fire and EMS Weekly Calls
Mon., Dec. 22: Medical, Canterbury.
Tues., Dec. 23: Fire, Route 53; citizen assist, Camelot.
Wed., Dec. 24: MVA,

COUNTRY Agent Derossett Receives Sales & Quality Awards
COUNTRY Financial Representative Kevin Derossett of Manville recently received the National Multi-line Sales Award (NMSA) and the National Quality Award (NQA) for helping also recognizes achievement in assisting customers with auto, home and commercial insurance.
This is the second time Derossett has received the

Please Print Legibly

(Use an additional piece of paper if more space is needed.)

(815) 584-9518
 Daytime Phone Number
 (815) 584-9518
 Home Phone Number
 Name of Contact Person
 (Units of Local Government Only)
 9090-10-0021
 ComEd Account Number
 MERLE HUDGINS
 Name
 312 E CHIPPEWA ST
 Address
 DWIGHT, IL 60420-1410
 City State Zip
 Social Security Number
 (Optional)

Date Damage Occurred
 AUGUST 12, 09
 Time: 5:20 a.m./p.m.
 Location of Damage
 312 E. CHIPPEWA ST.
 Address
 DWIGHT, IL 60420
 City/State/Zip

What happened? PLEASE SEE LETTER ATTACHED.

THIS FORM IS FOR INFORMATION ONLY AND DOES NOT CONSTITUTE ANY ADMISSION OF LIABILITY ON THE PART OF COMMONWEALTH EDISON COMPANY. Return completed claim form and documentation to:

Commonwealth Edison Company
Claims Department
P.O. Box 805379
Chicago, IL 60680-5379

List of Damages

Attach supporting documentation. If your claim is for repair to a vehicle, your documentation should include copies of estimates from two repair shops on their printed invoice or estimating form; we reserve the right to request an independent estimate. If any claim is for food spoilage, your documentation should include an itemized list of spoiled items shown with the price of each and the total for all items, and copies of receipts or canceled checks, if any. If your claim is for equipment or property repair, your documentation should include copies of bills paid to have the property repaired, or in the event that you choose not to have the property repaired, a copy of a written estimate of the cost that would have been incurred if the property had been repaired. If an item is not repairable, you should state that information and your documentation should include proof that a total loss of the property resulted. If your claim is for damage from a power interruption, power surge, or other fluctuation, your documentation should include proof that the damage resulted from such power interruption, power surge, or other fluctuation.

Item	Make/Model	Age	Date Purchased	Purchase Price	Repair or Replacement Cost	Serial No.
1.	TRANE FURNACE	12YR	3-2-04	212.45	?	6640200001
2.	TRANE FURNACE	5YR	3-2-04	212.45	?	6640200001
3.	PROJECTION CLOCK	5YR	3-2-04	39.95	?	NO SN #

Dollar Amount of Damage Claim:
\$ 354.90 PLUS TAX

The above information is true and correct to the best of my knowledge.

Signature: MARLENE HUDGINS
 Date: 8-19-09
 Title (Units of Local Government Only)

WHAT HAPPENED?

On August 12, 2009 at approximately 5:20pm we experienced a very brief, town-wide, power outage that lasted less than a minute. This is not an unusual occurrence for us here in Dwight. As a matter of fact, up until we wrote a *Letter to the Editor* in our local paper which was directed to the towns' folk, it was an ongoing problem. In that letter we urged our neighbors to please call ComEd every time we experienced any kind of power disruption be it a black and/or brown out. Oftentimes though, these occur at night when the majority of residents are asleep and are unaware until they wake up and have to reset their clocks and any other electronics that are affected and by then they figured, it was too late to call.

On that same day, we had been experiencing several 'brownouts' and power fluctuations prior to the above mentioned outage. I inquired of our neighbors if they had been experiencing them also and they concurred.

After reporting the incident to ComEd, there was a ComEd technician at my house approximately two hours later wanting to test the wiring in my house because a power failure was reported by me. I told him he was free to check but that the outage did not only affect my house but the entire town. At that point he mentioned that this was a problem which was out of his field of knowledge and assured me he would have a supervisor come out to do a field test. He said he would likely be out in the next few days. Today is the 19th and I have yet to see a supervisor. The technician also mentioned that the only problem he was aware of was the transformer located a few houses down the alley from my house was overloaded. Technicians have been out to my house in the past for the same problem and I will admit, it has gotten better but the situation is on-going.

These short outages and brownouts are affecting my electronics and any equipment containing a compressor such as my refrigerator and air-conditioner. The listed electronics are the latest casualties of these outages. The surges they produce when the power comes back on are destructive to the delicate circuitry inside. The TV listed which was recording at the time, simply flashed brightly and then went dark. Not only did the TV get destroyed but the program being recorded was lost as well. The Info-Globe never came back on as did the Projection Alarm Clock.

I have all the receipts, instruction manuals etc. for all listed items. If you require copies of these items, please feel free to contact me at the following.

Merle Hudgins
312 E. Chippewa St.
Dwight, IL 60420-1410
815-584-9518

Commonwealth Edison Company
Claims Department
P.O. Box 805379
Chicago, IL 60680-5379

www.exeloncorp.com

August 31, 2009

**MERLE HUDGINS
312 E CHIPPEWA ST
DWIGHT, IL 60420**

Re: Our Claim No. C2009209966

Dear MR. HUDGINS:

This letter is to acknowledge receipt of the claim you recently submitted to our company. The details you supplied will allow us to properly investigate your situation. If more information is required, we will contact you. The adjuster reviewing your claim is Karen Whirity, who can be contacted at (630) 576-6335.

We will make every effort to provide you with a prompt response. Most of these matters are resolved within 30 days. When our investigation has been completed, you will be notified in writing as to the disposition of your claim.

Sincerely,

ComEd Claims Department

September 21, 2009

MERLE HUDGINS
312 E CHIPPEWA ST
DWIGHT, IL 60420

Re: Claim No. C2009209966

Dear Mr. Hudgins:

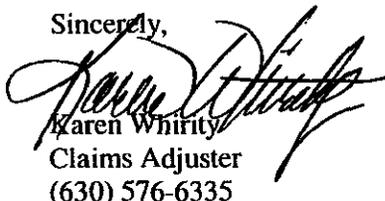
This letter is in response to your inquiry regarding the service problem you experienced on 8/13/2009. Thank you for giving us the opportunity to investigate your situation. We know how important reliable electric service is in the lives of our customers and the inconveniences caused by service problems.

Our Company's records do not indicate any service interruptions or irregularities on the equipment that serves your area. This does not preclude, however, that you would not have experienced momentary surges of power caused by a variety of circumstances. Such occurrences are very possible and there is no technology to record such an event.

Although ComEd compensates customers for certain costs incurred as a result of our negligent actions, we cannot pay for damages resulting from service problems caused by storms and other events beyond our control. Each day ComEd's equipment faces the possibility of damage from storms, accidents, wind, ice, hail, vandalism, tree or animal contact and a host of other potential hazards. Because our investigation shows that your recent service problem was not due to our negligent actions, we are not able to compensate you for any damage that you may have suffered. Our Reliability Department has been notified of your concerns and will evaluate our equipment to determine if any modifications are necessary.

We understand that providing reliable electric service is vital to maintaining satisfied customers. ComEd prides itself on providing reliable electric service and we are sorry for any inconvenience or expense that you may have experienced. We are hopeful that this letter may assist you if you decide to file a claim with your insurance carrier.

Sincerely,



Karen Whirity
Claims Adjuster
(630) 576-6335

November 6, 2009

MERLE HUDGINS
312 E CHIPPEWA ST
DWIGHT, IL 60420

Re: Claim Number C2009209966

Dear Mr. Hudgins:

Your claim was submitted to the ComEd Claims Department Review Committee for further evaluation. We have reviewed the facts of your claim regarding service problems at your home.

Our Reliability Department has assessed the facilities in your area and it has been determined that there were no electric problems found on the lines that provide service to your home. Therefore, we must respectfully deny your claim.

On behalf of the Review Committee, we apologize for any inconvenience you may have experienced.

Sincerely,



Mary Cafabria

ComEd Claims Department Review Committee
(630) 437-3306

Email to Mary Watters at the Illinois Commerce Commission

September 25, 2009

ATTENTION; Ms. Mary Watters

Per our telephone conversation on September 25, 2009

Track Number: 2786-2009

I live in a small town and we experience many, many brownouts and power failures. On the occasion that these occur during inclement weather, they can be excused. However, all too often, they occur for no apparent reason. I have contacted ComEd as well as written letters to the editor in our local paper pleading with our fellow townsfolk to contact ComEd and complain about these frequent brownouts and outages. On several occasions ComEd has sent out technicians to look into the problem and each time these individuals have advised us that the problem lies in the old and faulty transformer down the alley from my house. When I contacted ComEd to inquire about this I was told they would send a supervisor to look into our complaint. To date he has yet to show up.

On August 12, 2009 we experienced a brief, town-wide power outage that lasted less than a minute. I know it was town-wide because the owner of a restaurant in town was visiting me at the time and she was called away back to the restaurant by an employee with a computer related problem due to the outage. Her restaurant is located a little more than a mile away from my residence. Again, I contacted ComEd to place a complaint. I was told that any outages that last less than 5 minutes are not logged by their system and therefore, not recognized. Again, they assured me they would look into the problem.

At the time of the outage, my partner was in the kitchen watching the TV we have there on the counter. He called me into the kitchen and said that the TV had gone out. He stated that the picture had flashed white and then went black. As the day progressed I discovered that my Info-Globe caller ID and my Projection Clock, also were no longer working. I could only assume that this was caused by the sudden power surge.

In the past I have had to replace my electric smoke/carbon monoxide detectors and battery backup lights for no apparent reason. At the time, I passed it off as aging equipment; however, these items were not all that old. Now I realize the power surges from the outages and brownouts are the cause of my mysterious equipment failures. Every time these occur I have to go around the house and reset clocks and other appliances. I can't imagine what kind of damage they are causing to my refrigerator, air conditioner unit etc. all of which contain compressors and delicate circuitry not to mention my computers and other equipment. I have since put surge suppressors on all my outlets in my house in the attempt to protect what appliances and equipment I can.

On August 13, 2009 I contacted ComEd and informed them of the damaged equipment. I was advised to place a claim to ComEd for these items, which I did. I sent the claim form into ComEd on August 19, 2009 and waited until today, Sept 25, 2009 when I received a letter from Karen Whirity, the claims adjuster for ComEd assigned to my case. In her letter she stated that ComEd was not able to compensate me for these damages because they claim that it was not due to their negligence. I beg to differ, especially since I was not the only one in the neighborhood to experience damage to personal property. As a matter of fact, three other neighbors complained that they had lost TV's at that same time but weren't aware of the rest of us having the same problem and have since discarded their damaged items.

When I received her letter, I immediately contacted her to question their decision. Among other things, she stated to me that ComEd is not required to guarantee 24 hour service to their customers and that ComEd will not reconsider their decision to not compensate me for my damages.

Frustrated, I decided to contact the Citizens Utility Board for assistance. I spoke to Ms. Mary Watters who suggested I place a formal complaint with the Illinois Commerce Commission and send it to her attention. So, here it is. I hope you can be of help to me in this matter. I appreciate any help you can provide. If you require any related documentation such as dates and times of outages and/or letters to and from ComEd and pictures of the transformer in question, please feel free to contact me and I will provide them to you via fax or snail mail.

Thank you in advance. Please, have a great weekend. I look forward to hearing from you.

Merle Hudgins
815-584-9518

COPY OF COMPLAINT DIRECT FORM WEBSITE:

**Illinois Commerce Commission
Public Utility Complaint Form
Track Number: 2786-2009**

Complainant Information

Full Name: Merle Hudgins
Street Address: 312 E. Chippewa St.
Alternate Location: United States
City: Dwight
State: IL
ZipCode: 60420-1410
Home Phone: 1815-584-9518
Day-Time Phone: 1815-584-9518
E-Mail Address: m.f.hudgins@sbcglobal.net

Complaint Information

Have you been in contact with the Utility?
Yes, I have contacted the utility.

Complaint Type: Electric

Company Name: ComEd

Company Account Number: 9690100021

Please provide the details of your complaint below:

ATTENTION; Ms. Mary Watters Per our telephone conversation on September 25, 2009 I live in a small town and we experience many, many brownouts and power failures. On the occasion that these occur during inclement weather, they can be excused. However, all too often, they occur for no apparent reason. I have contacted ComEd as well as written letters to the editor in our local paper pleading with our fellow townsfolk to contact ComEd and complain about these frequent brownouts and outages. On several occasions ComEd has sent out technicians to look into the problem and each time these individuals have advised us that the problem lies in the old and faulty transformer down the alley from my house. When I contacted ComEd to inquire about this I was told they would send a supervisor to look into our complaint. To date he has yet to show up. On August 12, 2009, a beautiful sunny day with barely a breeze to speak of, we experienced a brief, town-wide power outage that lasted less than a minute. I know it was town-wide because the owner of a restaurant in town was visiting me at the time and she was called away back to the restaurant by an employee with a computer related problem due to the outage. Her restaurant is located a little more than a mile away from my residence. Again, I contacted ComEd to place a complaint. I was told that any outages that last less than 5 minutes are not logged by their system and therefore, not recognized. Again, they assured me they would look into the problem. At the time of the

outage, my partner was in the kitchen watching the TV we have there on the counter. He called me into the kitchen and said that the TV had gone out. He stated that the picture had flashed white and then went black. As the day progressed I discovered that my Info-Globe caller ID and my Projection Clock, also were no longer working. I could only assume that this was caused by the sudden power surge. In the past I have had to replace my electric smoke/carbon monoxide detectors and battery backup lights for no apparent reason. At the time, I passed it off as aging equipment, however, these items were not all that old. Now I realize, the power surges from the outages and brownouts are the cause of my mysterious equipment failures. Every time these occur I have to go around the house and reset clocks and other appliances. I can't imagine what kind of damage they are causing to my refrigerator, air conditioner unit etc. all of which contain compressors and delicate circuitry not to mention my computers and other equipment. I have since put surge suppressors on all my outlets in my house in the attempt to protect what appliances and equipment I can. On August 13, 2209 I contacted ComEd and informed them of the damaged equipment. I was advised to place a claim to ComEd for these items, which I did. I sent the claim form into ComEd on August 19, 2009 and waited until today, Sept 25, 2009 when I received a letter from Karen Whirity, the claims adjuster for ComEd assigned to my case. In her letter she stated that ComEd was not able to compensate me for these damages because they claim that it was was not due to their negligence. I beg to differ, especially since I was not the only one in the neighborhood to experience damage to personal property. As a matter of fact, three other neighbors complained that they had lost tv's at that same time but weren't aware of the rest of us having the same problem and have since discarded their damaged items. When I received her letter, I immediately contacted her to question their decision. Among other things, she stated to me that ComEd is not required to guarantee 24 hour service to their customers and that ComEd will not reconsider their decision to not compensate me for my damages. Frustrated, I decided to contact the Citizens Utility Board for assistance. I spoke to Ms. Mary Watters who suggested I place a formal complaint with the Illinois Commerce Commission and send it to her attention. So, here it is. I hope you can be of help to me in this matter. I appreciate any help you can provide. If you require any related documentation such as dates and times of outages and/or letters to and from ComEd and pictures of the transformer in question, please feel free to contact me and I will provide them to you via fax or snail mail. Thank you in advance. Please, have a great weekend. I look forward to hearing from you. Merle Hudgins 815-584-9518

Company Contacted Date:

Describe the Company's response to you and the action you would like to see taken by the ICC: