

EXPLANATION OF COMPLAINT

In the summer of 2008, I contacted ComEd to advise them that their transformer (48 years old) that is too close to my house was leaning, wires were rubbing against my tree, other limbs needed trimming, high voltage wire was running on my property, and 2 poles, which are 48 years old, were rotting.

A ComEd representation came out to evaluate the situation and so advised a fellow working on my property, at the time, that the transformer had to be moved to the road for safety and access reasons. He advised the fellow that someone would be coming out to look at the trees. Subsequently, a tree trimmer came out to assess the property on September 30, 2008.

Apparently in November and December 2008, scheduling was obtained for pole replacement and tree trim and in December 2008 an order to complete the scheduling was made.

After many months of calling ComEd for the completion of the order and continuation to take care of the problem, no one ever called. Almost a year later ComEd told me they had absolutely no record of any of the above and I had to put in another request to remove the leaning transformer that is too close to my house and ready to fall, do the tree trimming, remove the high voltage wire and replace the rotting pole/s. I did so, I believe, in the summer of 2009.

Again a ComEd rep., Walter, came to house at 7:30 am on September 23, 2009. He took measurements of the transformer position to my house, took numbers from the transformer, took numbers from the pole (as many as are left), noted the rotting poles, made notes about the trees etc. etc. He told me in 1 week he would have an evaluation and report for me. He never called me. I made many phone calls to Charisse, Walter, Monica Moreno and Carlos Ruiz. If I received a telephone call back, I was told she/he would get in contact with Walter/ComEd for a report. Nothing ever happened.

On December 10, 09, I was told that Walter could not handle the case anymore and that Ken Richardson would come. On December 11, 09, Ken Richardson and his supervisor Ken Levitte came out to see the problems. I was not home but gave Ken Richardson access code to get onto the property. He told that they never went into the back where the lines, transformer and poles are but only viewed everything from a distance of approximately 50 feet. He told me that he would be in contact with me – never did and when I called him, he told me that Ken Levitte was in charge and he would have him call me – he never did either - absolutely no communication.

Countless times during the duration of these complaints I left messages with customer service, Charisse, Monica Moreno. Rarely would someone call me back and then I would be told that someone will call me back within 48 hours. No one ever did.

Even as late as last week I contacted ComEd for my records and customer service sent a message to Charrise, who was to contact me within 48 hours – she never did.

On December 11, ComEd had to be called out due to an electrical fire caused by a branch falling on a wire. Tim from ComEd took care of getting the branch off of the wire and while doing, we both watch the transformer swaying back and forth in the air. Tim mentioned that it could fall anytime and to get out of the way.

The transformer still is leaning and ComEd has yet to be concerned by the safety of my property and person should the transformer fall.

Finally on January 5, Carlos Ruiz phoned me and told me that Charisse from ComEd said I should file for a formal hearing since ComEd does not believe the rotting poles are theirs.

ComEd has been on my property dozens of times to address problems with wires, trees, etc. since 1967. On one occasion about 30 years ago, ComEd came onto the property and installed wire to secure the pole with the transformer on from falling. ComEd serviced and initiated maintenance on this pole so that it was secure. The secure wiring even has a yellow colored sleeve around it so no one runs into the wire.

A landscaper was even sent out on an occasion to take care of the ruts the truck put into my property while trimming trees.

The leaning transformer on the rotting pole would be a great concern to any human being. Being so close to my home – should it fall while I am at work or away, it could burn my whole house down.

It makes no sense that ComEd is arguing about the owner of the poles when their transformer is on one of the poles that could fall down at any moment. They have maintained and serviced the poles in the past and have trimmed tree branches, etc. etc.

I am sure that the Illinois Commerce Commission will understand these concerns and be able to direct ComEd to remove the hazardous transformer and high voltage wire onto the road where it needs to be, trim the trees and replace the poles.

EXHIBIT "C"