

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION ORIGINAL COMPLAINT

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

For Commission Use Only:
Case: 10-W87

ORIGINAL

Regarding a complaint by (Person making the complaint): Wayne Richard

Against (Utility name): COMED

As to (Reason for complaint) I am being billed for service I don't believe I used. With no prior contact from COMED I received a bill for \$954.00. COMED says it was a meter mix-up, and even though it wasn't my fault, I have to pay. My bill is about \$40.00 a month. I live in Chicago Illinois. - They say it's a hundred a month. (Please see Attached Sheet.)

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 6441 s. Kenwood Chicago, IL 60637

The service address that I am complaining about is 6441 s. Kenwood Apt 217

My home telephone is [773] 752-0238

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 865-8265

My e-mail address is _____ 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 **PLEASE IDENTIFY** specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.
MONTHLY TO STATE - CONSUMER SERVICE DIVISION
Electric

CHIEF CLERK'S OFFICE
2010 FEB - 1 P 2:34
ILLINOIS COMMERCE COMMISSION

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. IN OCT '09 I received a bill that was for \$954.00 from ~~COMED~~ COMED. It was for service dating back to OCT '08.

2. Upon contacting COMED I was told that my meter had been mixed up with someone else and this was my adjusted bill.

3. The usage was extremely high on that bill, totaling \$150.00 or more for some months. I live in a Studio Apt.

4. I believe someone was tampering w/meters. COMED didn't want to investigate and told me to just pay!

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

That my bill be adjusted, that I not be held responsible for any meter-mix up. COMED Waive the amount that they back-billed me.

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: Jan 25, 2010
(Month, day, year)

Complainant's Signature: Wayne Richard

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

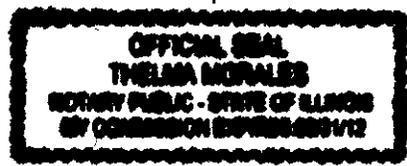
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

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

I, Wayne Richard, 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.

Wayne Richard
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) January 25th, 2010

Thelma Morales
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.

Hi,

I felt I need the space to explain this perhaps more clearly.

ComEd has re-billed me for one year, from OCT 08 to OCT 09. I received a bill for \$954.00 with no explanation or contact from ComEd. I immediately called ComEd and was told by a ComEd rep over the phone that they came out to investigate a complaint from my neighbor of a huge light bill, and discover that there was a meter mix up. I talked with that neighbor, and found that he had been complaining for about a YEAR, about his bills. He also told me that ComEd FINALLY got tired of him complaining and came out and SWITCHED his meter with mine! A ComEd rep verified that they did switch the meters, but only because the meters didn't seem to line up with their records of where they were originally installed. My new bill reflected a meter number different from the one I had been paying the entire I time I lived at this residence. The neighbor I mentioned has lived there at least a year less than I have. My thought is that since I have been paying the same account and meter numbers since I established service more than two and a half years ago, why are they implying now that I did something wrong and I should pay almost a thousand dollars. Then they told me (a different story from a different supervisor) that the wires were crossed and that my electricity was being recorded on my neighbors account, and his on mine. I then asked why they would have to SWITCH the meters if it was just a error in the computer; they could just have made the adjustment in their computer by simply inputting the correct number to the correct person, if that was really true. But even then, that's their responsibility to ensure accuracy, mine is to pay my bill. Which I have fully and on time. They had no explanation of what happened or how and even refused to come back out and investigate MY complaint of fraud and billing error related this. But the amazing thing about all this is, the day I received the bill, which was Monday, Oct 26th, my landlord came to my apartment after I called to ask him what he knew, and he showed me the meter that was supposed to be my meter, the one where it was "fixed" to straighten out this cross-up between me and my neighbor. Well that meter was moved again to a TOTALLY different place when I looked again on Oct 30. I asked the landlord could he take me into the electrical room so that I could take a picture of the meters and when he did, because tenants don't have access to the electrical room and at that point the exact meter that he showed me to be mine just four days earlier, was now moved to a entirelyly different place!! I asked him how that could have happened, and he replied he had no idea. I asked him if he had ever admitted a ComEd tech into my apartment or the electrical room at anytime since I spoke with him earlier in the week, and he replied no. So it seems to me that someone is switching meters in my apartment building, and the only people who have access to the electrical room where the meters are(ComEd and my Landlord) can neither explain to me how this "crossed meter" thing occurred, how it happened AGAIN, who did it, why it was just discovered even though I have been there two and a half years, why it took them a year to discover it after my neighbor had been complaining for a year, how they can ensure that the meter attributed to me is

actually record the usage from my apartment without them ever having checked and most importantly to me; why its my fault if there is a mix-up with meters and I have to pay almost a thousand dollars.

I'M NOT SURE IF THIS VIOLATES ANY COMMISSION CODE, BUT IT SEEMS THAT IT'S UNFAIR TO A CONSUMER THAT THIS IS HOW A HUGE COMPANY CAN OPERATE. I CAN SEE THIS SORT OF THING HAPPENING AGAIN TO ME OR ANYONE ELSE; THERE IS SUDDENLY A DISCOVERY OF A MIXED-UP METER, WHICH CUSTOMERS HAVE NO CONTROL OR POWER OVER, AND WITH THAT DISCOVERY THERE IS A NEW LARGE ADJUSTED BILL THAT NOW BELONGS TO WHICHEVER CUSTOMER THEY SAY IT BELONGS TO. AND WITHOUT ANY INVESTIGATION, NO PROOF THAT THE *CUSTOMER* DID SOMETHING WRONG, THE CUSTOMER JUST HAS TO PAY THAT BILL?