

For Commission Use Only:
Case: 10-0158
ILLINOIS
COMMERCE COMMISSION

FORMAL COMPLAINT

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

2010 MAR - 11 P 12: 48 jms

UTILITY SERVICES OFFICE

Regarding a complaint by (Person making the complaint): Jacqueline R. Campbell
Against (Utility name): Commonwealth Edison
As to (Reason for complaint) Applying someone else's bill from another address to my current home address of 10 years. This bill belongs to a Jacqueline Conner who used her own social security number and her own birthdate to open up the account at 6116 S. Cottage Grove in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 219 N. Kolin #2 Chicago, IL 60624
The service address that I am complaining about is 6116 S. Cottage Grove Chgo, IL 60637
My home telephone is 773 1287-3288
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at 773, 430-4108
My e-mail address is campbellfamily4kids@comcast.net 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.

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? DON'T KNOW 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 Nov 13, 2009 I was told by a Com ed agent my bill was an extra \$1,324.60 because of an unpaid bill by Jacqueline Conner of 6116 S. Cottage Grove in Chicago from 2005 to 2009. I informed her I never lived there and I've been at my current address 219N. Kolin #2 Chicago for over 10 years. She further looked and noticed this person used her own social security number and birthdate. I was told to contact Experian Credit Bureau because they said I was that person. (2) When I contacted Experian they told me Com ed said I lived at 6116 Cottage and that's why they attached it to my credit report (see attachment) Con't on sheet of paper

Please clearly state what you want the Commission to do in this case: Remove this person Jacqueline Conner's bill from my account. Have stricter laws for letting anyone turn on service. Check the person's information more reimburse me for anytime taken off work from this

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: 02-24-2010
(Month, day, year)

Complainant's Signature: Joseph R. Campbell

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.

Jacqueline R Campbell, 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.

Joseph R Campbell
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 02-24-2010

Josefina Villa
Signature, Notary Public, Illinois



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

3. On Mon Nov 16, 2009 I spoke to Veronica at Com Ed, she also noticed a different social and birthdate and she would send it to the revenue dept for investigation and it could take 45 days.
4. In Dec 2009 I spoke with a Mr. Tisching from Com-Ed he told me I needed to send papers proving who I was and where I lived from 2005 to 2009. I spoke with Experian a day after speaking with Mr. Tisching and Experian cleared up my credit report and deleted Ms. Conner's info. I faxed Mr. Tisching a letter on Dec 18, 2009 explaining this and the items he requested. On Jan 6, 2010 he concluded his investigation with me having to contact Experian. Experian had never forwarded the info to Com Ed because Exelon Corp was the 3rd party who should have gotten the info since they did the inquiry this was finally done in Feb 2010 by an Experian agent name Joshua. Even with the updated info Com Ed has yet to remove this bill from my account. I made an informal complaint with the ICC in January 2010.
5. I spoke with a Com Ed exec by the name of Cherise on Jan 19, 2010 she said she would have it removed, ten days later she said it would stay because of further investigation and that I needed to make a formal complaint with the ICC. I also filed a financial theft report with the Johnson Police report # HS 177692 and with the FTC.

6. On February 22, 2010 when I called Com-ed to get the exact amount added to my account so that I can file it in my complaint. She informed me the dates were Jan 2003 to 2008. so I'm getting conflicting dates from Com-ed.

Josefina Villa

2-24-2010

