OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

2010 MAY 20 A 10:49

For Commission Use Only:
Case: 10-0346

ORIGINAL

FORMAL COMPLAINT

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

Regarding a complaint by (Person making the complaint): Constance Carter[redacted]

Against (Utility name): ComEd

As to (Reason for complaint) ComEd has placed several erroneous charges onto my bill totaling over $3,000. They have not adequately researched and given me the source of these charges. Furthermore, ComEd has required that I pay deposits and make large payments that will enter me into a payment arrangement to keep my electricity on. Despite numerous calls to customer relations, ComEd has not rectified the year-old provide

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 12536 Highland, Blue Island, IL 60406

The service address that I am complaining about is 12536 Highland, Blue Island, IL 60406

My home telephone is (708) 385-1997

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 964-6962

My e-mail address is [redacted]ladyaka11@yahoo.com will accept documents by electronic means (e-mail) ☐ Yes ☑ No

(Full name of utility company) Common Wealth 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.
Utility companies cannot request/demand that erroneous charges be paid. That utility companies cannot over charge customers and/or request large deposits based on false charges. That utility companies cannot tack on charges that are not the customers (Paraphrasing)

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 Nov. 2008, I paid $1300 for ComED. In Dec. 2008, this payment was credited to my account, leaving me with a credited amount. In Jan 2009, ComEd not only took away that credit but also added $3,600 aprox. in charges and did not deduct the $1300 previously paid. They continously state that they do not see their error.
(2) ComEd has charged me for electric service that are not mine. These "reinstate bad debt" charges as ComEd lists them as on my bill, are delinquent bills that are not mine. These charges total approximately $2,000. (3) ComEd has a transfer service amount from an address in which I did not live in Dolton, IL of $911.00.
(4) ComEd has given me an extremely large deposit demant totaling in excess of $500.00.
(5) ComEd has been contacted on numerous occassion by me with limited return calls and has not solved this issue fully in over 1 year!

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

I would want the Commission to investigate this case and prohibit them from charging me for service that are not mine and making me pay false charges. Likewise, to prohibit ComEd from requiring large deposits and credit my account for payments made. Also to give me a hearing and make ComEd return over payments

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: April 18, 2010 (Month, day, year) Complainant's Signature: Constance R Carter

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, Constance Carter, 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.

Constance Carter
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) May 18, 2010.

Antoinette Griffin
Signature, Notary Public, Illinois

(NOTARY SEAL) NOTARY PUBLIC OFFICIAL SEAL STATE OF ILLINOIS ANTOINETTE GRIFFIN MY COMMISSION EXPIRES FEBRUARY 18, 2011

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