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ILLINOIS COMMERCE COMMISSION

ORIGINAL

For Commission Use Only:
Case: 10-0383

ILLINOIS COMMERCE COMMISSION
2010 JUN 11 P 2:05
CHIEF CLERK'S OFFICE

# FORMAL COMPLAINT

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

Regarding a complaint by (Person making the complaint): Cindy L. Gendry

Against (Utility name): Commonwealth Edison Company ("ComEd")

As to (Reason for complaint) A request for a billing refund resulting from a crossed meter error which began in April 2004.

in Chicago Illinois.

**TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:**

My mailing address is 934 W. Sunnyside Ave., #2B, Chicago, IL 60640

The service address that I am complaining about is 934 W. Sunnyside Ave., #2B, Chicago, IL 60640

My home telephone is [708] 254-1046

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 322-5374

My e-mail address is blueyedcinb5@sbcglobal.net I will accept documents by electronic means (e-mail) ☒ Yes ☐ No

(Full name of utility company) Commonwealth Edison Company (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.
83 Ill. Adm. Code Part 280 Section 280.75

OFFICIAL SEAL
BARBARA J. THOMAS
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES 04/15/14

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.) I have resided at 934 W. Sunnyside Ave., #2B, Chicago, IL 60640 since on or about April 24, 2004.

2.) To the best of my knowledge I was billed incorrectly for my neighbor's meter (934 W. Sunnyside Ave, #1B, Chicago, IL 60640) from April 24, 2004 through March 24, 2010.

3.) I notified Commonwealth Edison Company of the crossed meter error on or about August 20, 2009 after I received an unusually high electric bill for July 2009.

4.) I was instructed by a Commonwealth Edison Company employee to continue to pay the bill for my neighbor's meter until Commonwealth Edison could verify and correct the problem. I was also told that I would then be credited or reimbursed for any overpayments that had occurred as a result of the crossed meters.

5.) The crossed meter situation was not corrected until April 20, 2010. I was reimbursed by Commonwealth Edison for overpayments from March 24, 2008 through March 24, 2010. I should not be penalized for ComEd's del

Please clearly state what you want the Commission to do in this case: I am requesting a refund of any overpayment made to Commonwealth Edison from either the date I moved into 934 W. Sunnyside Ave, #2B, Chicago, IL (approximately April 24, 2004) or from two years prior to the date that I notified Commonwealth Edison of the crossed meter situation until the error was fixed (August 2007 - March 2010) whic ever th law will allow.

**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.

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Today's Date: 06/09/10 (Month, day, year)

Complainant's Signature: Cindy L. Gendry

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).

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**VERIFICATION**

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

I, Cindy L. Gendry, 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.

Cindy L. Gendry
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) June 9, 2010.

Barbara Thomas
Signature, Notary Public, Illinois

OFFICIAL SEAL
BARBARA L THOMAS
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES:04/15/14
(NOTARY SEAL)

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

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