Informal Complaint #2009-04296
Statement For Formal Hearing Form.

1) Com ED Account #25463-80029
Service Address 2 Sect Sixteen Woodhoven Lakes, Sublette, Il. 61367 Recreational Property Campsite.

2) December 12th 2008 Bill $257.72 For 11-10-08 To 12-12-08 Called Com ED. Matter will be Looked Into.. Tish Customer Ser. Rep.

3) January 14th 2009 Bill $293.43 For 12/12/08 To 1-14-09 Called Com ED. Customer Service Run around. Requested Return Call From Supervisor. Never Received Call. Went To Property Shut off Breaker Box in Unit. Cust. Service Looked at Previous usages & Bill Approx. 200x's Normal.

4) Febuary 16th 2009 Bill $108.39 For 1-14-09 To 2-16-09 Called Com ED Request For Meter Investigation. Scheduled For Feb. 27th 09 WAS on premises From 7:15 AM To 5:30 pm NO ONE SHOWED. Received Letter In Mail 3-2-09 That Com ED Representative was at lot & Checked Meter & Showed A Progressive Reading. & Working Properly, Pay Bill Balance... went To Property Shut off Breaker In Room Addition & under Meter.

5) It was That letter That Prompted me To File Complaint with. I.C.C.. Same letter Sent To I.C.C. from Com ED in Response to Complaint.

6) March 17th of 2009 Bill $73.16 2/16/09 To 3-17-09.. Informed Com ED End of March That Breakers Are off & still Had usage...

7) April-2009 Com ED Showed up on Premises un Anround & Opened up Meter, did Not Change, Same Meter # but Brown Locks(2) gone & 1 green Lock on Box. Meter. Now Bills Not Sent of Usages, just Disconnection Notices. I continuously Called Com ED upon Receipt of EACH Disconnect Notice Monthly. No Follow ups From Conselour. but Called & Complained Several Times.

8) End of May Received Formal Complaint Packet Delivered To Campsite Assoc. Office. I Received In June. 2009. Filled out June 12th & Sent In Mail 6-14-09.

9) Upon Frustration I Visited The Com Ed Building In Dixon, Il. which USED To be Cust. Serv. Center. Now Maintenance & Administration. Spoke with Exec. on Situation. Response: will get it with Proper Dept. Representitive . . . Still Power Not being USED but Showing Progressive Readings. . .

10) Received E-mail From Com ED Rep. w/ Photo Copies Saved IN PDF of My Statements. That were barely legible, which I have of My own & They Are Hard Copies. & stated Upon Reviewing. Everything is Correct & Need To Say wanted Me To Review To See If I Find Any different. Reply was yes. USAGES . . .

11). Now That Ayear has Past Frustrated & wanting Desperately To Get Something Resolved. Started Calling Again . . To Find out Complaint was Closed March 2009 Due To Com ED letter. . & Electric Shut off by Com Ed. Ruining A Freezer Full of Meat & Refridgerator of Food & Condiments. & Full of Mold. . . Out of Desperation Again Seeked Help Thru Woodhaven Association & Asked For ESAC Representitive To Visit lot. which the Did 2 of Them. & Seen Meter Turning while Red TAGED & Shut off. ESAC Recommended Contacting Ely's. Woodhaven Contractor who Works For Com Ed on Full Time Basis. Response was. Billing ISSUES Cannot help, GOOD Luck Public Safety of Wood Hoven As well visited Property, Called County Sheriff For Complaint. County Sherrif Response, Civil Matter Consult a Attorney.
Wood hoven Realty Representitive. Has other Property owners with Similar Situations. will Contact Com ED. Acct # & my personal Info Given & week later Still No Contact From Com ED. . .

12) Called Com ED Again Explained All Again To Cust. Service. Problem Escalated to Upper Mngment. on. 6-2-10. Someone will get back To me within 24 Hrs.

13) 5 Days later Mrs Kurtis Called From Com ED. Response No Record of ICC Complaint, Pay 1000.00 To Restore Power. . .

14) As of Today 6-23-10 I have Exhousted myself as well as my ways To Resolve this sitiation with Com Ed Thru Com Ed. Property Association local Sheriffs of Fire as well as. Association Public Safety.

The Electric To this Property Has Been Disconnected by Com Ed & Again To Date 6-23-10 Electric Meter is Still Turning Creating a Progressive Reading. & Still Have Electric in Unit To Small Voltage Appliances - Lights, TV. Stereo ect.ect. & All Electric Bill of $1,009.17 & growing!

I Cannot Seem to get Any Results in this Potentialy Dangerous Sitiation - & Hope & Pray That You Review All Facts & Testimonies In this Matter & Find Com Ed Negleckfull & Irresponsible in this Matter & In the way it was Handled by Com Edison & Find Them in Wrongfull Billing & Relieve me of This Commonwealth Edison Bill as well as Compensate me For the Loss of Food in Refridgerator / Freezer .. As well As Unuse of Property For Reasons of Faulty Meter & or Any other Relief you See fit within the Laws Pertaining To this Matter -

Sincerely,

Robert M. Hardman

6-23-10

Sworn to and subscribed before me this 23RD
day of JUNE 2010
Witness my hand and official seal.
Notary Public Larry E. Newcomer

"OFFICIAL SEAL"
Larry E. Newcomer
Notary Public, State of Illinois
My Commission Expires 10/28/2012