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Illinois Commerce Commission

Rod R. Blagojevich, Governor

Consumer Information

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Illinois Commerce Commission Public Utility Complaint Form

Complainant Information

Full Name: Felipe Gomez

Street Address: 847 N. Maplewood - 1F

Alternate Location:

City: Chicago

State: IL

ZipCode: 60622

Home Phone: 312-451-3238

Day-Time Phone:

E-Mail Address: gomzfng1@netscape.net

Complaint Information

Have you been in contact with the Utility?

Yes, I have contacted the utility.

Complaint Type: Electric

Company Name: Exelon/ComEd

Company Account Number: 5563096092

Please provide the details of your complaint or state your opinion:

On 10/22/07, I filed an on-line and written ICC complaint (with copy to ComEd) regarding misbilling of this account and several past accounts listed in the 10/22/07 letter resulting in a misbilling of over \$2,300. The complaints specifically requested a written itemization and explanation of ComEd's alleged past due amounts. However, on or about 11/3/07, ComEd wrote a brief three line letter acknowledging receipt of the complaint, but failing to provide any response to the substance of my 10/22/07 complaint. Rather, the ComEd letter requested that I contact a representative if I was still interested in pursuing the complaint. On or about 11/20 and again shortly thereafter I left voice mails for the designated representative, but to date I have received no further responses of any kind from ComEd. Thus, I am now adding to my complaint with regard to the failure of ComEd to substantively respond to my 10/22/07 Complaint. Sincerely, Felipe N. Gomez.

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