

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 10-0499

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Emanuele Mastropaolo

Against (Utility name): ComEd

As to (Reason for complaint) we are over paying due to meters were
not labeled cossectly and Now ComED wants and
additional \$815.00!

in carpentersville Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 3398 Blue Ridge Dr. Carpentersville
IL, 60110

The service address that I am complaining about is "same"

My home telephone is [847] 783-0192

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [630] 235-1126

My e-mail address is nmastropaolo@gmail.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) ComEd (responent) 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? Yes No ?

CHIEF CLERK'S OFFICE
2010 AUG 11 A 10:50
ILLINOIS COMMERCE COMMISSION

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.

Please see attached Letter

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

make my issue right either go back from may 1, 2006 or split the difference and we both come to and my self take a loss

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: 8-5-2010
(Month, day, year)

Complainant's Signature:

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

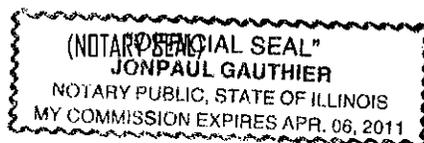
A notary public must witness the completion of this part of the form.

I, Emanuele MASTROPADO, 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.

Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) August, 5th 2010

Signature, Notary Public, Illinois



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

(1) My name is Emanuele Mastropaolo I live at 3398 Blue Ridge Dr. Carpentersville Il. I am writing this formal complaint due to the fact that Common Wealth Edison is trying to come after me for the amount of \$815.00 for the year of 2009 due to the fact that our meters in this sub-division are tagged wrong (mis-labeled) and now ComED is trying to collect back fees that are not our responsibility.

(2) We had warned them that something was wrong that our electric bill was wrong and they told us that there are no mistakes and that the meters readings were correct. Approximately 2 weeks later they tried to turn off my neighbors power and they turned my power off! My wife happened to be home and corrected the problem and told the tech that came out that this wasn't the first time; tech told her that he would report the problem. We are not the only residents that have had this problem! My brother that lives in this sub-division also had similar problems. My neighbors have complained as well. Then again the following month we called and told the woman that answered the phone that they have our information wrong and that the bill was too small of an amount, but she assured us that it was correct and the meter issue was an error on the techs part!

(3) To further the situation they told us that they can only go back one year, how ironic since the gentleman has been dead for 2 years. I've been living in this house since May 1, 2004, but they can only go back one year that seems a little fishy. If it is that important that they get their money it is in my best interest for me to get my money back for the years that I have over paid since the unit is two times bigger than mine. Now 3 months later they want us to pay the back fees! We have our bills for the year of 2009 and all the bills have been paid in full.

(4) To conclude I believe if we tried to tell the people at ComED that there is an issue with the meter and were told that there wasn't, why are they telling me that we owe them \$815.00?



April 5, 2010

→ Emanuele Mastropaolo —

3398 Blue Ridge Dr

Carpentersville IL 60110

Re: Account #02350-84036

Dear Mr. Mastropaolo:

A careful review of your electric service account indicates that we have been billing your electric usage to another customer. In addition, you have been receiving bills for a location you do not occupy.

As a result of this situation, the bills rendered to you have been lower than your actual use. We have corrected our records to show the proper meter serving your location. Your correct meter number is 117147757. This may result in future bills being higher than the bills previously issued to you. The readings will now be taken from the meter actually serving your premises. Because you have been underbilled for the service used, it is now necessary to debit your account for \$815.91.

We apologize for the error and any inconvenience this may have caused you. If you have any questions or if you wish to discuss payment arrangements, please contact us at (1-800-334-7661), Monday through Friday from 8:00 a.m. to 4:30 p.m.

Sincerely,

ComEd