

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

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COMMERCE COMMISSION

FORMAL COMPLAINT

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

For Commission Use Only:
Case: 10-0586

2010 OCT -8 P 12: 56

ORIGINAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

Diane Tomic

Against (Utility name):

Commonwealth Edison

As to (Reason for complaint)

Failure to bill for service for over 3 months.

Called numerous times advising we needed a bill to allow us to make a decision regarding business hours. Since 1st year in business had no history to review to make business decisions. Com Ed's failure to bill & respond to requests caused substantial harm & caused excessive bills due to inability to make decisions
in Kankakee Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

44 Meadowview Ct, Kankakee, IL 60901

The service address that I am complaining about is

44 Meadowview Ct, Kankakee, IL 60901

My home telephone is

[815] 932-7261

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[815] 953-7396

My e-mail address is

dianetomic@hotmail.com

I will accept documents by electronic means (e-mail) Yes

No

(Full name of utility company) ~~Commonwealth Edison~~ Commonwealth 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.

280.100 (e)

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

Not to my knowledge

Com Ed has also added late charges to this bill. All bills are current except for 3 months in dispute. Have called Monica Merino at least 5 times to resolve & have received no return call.

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. We received billing monthly until Dec 2009. We never received a bill for Dec, Jan, Feb. During the 3 month period, I called over 10 times asking for a bill. I explained we were thinking of changing our bus hours because our Electric Bill (Heating) was so high. I explained numerous times we need the info. Our meter was read each month by the meter reader. Com Ed continually promised to look into situation. I finally learned our acct was "double punched" so no bill was generated. No one at Com Ed could tell me what "double punched" meant. ~~Com Ed~~ Com Ed failure to bill created a hardship for business. We would have cut our operating hours by 1/2 if we had received these large bills. I was promised a bill each month & never received one.

Reduce bill by 1/3 for delayed billing time. Under Section 280.100(e) Bill 4533.28 Reduce by \$1541.91! not properly notified of bill rejection & investigation

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: 10/2/10 (Month, day, year) Complainant's Signature: Diane K Tomic

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.
Diane Tomic
1674 Campton Dr
Bourbonnais, IL 60914
dianetomic@hotmail.com

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, Diane Tomic, 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.

Diane K Tomic
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 10-06-2010

Shannon Matthias
Signature, Notary Public, Illinois

(NOTARY SEAL)

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