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*I haven't
received any
response to letters
or calls.*

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September 21, 2010

Monica Merino
Com Ed/ Regulatory & Governmental Affairs
440 S LaSalle St Suite 3300
Chicago, Il 60605

Re: Acct 13681-73050

Dear Ms. Merino,

After receipt of your letter dated July 19, 2010, I have tried numerous times to contact you at the number listed in your letter. I have called you on 9/3, 9/4, 9/9 and 9/18 and left messages each time. I have received one message from you advising that you put on stop on the disconnect notification 1,2,3 Jump received. After receiving a letter from John Schaub (ICC) indicating that we had settled the informal complaint that was filed with the ICC, I informed him on June 4, 2010, that the issue had not been resolved. I then received your letter dated July 19, 2010. Since that time I have been attempting to reach you to resolve this matter.

1,2,3 Jump received a letter dated September 1, 2010 informing them they would need to give an additional deposit of \$1425.00 due to a history of late payments. This is all directly tied to the disputed monthly bills that is subject to the ICC complaint. All bills before and after have been paid in a on time. 1,2,3 Jump is current on all bills issued since Com Ed finally decided to start billing 1,2,3 Jump after not billing them for 3 months. It was agreed upon with Maria Sanchez from Com Ed, that 1,2,3 Jump would not pay the disputed amounts but would be paying all future bill which they have done.

Please be advised of the following which has occurred regarding this account:

1,2,3 Jump took over space at 44 Meadowview Ct, Kankakee, Il on August 1, 2009. Com Ed was notified of the new billing change and 1,2,3 Jump received monthly bills in August, September, October and November of 2009. 1,2,3 Jump informed Com Ed on several different occasions that they only had 2 meters on their property but they were being billed for 3 meters. Although 1,2,3 Jump was receiving their bills, 1,2,3 Jump also informed Com Ed in Oct and Nov that they had the wrong billing address listed. 1,2,3

Jump received a November bill accounting for service up until Dec 12, 2009. 1,2,3 Jump did not receive another bill until March, 2010. However, 1,2,3 Jump documented that a meter reader entered the premise each month, December through March, and read the meter. 1,2,3 Jump attempted to get Com Ed to send them a bill so they could make a business decision about changing their business hours since they use electric heat and the bill tripled in November. At least 10 separate attempts were made by 1,2,3 Jump to get Com Ed to send them a bill. Finally in March after much time and energy spent by 1,2,3 Jump a bill was sent. However, it was too late for 1,2,3 Jump to make any type of business decision about their operating hours. 1,2,3 Jump retained a log of the names, dates and times of the attempts by 1,2,3, Jump to get information from Com Ed. No one at Com Ed was able to give 1,2,3 Jump an answer as to why they were not receiving a bill. In fact, 1,2,3 Jump could not get a return phone call from supervisors when assured they would receive return calls to help resolve the issue.

The Illinois Administrative Code , Section 280.80 (e) states “that when a utility company rejects a bill because it is abnormally high or low, and the utility chooses to delay billing by more that five days, the utility must nevertheless send the customer a statement at the regular billing period which shows billing has been delayed and that an investigation is being conducted by the utility.”

Com Ed never conducted an investigation even after repeated customer requests to do so, nor was 1,2,3 Jump notified about a delayed bill as called for under the above stated statute.

1,2,3 Jump has suffered harm through their inability to obtain a bill which would have been used to help them make business decisions regarding their hours of operation. Since this was the first winter 1,2,3 Jump was open, they could not look back at previous winter bills to help in their business decision making. 1,2,3 Jump surmises that they would have cut their hours by 1/3 during the winter months to help avoid keep their single largest utility bill from tripling. To compensate for this harm, 1,2,3 Jump is asking that the bill in question \$4604.20 be reduced by 1/3 (\$1565.42) and 1,2,3 Jump be allowed the 24 month interest free period to repay the remaining amount of the bill. If this issue cannot be resolved between Com Ed and 1,2,3 Jump they are prepared to file a formal complaint with the ICC.

I will be forwarding a copy of this letter to the ICC. 1,2,3 Jump would like to resolve this matter in a manner that is fair to everyone. 1,2,3 Jump is current on all past and present bills with Com Ed with the exception of the disputed amount for the period listed above. No additional deposit should be required of a company after Com Ed's poor billing and customer service caused the dispute to occur. 1,2,3 Jump will not be paying any additional deposit because of this ICC complaint.

I am eager to discuss a resolution to this matter. I have left several messages indicating that if you call and I am not available for you to please leave a date and time for me to call you back where you will be available to discuss this situation. I have not had a response to either of these requests. Again, please contact me at 815-953-7396 at your

earliest convenience, and if I am not available, please leave a date and time I can return your phone call.

Thank you,

Diane K Tomic, Owner
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