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STATE OF ILLINOIS

Public Utilities Bureau

Lisa Madigan
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April 20, 2010

Mr. Darryl Bradford
Senior Vice President, Regulatory Policy
and Rates, General Counsel
Commonwealth Edison Company
440 South LaSalle Street
Suite 3300
Chicago, Illinois 60605

Mr. Michael Guerra
Vice President, Regulatory Policy and
Strategy
Commonwealth Edison Company
440 South LaSalle Street
Suite 3300
Chicago, Illinois 60605

RE: Disconnection Issues

Dear Mr. Bradford and Mr. Guerra:

The Illinois Attorney General's Office, AARP, and IBEW Local 15 are extremely concerned about the recent practices and future plans of Commonwealth Edison Company ("ComEd") with regard to the disconnection of customers from electric service in the ComEd AMI pilot area. The Commission's own rules, Illinois Administrative Code, (83 Ill. Admin. Code Part 280.130(d)), as well as the Illinois Commerce Commission's Final Order in Docket No. 09-0263 ("Final Order"), require that the utility direct employees engaged in disconnecting service for non-payment to also advise the customer at the time that service is being discontinued. The failure to follow the Commission's rule and Order interpreting that rule significantly threatens public health and safety.

The Commission's Part 280.130(d) clearly states that the utility's attempt to advise the customer that service is being discontinued take place by making contact "at the time service is being discontinued." It further requires that if disconnection cannot be accomplished "during a call made at the customer's premise," the utility shall attempt to leave a notice "at the premise or billing address" informing the customer that disconnection was attempted and their service continues to be subject to discontinuance. The Commission's conclusion in the 09-0263 order directing that site visits take place even though the rule's current language reflects "the world as it existed before AMI technology," reinforces the requirement that contact must take place during a site visit.

Moreover, the Commission recently denied ComEd's explicit request to make a contrary interpretation in the recent ComEd AMI case (Docket No. 09-0263). In its Brief on Exceptions in that case, ComEd asked that the ICC strike language from its order

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recognizing that a site visit is required in part because it is valuable for detecting safety issues. ComEd BOE at 34 (Exception #7). In its Final Order, the Commission rejected ComEd's proposal to strike that language and elected to continue the site visit requirement. Final Order at 33-34.

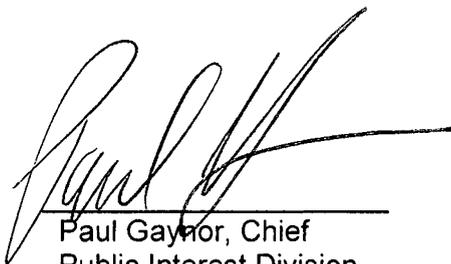
Unless ComEd attempts contact with the customer during a site visit to advise them of imminent disconnection, the company is in violation of the Commission's rules as well as its order in 09-0263.

Despite this clear directive from the Commission, ComEd has, on several occasions, asserted that it does not currently direct its employees to attempt contact with customers at the time of disconnection and does not plan to do so in connection with remote disconnections for non-payment during the upcoming AMI pilot program. In slides presented at AMI stakeholder meetings, in discussions of the Consumer Policy Work Group of the Illinois Statewide Smart Grid Collaborative, and in response to information requests, ComEd has stated its plans to forego personal contact "unless needed for access."

ComEd's current disconnection practices and its stated plans for remote disconnection practices during the AMI pilot do not satisfy ComEd's legal obligations, nor do they adequately protect the health and safety of individual consumers or the public in general. The undersigned are aware of numerous examples of situations hazardous to public safety that were remedied as a direct result of contact with the customer at the time of disconnection. ComEd's actions threaten public health and safety.

Please advise in writing by May 3, 2010 whether ComEd will be taking corrective actions to address these concerns. If this issue is not satisfactorily resolved, the undersigned will need to consider taking appropriate action to protect the public.

Sincerely,



Paul Gaynor, Chief
Public Interest Division
Office of the Attorney General



Robert Gallo
Senior State Director
AARP Illinois

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Business Manager
Local 15, IBEW

cc: Mr. Tim Anderson, Executive Director
Illinois Commerce Commission

Ms. Mary-Stephenson-Schroeder, General Counsel
Illinois Commerce Commission