

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

For Commission Use Only:
Case: 10-0624

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Sandra Diaz

Against (Utility name): ComEd

As to (Reason for complaint) Over charge on light bill. Company not helpful with meter reading to correct discrepancies on utility bill.

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 2711 S. Homan ave Chicago IL 60623

The service address that I am complaining about is 2711 S. Homan ave Chicago IL 60623

My home telephone is (773) 964-8412

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 964-8412

My e-mail address is NA I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Common Wealth 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.
83 Illinois Administrative Code 200.150 & 200.170

CHIEF CLERK'S OFFICE

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

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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.

See attached letter

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

*To Audit my light bill and assist me in having
Come lower my bill.*

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: 10-22-10 Complainant's Signature: Sandra Diaz
(Month, day, year)

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, Sandra Diaz, 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.

Sandra Diaz
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 10-22-10

[Signature]
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.

October 22, 2010

In February 2010 I purchased property 2711 S Homan Ave in Chicago IL 60623. During the walk thought before the closing I was looking at other details of the home. I moved in March 2010.

I started noticing that my light bill was high with very little use. I noticed that the meter glass was broken and did not make a big deal about it. Once I received the bill from service date 04/02/2010 to 05/07/2010 a total of \$124.07. On 5/13/10 I spoke to Veronica at Com Ed to discuss billing and I contacted Com Ed to do a meter reading on the property. The Bills continued to average in the low \$180. Then I received a statement in August that I owed \$1,169.41 due by 8/25/2010. The statement states I used \$635.33 of Electricity Supply Service plus \$183.36 delivery service plus taxes of \$94.37 which equal to \$913.06. It is impossible to use that much electricity when the average was in the low \$180.

The following statement of July 30 to 8/31 2010 a bill came in of \$1,094.25 now owing to Com Ed \$2,281.21. This statement states that I used \$764.16 in Electricity supply service plus \$218.36 delivery services plus taxes of \$111.73. I called Com Ed to make another complaint and they did come to the property and removed the meter and replaced it with a new meter. The technician made a comment to me that the wind can make the meter mark change making the bill higher than normal use.

I am stuck with this debt and I don't feel I should be held responsible for this time period that the meter had issues. I can and will be responsible for actual use of light. I need help in this matter to help me resolve this complaint against Com Ed. I am currently in a payment plan with Com Ed to avoid my service from being interrupted and not on my credit report.

Sandra Diaz

Sandra Diaz