

ILLINOIS COMMERCE COMMISSION

Case: 10-0656

FORMAL COMPLAINT

2010 NOV 17 A 10:29 AM

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

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

Joyce Murff

Against (Utility name):

Commonwealth Edison

As to (Reason for complaint)

Account being improperly metered, charged, adjusted, billed and credited

ACCT # 5309824034

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

3436 W Huron^W, Chicago, IL 60624

The service address that I am complaining about is

3436 W Huron^{BLOS}, Chicago, IL 60624

My home telephone is

[773] 826-0135

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

[708] 997-9980

My e-mail address is

J.murff@sbcglobal.net

I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) 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.

NOTE: I FOUND NOTHING IN THE PAMPHLET PROVIDED CONCERNING/ADDRESSING THE ISSUES AND CONCERNS THAT I HAVE ENCOUNTERED. MR. F. JOHNSON ADVISED ME TO LEAVE THIS LINE BLANK

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?

I AM NOT SURE

Yes No

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

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

PLEASE SEE ATTACHED LAST PAR. UNDER WHAT I WOULD LIKE DONE

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: NOVEMBER 15, 2010
(Month, day, year)

Complainant's Signature: [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

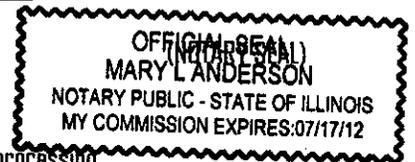
A notary public must witness the completion of this part of the form.

I, Joyce Murff, 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.

X [Signature]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) November 15, 2010

[Signature]
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. I have 3 accounts with Commonwealth Edison aka ComEd, all at the same address. 1 of the accounts has been poorly managed, I guess would be the proper way to say it. It has been billed improperly, over charged, adjusted improperly, under-credited and the meter that was assigned/installed for this account has been either wrong or broken..
2. I've spoken to several Representatives on a numerous of occasions from ComEd about the problems with the account. Sarah, Brian, Dana, Mary, Dana, Karen Marilyn, Apri, Georgia and more.

Account number 5309824034 being for the public/bldg acct. When asked why I was receiving estimated bills and the reason for it being so high, close to \$1500 in 09' and over \$1600 by September 2010. The response has been because the use of a furnace, use of an air conditioner, the meter is broken according to the Reader, and/or I am not properly paying my bill. These statements confused me because they were not the truth. Reason being is the units has separate heat, the basement has glass blocked windows so there is no air conditioner(s) and it is not a living quarter so it has no reason to have one and every time I got a bill in 09' it was being delayed and re-billed at an extremely higher amount which is the reason that I didn't pay on time but I paid either something on it or in full when possible. I asked if the meter could be changed as well. Every month I had inaccurate readings for the meter which is how the bill is generated, so the inaccurate reading caused the bills to be unaffordable for me, thus forcing me to enter into a deferred payment agreement with ComEd. I was calling constantly to contesting bills it seems like either every month or every other month. When I called they would always claim to look into it to find out what the problem was with the reading of the meters and high bills. With every occurrence the findings would always remained the same. They would say nothings wrong with the meter, or someone is stealing electricity from me and I was responsible for the bill.

3. I filed a complaint with ICC last year of 09'. My acct was assigned to Franklin Johnson. I never heard from him but did I hear from a young lady who identified herself as Charisse from Commonwealth Edison. She looked over the bills and claimed to have sent a tech to check the meter for its accuracy. She gave me a call with her results, after what I was told all the procedures were taken and said that the meter was fine and she found nothing wrong with my bills so I was responsible for the bill. She offered a new payment plan to help catch up on my payments. I turned it down and called ICC back to speak Mr. Franklin I was still unable to reach him and he never returned any of my phone calls. I felt I was losing time and called Commissioner Ford's office Of ICC. My account was assigned to Mr. John from that office upon his investigation of the account he found that the readings were very inaccurate. I was being wrongly billed and over charged on some occasions, just as I stated. He immediately had ComEd to credit their charges, dating from 12/17/08 – 8//6/10 resulting in \$1452.88 in wrongful charges. Although, they credited or took them back, I was never credited the

money that I had paid towards the wrongfully charged bills and I remained on a deferred payment plan for the bills that were supposed to be credited back to the account.

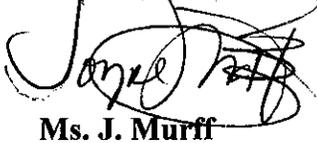
4. ICC found that I wasn't responsible for the bills that were issued but ComEd neglected to remove me from the payment plan, insisting that I was still responsible for it. I called Mr. John back to address my concerns with him but I was told that he had retired. I was charged 2 extra months of deferred payments before they finally canceled it out.
5. Now its about a year later and I am experiencing the same exact thing. July 2010 I called because I hadn't received a bill for the month. I was told by the rep that one was being generated. I received one all right, on or around August 18, 2010 I received a bill for \$2052.02 that appeared too have canceled out every bill I received from 10/8/09 forward until 8/6/10. It showed a credit \$579.02 leaving a balance of \$1473.00, the September bill came out it was over \$1600. When I called I was told that I had been under billed since 10/09' because the meter had not been read since then, causing them to estimate the bills and the \$579.02 was the amount that I had paid on the bills from 10/09 until 8/6/10.
6. Again, I filed a complaint with ICC, Mr. Franklin Johnson was again assigned to my account. I never heard from him as before but heard from Maria Sanchez from ComEd. We followed the same steps as last year. I told Ms Sanchez that I wanted a new meter. She stated that I was given a new meter as a courtesy last year and would not be given another one. I assured her that I hadn't and had the picture to prove it. She immediately put me on hold and when she returned she retracted her statement and said that she was viewing the wrong account but the answer was still no unless something was found to be wrong with the meter. On August 30, 2010, two techs were sent out to check the meter's accuracy. After the techs did the testing, they read the meter and put the information in system. They told me that the meter was working at 99-100% and that with demand meters if they don't get reset like it should it will give outrageous readings because they surge or jump when they haven't been reset. The next day I called Ms Sanchez, she stated that the meter was working fine and I was responsible for the bill just as Charisse had stated last year. I asked, why did I have a demand meter? She gave me lots of reasons but no of them were legitimate nor suffice to me. So I asked again for another meter because I only have 2 flat building and shouldn't have a demand meter in the first place and if I wasn't given a new one they can cut the service and remove the meter completely because I didn't want it on my building anymore. She approved the meter exchange this time.
7. On the 10th of September a new meter was installed. I called Ms Sanchez and asked what happens to the bill now that I have a new meter. She stated that I was still responsible for the bill and the billing would start where it left off at. So I then asked if the new meter doesn't read that I'm using the kilowatts that ComEd claims, what then? Her reply was for me to give her a call and she would adjust

the account accordingly. Well, I paid \$700 towards the \$1600+ bill and I've waited 2 month to assure myself that I wasn't using the amount that ComEd claimed and once again I was correct I am only using anywhere from 350kw to 450kw.

What I would like done

I have already received the new meter as I stated above, but I would like a refund or credit for the payments that I made on the deferred payment plan last year for bills that I wasn't responsible for and the extra payments that I was charged for the deferred payments after the bills were found not to be my responsibility. I also would like a refund of the \$700 that I paid on the account in September or October of this year because this bill is also inaccurate, just as last years.

Thank you,

A handwritten signature in black ink, appearing to read 'Janet Murff', written over a circular stamp or seal.

Ms. J. Murff