

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

ORIGINAL

For Commission Use Only:  
Case: 10-0662

FORMAL COMPLAINT

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

Regarding a complaint by (Person making the complaint):

Lauren A. Baggett - Shine

Against (Utility name):

Com ED

As to (Reason for complaint)

Switched METERS IN Basement

ILLINOIS COMMERCE COMMISSION  
2010 NOV 19 10:06 AM  
COMMUNICATIONS SECTION

in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

1004 N. MENARD AVE CHICAGO IL, 60651

The service address that I am complaining about is

1004 N. MENARD AVE CHICAGO IL, 60651

My home telephone is

(773) 287-4491

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

(773) 407-5469

My e-mail address is \_\_\_\_\_

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.

TITLE 83 part 280

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

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.

1. ON April 27<sup>th</sup> it was discovered that my meters were switched (illegally) from 1004 1st floor to 1004 2nd floor (Eugenia Lloyd)
2. THE LANDLORD stated that Com ed switched the meter and Com ed stated that they did not. A crime has been committed so I'm asking for a hearing so I can get a police report to bring the guilty parties in Before a Judge.

3. I was billed \$413.00 for 11 months that my meter was switched, I being legally blind

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

TO GIVE ME A HEARING SO I CAN OBTAIN THE INFORMATION NEEDED FOR A POLICE REPORT IN ORDER TO TAKE THEM TO COURT.

**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: October 27, 2010  
(Month, day, year)

Complainant's Signature: Lauren Shine

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, Lauren A Shine, 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.

Lauren Shine

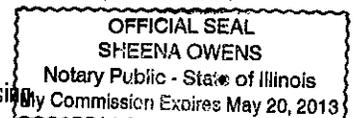
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) November 16<sup>th</sup> 2010

Sheena Owens

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.

## formal complaint Continued

feel this was an injustice, I should have been refunded \$413.00 instead of being billed. Ms. Lloyd's account is \$5,000 dollars until this date. I do note that Ms. Lloyd and me James Collins (landlord) Swift Meters and recently, switched them with 1000 N. Menard on 1st floor on Sept 9, 2010. The Com ed agent came to cut off Ms. Lloyd for the second time and the meter was switched. I am only asking for a hearing to get a police report needed to take them to court.