



BBB of Chicago & Northern Illinois  
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# COMPLAINT FORM

COMPANY Commonwealth Edison YOUR NAME Said V. Gomez  
E-MAIL ADDRESS \_\_\_\_\_ E-MAIL ADDRESS \_\_\_\_\_  
ADDRESS P.O. Box 805379 ADDRESS 3416 A West Irving Park Road  
CITY Chicago, IL 60680-5379 CITY Chicago, IL 60618  
State Zip Code State Zip Code  
PHONE NO. (773) 588-2159 YOUR DAYTIME PHONE NO. (773) 207-6450  
COMPANY WEBSITE: www.comed.com

### COMPLAINT DETAILS

Date of Transaction 4/2/07 Receipt, Contract or Policy Number Acct: 6676360040  
Is this regarding an Advertisement? YES  NO  (Please Circle ONE) If Yes, please describe or attach AD.

### BRIEFLY EXPLAIN YOUR COMPLAINT:

- ① Began receiving bills for unusual charges on my account. After inquiring with ComEd, I received bills on 9/22/10, 9/29/10, 9/30/10, 10/25/10 with back charges that totaled \$868.84.
- ② After inquiring with Lisa Latch, ComEd Consumer Relations, I received a letter explaining that my account had been established under an incorrect unit number within the building where I rent store space. It stated I would now be billed for correct meter. Following that I received a check from ComEd for \$165.53 but bills that totaled \$868.84 for charges dating back to 4/2/07

What Adjustment Do You Consider Mutually Fair?

That my account be credited at least \$868.84 and that I not be held responsible for the bill as a result of an error made by ComEd and landlord of building

Your Signature

Date 11/16/10

COPY

Dear Ms. Lisa Lalich,

My name is Said V. Gamez and I am 66 years old. I have been severely disrespected by the company that you represent, ComEd. I expect a fair judgement by a mediator of your caliber who exhibits professionalism, especially when dealing with a senior citizen such as myself. As a loyal and valued customer for over 3 years, there has been nothing valuable about the representation your company has provided in return. I am not native to this country and english is my second language yet with the multitude of those employed by ComEd, and more particularly yourself, should be able to reasonably understanding my situation. In the letter addressed to me, you explain that the building's change into new ownership occurred and apologize for the inconvenience and to that effect, I don't feel I should have to pay for an error made by ownership and a ComEd employee. My claim is for 3 years and 3 months credit. I think it is appropriate for ComEd to explain to the new ownership of the building that they should pay for their negligence and damages that has caused an error which in turn has caused me great inconvenience and hardship. ComEd is charging me for their mistake and to that effect, I have received multiple bills, first for \$304.99, second \$462.89 third \$560.52 and finally ComEd tried to recover on 9/7/10, an additional \$868.84.

Please take this error caused by ownership into consideration and remember that I am solely a rentor who is now suffering hardship due to their negligence. I should not have to to pay for their negligence and irresponsibility.

Respectfully,

Said V. Gamez

A handwritten signature in black ink, appearing to read 'Said V. Gamez', with a large, stylized flourish extending from the bottom left.