

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
COMMERCE COMMISSION
FORMAL COMPLAINT

For Commission Use Only:
Case: 10-0735

ORIGINAL

2010 DEC 22 P 1:06

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

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): ACCOUNT OF LAVERNE CORTESE BY DAUGHTER GAIL CORTESE
Against (Utility name): COMMONWEALTH EDISON (COM ED)
As to (Reason for complaint) LATE FEES ACCRUED OVER VERY LONG DEALINGS WITH COM ED. ALL CAUSED BY A RIDICULOUSLY LARGE BILL CONSISTING OF 5 MONTHS THAT WERE ALREADY PAID FOR, AND ERRONEOUSLY CHARGED TO MY ACCOUNT. INACCURATE READINGS, UNEXPLAINED BILLING, AND INCONSISTENT COMMUNICATION, OR NONE, FROM (6) OF COM ED'S EMPLOYEES.
in CHICAGO, Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 3156 S. EMERALD AVE.

The service address that I am complaining about is 3156 S. EMERALD AVE.

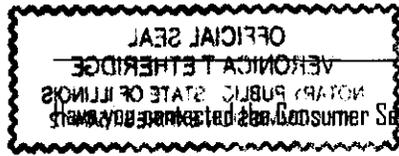
My home telephone is [312] 326-3585

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 326-6592

My e-mail address is gcortese@mesirovfinancial.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) COMMONWEALTH EDISON (COM ED) (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.
LATE FEES ALL ORIGINATING FROM A COM ED ERROR, WHICH HAS NOW ACCRUED TO A TOTAL OF \$108.26



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? INFORMAL COMPLAINT # 2010-15543 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 IN TIMELINE ORDER.

I would like the late fees of 108.26 reversed. These were accrued while the Bill was being looked at by CUB.

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

HAVE ONLY WANTED LATE FEES THAT HAVE ACCUMULATED OVER MANY MONTHS OF PENDING PROBLEMS WITH COM ED TO BE REVERSED. ORIGINAL CHARGES CAUSED BY ERRONEOUS BILLING. PLEASE SEE LAST PAGE FOR BREAKDOWN OF \$108.26.
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: 12/20/10
(Month, day, year)

Complainant's Signature: LaVerne Cortese
My daughter Nail Cortese

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, LaVerne Cortese, 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.

LaVerne Cortese by daughter Nail Cortese
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) December 20, 2010

Veronica T. Etheridge
Signature, Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.