

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION  
FORMAL COMPLAINT

For Commission Use Only:  
Case: 10-0740

2010 DEC 27 P 1:04

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

ORIGINAL

SWIFT CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Chris Hitler (Comed Acct 52324-50033)

Against (Utility name): Commonwealth Edison Company

As to (Reason for complaint) Reimbursement for damages to our HVAC system and plumbing equipment due to transformer failure that created an electrical surge to our home.

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1815 N. Hermitage Ave, Chicago, IL 60622

The service address that I am complaining about is 1815 N. Hermitage Ave, Chicago, IL 60622

My home telephone is [ 773 ] 489-0756

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [ 312 ] 404-7933

My e-mail address is chris.hitler@ires-llc.com will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) Commonwealth Edison Company (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.

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.

See attached.

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

Be reimbursed for all out of pocket costs to replace damaged: furnace, two air conditioners and 1 sump pump

**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: 12/23/10 Complainant's Signature: Chris Hitler  
(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, Chris Hitler, 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.

Chris Hitler  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) December 23, 2010

[Signature]  
Signature, Notary Public, ~~Illinois~~ Wisconsin, Orange County  
Expires 9/17/2014

(NOTARY SEAL)

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

## Attachment to Formal Complaint

*Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint.*

1) On July 20<sup>th</sup>, 2010 between 2:00 PM – 3:00 PM the transformer in our alley blew out. We immediately contacted our HVAC technician, Lee, to inspect the situation. Lee is very experienced spending over 30 years in the industry and for the last decade has served as a trainer at Sears for electricians and servicemen. He found burned marks in both our air conditioner units as well as in our main fuse box. After further inspection he diagnosed that HVAC equipment, which was less than a year old, as ruined. On July 21<sup>st</sup>, Lee replaced both A/C units (see attached invoice. Note. I also include a copy of the technician's formal report of the incident).

2) On August 10, 2010 our air conditioning failed again. We immediately contacted Lee to diagnose the situation. He found multiple parts in the furnace with electrical damage (i.e., EDS valve, Blower Motor, Pressure Control Switches, Draft Induction Motor, Electronic Solid State Board and entire central wiring) and replaced the furnace (see 8/10/10 report. Note we have only paid a deposit at this point. We are still waiting for the final invoice).

3) Within a couple weeks after the transformer blow out, we began to smell sewage gas in our home. For the first week or so we assumed it was a passing issue, but after the smell got to be intolerable, we had our sump pump inspect by Bubba and Wayne Sewer Service and found it to be ruined. They replaced the sump pump on 8/27/10 (see attached invoice).

4) Total Damages:

- 2 A/C units: \$5,378
- Furnace: \$1,500
- Sump Pump: \$550
- Time and aggravation coordinating repairs and trying to resolve complaint with ComEd: \$???

5) Please note that after going through ComEd's formal claim process and being rejected, having the claim submitted to ComEd's review committee and being rejected, and pushing the complaint through ICC's informal complaint process and being rejected, at no time has ComEd given me:

- Evidence documenting the failed transformer as well maintained.
- A copy of the engineering report documenting the cause of the transformer failure and why the failure was 'unavoidable'
- Some basis for how I (as a homeowner) could have prevented the damage to my HVAC and plumbing equipment once a transformer fails.

6) In addition, no representative from ComEd has visited our home to inspect the damage and make an effort to understand the failures further.