

For Commission Use Only:
Case: 11-0089

OFFICIAL FILE ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Loretta Schoeny
Against (Utility name): Commonwealth Edison
As to (Reason for complaint) Electric Service to our farm and our area is substandard. It needs to be updated for present and future needs of our area of service. In addition, customer service calls need to be handled in a timely fashion with the customer having access to a person if need be, not an automatic system.
in Shannon Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 16564 Stanton Rd., Shannon, IL 61078
The service address that I am complaining about is 16564 Stanton Rd and surrounding area
My home telephone is (815) 864-2810
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (815) 864-2810
My e-mail address is tnlsf@frontier.net.net I 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.

83 IL Adm. Part 280.50 (a), 280.70 (a)

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

Has your complaint filed with that office been closed?

CHIEF CLERK'S OFFICE
2011 JAN 31
ILLINOIS COMMERCE COMMISSION
Yes No
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. Voltage is too low. According to our electrician, our high should be above 200, preferably between 210 and 215 and our low should be between 121 and 123. When he tested this fall, high was 188 and low was 114.
2. We are miles from the Baileyville substation with transmission lines that are too old and ~~too~~ small to handle the amount of voltage needed. We are also at the end of the line.
3. We live in an area where thousands of miles of wire have not been upgraded for decades (approx. 50 years).
4. We have been farming at this location since 2002 and have had annual problems due to the lack of voltage. The problems are during harvest. Timing is crucial as we have a limited window of time for harvest.

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

At the least - installing a voltage regulator on W. Valley Rd. between the Miller Farm (located at 6329 S. Montague Rd) and the Flack Farm (located on W. Valley Rd)

At best - replace the old, outdated lines to handle the current and future draw of voltage

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: January 26, 2011
(Month, day, year)

Complainant's Signature: Loretta A. Schoeny

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, Loretta A. Schoeny, 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.

Loretta A. Schoeny
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) January 26, 2011

Joanne M. Miller
Signature, Notary Public, Illinois



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

Complaint
4 (cont.)

Since 2009, we had to replace our wet corn auger with a conveyor auger and we are having to replace ~~one~~ an unload auger with a conveyor auger this spring. The cost of each auger is \$13,000.00. This does not include the cost of the electrician, farm service repairs and downtime that we have incurred.

5. These problems will continue as the farms along our line expand their operations.