

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**

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2011 FEB 22 P 1:57

**FORMAL COMPLAINT**

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

For Commission Use Only:  
Case: 11-0164

**ORIGINAL**

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Sandra Anderson

Against (Utility name): Commonwealth Edison Company

As to (Reason for complaint) I moved to 1821 Kerry brook Ct, Sycamore, IL 60178  
January 1, 2010. 2 bedroom - 1 bath. The rate ComEd started my  
service at was 81781. My first bill for 10 days of service was  
125.85. I have been a customer of ComEd for over 25 years. My  
service never disconnected. ComEd charged me 2 deposits  
to transfer service when I moved in June 2009 to 231 McMillan  
ct. #201 Cortland, IL 60112 95.00 I moved again 6 months later  
to 1821 Kerry brook Ct. Sycamore, IL I was charged 95.00 again to  
transfer service. I filed informal complaint with ICC October 2010  
ComEd is non compliant with resolution to solve complaint.  
in Sycamore Illinois.

**TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:**

My mailing address is 1821 Kerry brook Ct, Sycamore, IL 60178

The service address that I am complaining about is 1821 Kerry brook Ct, Sycamore, IL 60178

My home telephone is [815] 895-4351

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [815] 756-0137 or 815-895-4351

My e-mail address is Sand40115@AOL.com 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.

220 ILCS 5/15-505 Public Utilities Act

Deposit as a Condition of Service

Non-compliance of resolution in non formal 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.

My Informal Complaint # 2010-22147, The Informal complaint resolution agreement is ~~not~~ <sup>complaint</sup> Com Ed mailed me my Account Activity Statement November 8, 2010. It has 5.95 as Credit Amount on Account, Current bill #0 and balance due #0 My next bill issued December 3, 2010 for service from November 1, 2010 to December 3, 2010, Amount due 132.07 I paid this amount, January 3, 2011 I received a disconnect notice for 460.79, 3 days later January 6, 2011 I received a bill for 565.17 February 7, 2011 I received a bill for 549.46, The only charge that is correct on this bill is the service charges from January 1, 2011 to February 7, 2011 for 111.43 due March 1, 2011.

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

Request Com Ed to charge my account at reasonable accurate rate. Refund or credit 19.00 installment payments for deposit payments on account, Request Com Ed be compliant with resolution from informal complaint, charge only what is due on account 111.43 due March 1, 2011.

**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: 2/16/2011  
(Month, day, year)

Complainant's Signature: Sandra Anderson

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, Sandra Anderson, 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.

Sandra Anderson  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 2/16/2011

Jairo Camaro  
Signature, Notary Public, Illinois



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