

For Commission Use Only:  
Case: 11-0274

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**  
**FORMAL COMPLAINT**  
Illinois Commerce Commission  
527 E. Capital Avenue  
Springfield, Illinois 62701

**ORIGINAL**

Regarding a complaint by (Person making the complaint): RICARDO + VENUS MUÑOZ

Against (Utility name): COMMONWEALTH EDISON COMPANY

As to (Reason for complaint) TAMPERING WITH METER FEE (REVENUE PROTECTION FEE)  
NUMEROUS DEPOSIT FEES. MISAPPLICATION OF CUSTOMER PAYMENTS.

in MATTESON Illinois.

CHIEF CLERK'S OFFICE  
2011 MAR 17 11:12:57  
ILLINOIS  
COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 932 CENTRAL AVE. MATTESON, IL. 60443

The service address that I am complaining about is 932 CENTRAL AVE. MATTESON, IL. 60443

My home telephone is [708] 720-3622

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708] 369-2495

My e-mail address is PURPLEUNICORN708@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.

OFFICE OF THE CHIEF CLERK  
ILLINOIS COMMERCE COMMISSION  
527 E. CAPITAL AVENUE  
SPRINGFIELD, ILLINOIS 62701

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.

- 1) COMMONWEALTH EDISON HAS GONE BACK ON PAYMENT AGREEMENTS. (AFTER YOU PAY THE AGREED AMOUNT THEY TURN OFF POWER ANYWAY). APPLYING AMOUNT ELSEWHERE.
- 2) WHEN THE CUSTOMER GETS CLOSE TO PAYING OFF A LARGE BALANCED BILL THEY COME UP WITH ANOTHER FEE THE CUSTOMER HAS NEVER HEARD OF. (NUMEROUS DEPOSITS FEE, REVENUE PROTECTION FEE (TAMPER FEE FOR THE METER?). LATE FEES APPLIED WHILE CUSTOMER WAITS FOR SOMEONE FROM THE COMPANY TO GET BACK TO YOU WITH ANSWER TO THE PROBLEM.
- 3) HAVE ATTACHED A LETTER WITH \$ AMOUNTS, DATES, PEOPLE CONTACTED, COPIES OF BILLS + PICTURES ALL OF WHICH COMED DID NOT WANT TO LOOK AT.

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

REVERSE THE TAMPER FEE OF \$488.61, NUMEROUS DEPOSIT FEE, ALL LATE FEE ASSOCIATED WITH THIS ON GOING PROBLEM.

**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: 3/14/11 Complainant's Signature: James M. Munoy  
(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).

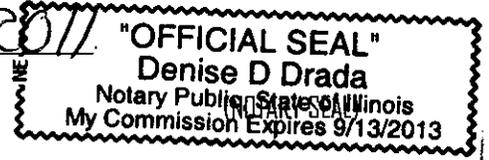
**VERIFICATION**

A notary public must witness the completion of this part of the form.

I, James M. Munoy, 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.

James M. Munoy  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) March 14, 2011  
Denise D Drada  
Signature, Notary Public, Illinois



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

Dear Sir or Madam:

Jun & July of 2010 our bill tripled, 8/10/10 We contacted ComEd @ 1-800-334-7661 to try to figure out why the bill was so high. I was in the hospital with a brain aneurysm and was surgically treated on 6/1/10. I was released on 6/13/10, the thermostat in the house was not running a/c. We have been in this house for 14yrs. and have NEVER had bills like this. I spoke to one of the reps at ComEd @ 1-800-334-7661 she took all the information and said I would get a call back. I called back to ComEd @ 1-800-334-7661 after waiting for a week on 8/18/10. This ComEd rep said the reason for the high bills was that the temps were high. I agreed to pay \$378.07 on 8/27/10 at 8:00am. 8/27/10 at 1:00pm a tech disconnected our power, ComEd had already taken the payment, acknowledged they received it and informed me they cant turn the power back on until Mon 8/30/10. 8/27/10 around 5:00p one of their techs showed up to reinstate the power. When he went to put the lock back in the old place, it did not fit. The style had changed, so he put on a Shiny new one w/ a brown numbered ComEd tag locked thru it. Since Aug. 2010 we have paid \$378.07, Oct. \$102.00, Nov.10, \$200.00, Nov.22 \$200.00, Jan. \$144.21 totaling \$10240.28 that approx. \$171.00 per mo. the payment are spread so because by the time you get a response or ComEd credits your account you are into the next bill cycle. The problem is now my bill is \$652.54 they are trying to charge me \$488.61 for tampering with the meter. I asked them to send out a supervisor to inspect the meter. I offered to show them pictures showing the meter before ComEd took off the original lock with the numbered tag, put on the new lock with numbered tag. One of their techs came out to read the meter, he advised me to get a lawyer. He said ComEd knows that the new locks don't fit the old design. I have names and numbers of who all I've spoken to, pictures, receipts, correspondence non of which have been of help. 10/8/10 I spoke to a ComEd rep named Beth who advised me to pay my regular bill while they figure out the billing problem, 11/10/10 spoke to a ComEd supervisor named Martha wanting to know why power is being cut. she said do to non payment, I explained I had made a payment that morning, told her what the rep Beth had advised me to do. Martha said Beth is not a supervisor and can't advise you. 11/22/10 I made another payment of \$200.00 the tech came out to reinstate the service about 10:00am. when I came home at 12:00pm ComEd was pulling away from my house. My son informed the second tech that ComEd was at the house at 10:00am already. When I get the next bill it is now \$632.82. 1/20/11 I speak to ComEd supervisor Rose at ext 4141 she advises me to pay the \$144.21 thats due, while she puts the tampering fee into review. 1/20/11 called ICC Spoke to Debra Johnson to get some advise since I felt we have been getting the run around. She took a complaint said maybe that would speed them up with a response. 1/24/11 I called Debra Johnson back, I forgot to ask her how long this process would take, she informed me about 14 days. 1/24/11 I spoke to ComEd supervisor Martha she informed me that the fee reversal was denied. Now I call Debra Johnson of the ICC back to ask her did she know the appeal has been denied. oh let me call you back. 2/8/11 I receive a letter from ComEd stating the tech that was at my house said this was a self-restoral. The disputed charges will not be waived. I called the lady whose name appeared on the letter, Kita Dorsey. I asked her how is it possible for us to restore the power ourselves, when your ComEd issued lock is on the meter with a ComEd issued numbered tag locked thru it. I offered to send pictures, she was not interested. She stated there was no way 2 techs came to my house. I told her about 8/27/10 she didnt want to hear it. I called back to the ICC, talk to Debra Johnson she stated she had spoke to ComEd supervisor Kita Dorsey and now her questions are now along the lines of what Kita was saying to me. Originally I ended my letter here yesterday but a few things have happened since. Our new bill has arrived it is now \$847.04. I spoke to Debra Johnson to inquire as to when she expected the appeal paper from Springfield to arrive. She requested the 2/25/11, she informed me the request hadn't gone thru. She had to request them again today 3/7/11.

Thank you for taking the time to read this letter.

Sincerely,

Mr + Mrs. Ricardo + Lexus Muñoz