

ILLINOIS
COMMERCE COMMISSION

FORMAL COMPLAINT

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

2011 APR -8 1 A 11: 10

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Sheila Pierre and Craig Washington

Against (Utility name): Commonwealth Edison

As to (Reason for complaint) Commonwealth Edison failed to read my meter as requir-
ed by law which resulted in a very high "makeup" bill. Commonwealth
Edison has refused to explain how they calculated the bill after
atleast 2years of not reading the meter nor will make an adjust-
ment to the bill. Commonwealth Edison has refused to reasonbly negotiate
in Chicago Illinois. an agreement.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINDIS:

My mailing address is 8931 S. Beverly Ave., Chicago, IL 60620

The service address that I am complaining about is 8931 S. Bevrly Ave., chicago, IL 60620

My home telephone is (773) 429-9671

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 317-1459

My e-mail address is C4me01@yahoo.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Commonwealth Edison, an Excelon Co. (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.
ILLINOIS PUBLIC UTILITY ACT, 220 ILCS 5/8-303

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. 12/27/2010- A Commonwealth Edison meter reader asks to read electric meter and is allowed entrance to read meter.
2. 01/19/2011- I received a Commonwealth Edison bill (issue date 01/14/2011) for \$494.06 that covered the period 12/23/2009-12/27/2010.
3. Upon review of Commonwealth Edison's previous 24 months electric bills, it was found that Commonwealth Edison has not performed an Actual meter reading in at least 2 years. All bill were "Estimated".

(continued on a separate page.)

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

I seek relief in the form of a 50% reduction of the disputed amount of \$494.06 to be paid over a 20 month period, no interest, penalty or fees and no derogatory info reported to credit bureaus

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: April 5, 2011
(Month, day, year)

Complainant's Signature:

Sheila Pierre
Craig Washington

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, Sheila Pierre/Craig Washington, 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.

• Sheila Pierre
Complainant's Signature

Craig Washington

Subscribed and sworn/affirmed to before me on (month, day, year) April 5, 2011

Sau R. Peters
Signature, Notary Public, Illinois



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

FORMAL COMPLAINT

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

Re: Sheila Pierre and Craig Washington
8931 S. Beverly Ave.
Chicago, IL 60620
Informal Complaint #2011-01432

Respondant: Commonwealth Edison

"State Your Complaint Briefly" continued

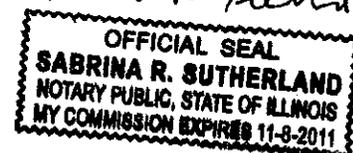
3. (continued from previous page) There has been no correspondence from Commonwealth Edison requesting a meter reading at my residence.
4. 01/27/2011- I phoned Commonwealth Edison twice, 12:48 pm and 5:51 pm to dispute electric bill amount and to inquire on how Commonwealth Edison calculated the bill for \$494.06 based on estimates. Customer Reps Chastity and Tamika could not answer. Then spoke to Commonwealth Edison supervisor Cherlie, she admitted the previous 24 months bills were estimated and Commonwealth Edison never sent correspondence to my residence requesting a meter read appointment. I requested an adjustment to the bill and she refused.

"What I want the Commission to do in this Case" continued

(continued from previous page) In this complaint, I request that Commonwealth Edison be required to set meter reading appointments to read the electric meter at my residence on an "every second billing period" basis as stated in the Illinois Public Utility Act 220 ILCS 5/8-303 which reads;

In order to enable the customer to ascertain whether the level of consumption is greater than the amounts billed in other billing periods and to eliminate to the fullest extent practicable consecutive estimated bills, the public utility shall make an actual meter reading at least every second billing period. If a meter reader is unable to gain access to the meter for the purpose of making an actual reading, the public utility shall take other appropriate and reasonable measures to read the meter.

• Sheila Pierre
Craig Washington



April 5, 2011

April 5, 2011

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

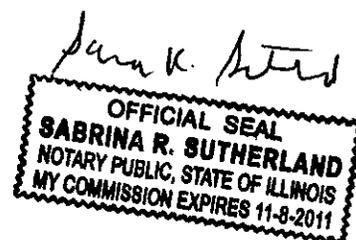
From: Sheila Pierre
8931 S. Beverly Avenue
Chicago, Illinois 60620

Re: ICC Formal Complaint

This letter is to affirm that I give permission to my husband, Craig Washington, to act in my stead in any and all matters concerning my Commonwealth Edison account, the ICC Formal /Informal Complaint or proceedings in regards to Commonwealth Edison.



Sheila Pierre



Sabrina R. Sutherland

April 5, 2011

ICC Complaint Timeline

- Feb. 1, 2011 Filed complaint online at IL Commerce Commission Website against Commonwealth Edison "Com Ed" regarding a makeup bill for estimated electric usage over 1 year
- Feb. 3, 2011 A Com Ed employee phoned my home and said someone from Com Ed would be phoning me regarding the billing dispute- no one ever called again.
- Feb. 16, 2011 Received a phone call from Ms. Debra Johnson from the IL Commerce commission- my complaint given File# 2011-01432. She was to call me either by 5:00 PM same day or next day (Feb. 16, 2011) with Com Ed response.
- Feb.17, 2011 Received a letter from Com Ed not addressing any issues but restating their position.
- Feb. 18, 2011 Ms. D. Johnson (IL Comm. Comm) proposed that the billed amount in dispute could be paid over 18-20 mos. with no interest since Com Ed conceded that they have not performed a meter reading in at least 2 years and have not sent out any correspondence requesting a meter read. She was to check with "Lisa" the Com Ed employee representing Com Ed in this dispute and get back to me in a couple of days.
- Feb 22, 2011 Ms. Johnson called, said Lisa (from Comed) is requiring current bill due be included in with the disputed amount of \$494.06 . I told Ms. Johnson that my wife had already paid the current bill and that we would rather agree to just pay the disputed amount over the term of 20 months, no interest and make sure that we pay all current bills on time or Com Ed could consider us in default at that time and call the whole amount "due" immediately. That would come to \$24.07/mo. added to our normal bill and would be conducive to our budget.. I called my wife, Sheila Pierre to confirm that she paid the current bill and she indeed had paid the current bill earlier in this same day. Ms. Johnson said she would speak to Lisa (Com Ed rep) to confirm payment and call me again later.
- Feb. 25, 2011 Ms. Johnson (ICC) phoned and said we would have an agreement of \$494.06 paid over 20 months, no interest. Said she would call Lisa (Com Ed)
- Feb 28, 2011 Called ICC to confirm agreement , Ms Johnson out sick- will be in Mar. 1st
- March 1, 2011 Called ICC to confirm agreement , Ms Johnson out sick- will be in Mar. 2rd
- March 2, 2011 Spoke to Ms Johnson (ICC) said Lisa (Com Ed) is requiring that bill due 3/21/2011 be included in agreement for disputed amount of \$494.06. I reiterated that I would rather pay the current bill upfront and pay the disputed amount over the 20 mos., no interest and I told Ms. Johnson that I thought that we already had the agreement mentioned Feb 25, 2011 and disagreed with the proposal Lisa (Com Ed) was putting forth. Ms. Johnson then stated that Com Ed

ICC Complaint Timeline cont.

only has to give a response to my complaint within 14 days and that that time period had elapsed and she is closing the case. If I don't take the agreement then Com Ed will terminate my electric service and put my account in collection. Ms. Johnson, Lisa (Com Ed) and I were on conference call when I requested that this complaint be escalated to a Formal ICC complaint.

- March 2, 2011 Called Ms. Johnson to get full name of "Lisa" from Com Ed, told Ms Johnson was handling other calls.
- March 3, 2011 Ms. Johnson returned call, gave me Lisa Lalich as name of Com Ed rep negotiating my complaint.
- March 9, 2011
(9:51 am) Called ICC because have not heard anything from Ms. Debra Johnson (ICC) since asking to elevate informal complaint to formal complaint on March 2nd. Left message w/ Maria.
- March 9, 2011
(1:51 pm) Ms. D Johnson (ICC) returned my call. Asked her when the formal complaint process would be initiated(when would paperwork be mailed to me). She said there is a pre-formal process in which Com Ed attorneys would review the complaint again and possibly come to an agreement. She said if Com Ed and I do not come to an agreement then the ICC would restart the Formal Complaint process.
- March 16, 2011 Called Ms. Johnson (ICC), left message phone number for a return call- no return call.
- March 17, 2011 Called Ms Johnson (ICC) again, told her I did not hear from Com Ed. She now told they have 10 days from the March 9th phone conversation which is the March 19th . She said if Com Ed does not call by tomorrow Mar 18th on March 21st ICC will proceed with Formal complaint process.
- March 18, 2011 Received ICC Formal Complaint package via US postal service.
- March 21, 2011 Called to place meter reading Com Ed system would not allow meter read until March 23, 2011.
- March 23, 2011 Placed meter reading on Com Ed automated phone meter read system.
- March 26, 2011 Received a meter read card on my front door from Com Ed.