For Commission Use Only:
Case: 11-0404

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): KEMBERLY MARTIN

Against (Utility name): COMMONWEALTH EDISON

As to (Reason for complaint) CORRECT ASSIGNED METER NUMBERS TO CORRECT UNITS FOR THE BUILDING AND TENANTS, CORRECT/ADJUST BILLING FOR TENANTS AND BUILDING FOR PAST THREE (3) YEARS. SEND LETTER TO TENANTS REGARDING ISSUE/ADJUSTMENTS.

in CHICAGO Illinois.

2011 MAY -9 P 12:47
CHIEF CLERK'S OFFICE
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 5727 S MICHIGAN AVE, CHICAGO, IL 60637, UNIT 1

The service address that I am complaining about is 5727 S MICHIGAN AVE, CHICAGO, IL 60637

My home telephone is [773] 306 8763

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 306 8763

My e-mail address is MARTINKLC@LIVE.COM I will accept documents by electronic means (e-mail) ☑ Yes ☐ No

(Full name of utility company) COMMONWEALTH EDISON (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 5/8-101, 102, 8-301, 302 & 303, 8-501

COMMISSION RULE REGARDING "TAPS" AND THE ILLINOIS CONSUMER FRAUD/DECEPTIVE BUSINESS PRACTICE AC

83-1. ADM PART [illegible]

OFFICIAL SEAL
DIANA CARTER
Notary Public - State of Illinois
My Commission Expires Mar 11, 2015

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 resolved? ☐ 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) APPROXIMATELY 3 YRS AGO I CONTACTED COMED ON THE BEHALF OF MY ASSOCIATION TO REQUEST THAT THEY CHECK THE BUILDINGS METERS BECAUSE THE BUILDINGS BILL WAS TOO HIGH AND HAD TOO MUCH USAGE. WITH EACH CONTACT, I WAS TOLD THE METER WAS OK. 2) FINALLY IN 2010 WHEN I CONTACTED COMED AGAIN TO COMPLAIN ABOUT THE BILL/METER ISSUE, I WAS TOLD TO HIRE AN ELECTRICIAN TO DIAGNOSIS THE PROBLEM. MY ELECTRICIAN DID A QUICK TROUBLESHOOTING TECHNIQUE (ONE THAT COMED COULD HAVE & EVENTUALLY DID) AND CONFIRMED THAT THE METERS WERE MISASSIGNED. 3) I IMMEDIATELY INFORMED COMED OF THE ORIGINAL TENANTS METER NUMBERS (WHICH WERE MISASSIGNED) AND GAVE COMED THE NEWLY ASSIGNED METER NUMBERS (CORRECTED). COMED SENT A TECH OUT TWICE TO CONFIRM THE METER ASSIGNMENT AND ASSURED ME THAT THE METER NUMBER ASSIGNMENT WOULD BE CORRECTED AND THE BILLS FOR THE PREVIOUS 3 YEARS WOULD BE CORRECTED/ADJUSTED. – NONE OF THIS HAS HAPPENED!

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

TO ENFORCE THAT COMED CORRECT THE METER/BILLING ISSUE BY CORRECTLY ASSINGING THE METERS TO ALL THE TENANTS/BUILDING. THEN CORRECTED THE BILLING FOR THE PREVIOUS 3 YEARS UP UNTIL THE CURRENT BILLING CYCLE. FINALLY, COMED SHOULD SEND A LTR TO THE TENANTS W/EXPLANATI

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

Complainant's Signature:

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, KIMBERLY L. MARTIN, 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.

Complainant's Signature

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DIANA CARTER
Notary Public - State of Illinois
My Commission Expires Mar 11, 2015

Subscribed and sworn/affirmed to before me on (month, day, year) 5/6/11

Signature, Notary Public, Illinois

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DIANA CARTER
Notary Public - State of Illinois
My Commission Expires Mar 11, 2015

(NOTARY SEAL)

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