

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION **FORMAL COMPLAINT**

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

For Commission Use Only:
Case: 11-0425

ORIGINAL

Regarding a complaint by (Person making the complaint): JACLENE J. TETZLAFF
Against (Utility name): COMMONWEALTH EDISON
As to (Reason for complaint) SECTION 280.80 -- ESTIMATED BILLS

in CHICAGO Illinois.

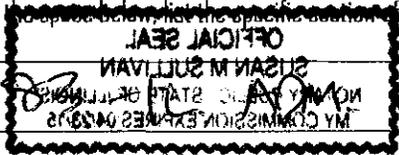
CHIEF CLERK'S OFFICE
2011 MAY 13 P 12:54
ILLINOIS
COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1520 W ESTES, CHICAGO, IL 60626
The service address that I am complaining about is 1520 W ESTES, CHICAGO, IL 60626
My home telephone is 773 564-9506
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (312) 222-6013
My e-mail address is JJTETZLAFF@GMAIL.COM 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(s) of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.



PART 280.80 (a.), 280.80 (b.)

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.

PLEASE SEE ATTACHMENT.

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

HAVE COMMONWEALTH EDISON ABSORB THE "ACTUAL" CHARGES AND NULLIFY THIS BILL

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: 4-28-11 (Month, day, year)

Complainant's Signature: [Handwritten 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, Jaclene Tetzlaff, 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.

[Handwritten Signature] Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 4/28/11

[Handwritten Signature] Signature, Notary Public, Illinois

(NOTARY SEAL)

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

Answer to "Please State Your Complaint Briefly"

1. Early March 2011, we received a Commonwealth Edison bill detailing eleven (11) months of "Actual" meter billing from March 31, 2010 to March 2, 2011. This amount totals \$1,333.24.
2. Up to that point we had paid eleven (11) months of "Estimated" meter billing on a timely basis from March 31, 2010 to March 2, 2011. This amount totaled \$1,055.40.
3. At no point during the eleven month period from March 31, 2010 to March 2, 2011, did Commonwealth Edison request entry to our property to take a meter reading, nor ask us to conduct a meter reading ourselves – no USPS mail, email, nor phone call to this effect.
4. At no point during the eleven month period from March 31, 2010 to March 2, 2011 we were informed (USPS mail, email, nor phone call) that such a disproportionate difference between "Estimated" and "Actual" meter reading might exist.
5. We are not aware of any physical meter reading conducted by Commonwealth Edison in February/March 2011 that would lead to this bill.
6. If a physical meter reading was conducted by Commonwealth Edison during February/March 2011, the employee would have had to jump our fence constituting a breaking & entry violation to our residence – since we were informed that such a reading would take place.
7. When contacted about this scenario Commonwealth Edison's first line of customer service representation was insolent, brash, discourteous and showed an overall lack of interest, customer care and willingness to seek a resolution.
8. Additionally, due to the Commonwealth Edison power outage during the 02/02/2011 blizzard, we were left without heat and power and forced to use our fireplace to heat our house for 48 continuous hours – this led to a tremendous amount of soot damage which will require over \$3,000.00 in repairs to our living and dining rooms. (Estimates attached)
9. In sum, it is an unbelievable and fantastical expectation on Commonwealth Edison's behalf to believe that when such a disproportionate bill arrives with no explanation nor advance forewarning that a customer will accept such treatment.
10. This situation exemplifies yet another in an unending series of egregious utility customer service experiences.