

For Commission Use Only:
Case: 11-0447

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): Jeanne Wright

Against (Utility name): Commonwealth Edison Company

As to (Reason for complaint) overcharged in services and late fees

in Chicago Illinois.

CHIEF CLERK'S OFFICE
2011 MAY 23 A 11:23 AM
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 9708 South Hoxie Ave, Chicago, IL 60617

The service address that I am complaining about is 9708 South Hoxie Ave, Chicago, IL 60617

My home telephone is [773] 933-1527

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 933-1527

My e-mail address is _____ 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.
83- Illinois Administrative 200.170 a, b, c, d, e

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 I received my ComEd bill for the month of 12/28/2009 to 01/28/2010 (31 days of service) in January 2010. It was for the amount of \$216.46.
- ② I called ComEd on 1/2/10 at 11:20 am and spoke with customer service agent (Catherine or Kathy). She could not help me or explain why I was being charge that amount.
- ③ I made a complaint to the BBB (Better Business Bureau) about ComEd overcharging me.
- ④ on 2/13/10 I received a call from Kita Dorsey. She left message. I called her back on 2/13/10. She explain they under charge me; and the \$216.46 was the correct amount.
- ⑤ She said I can get on a budget payment plan. But she did not state that I would be given time to pay this bill and without late fees.
- ⑥ I refuse the budget payment plan. I stated the bill is not correct.

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

credit my account 8533204007 for the amount of \$55.01. This amount is for over charge service and late fees. over charge service \$36.02 Late fees \$18.99

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 20, 2011
(Month, day, year)

Complainant's Signature: *Jeanne Wright*

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

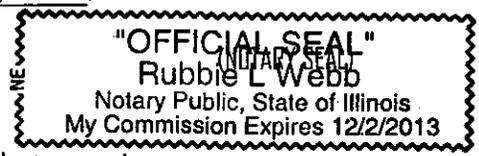
A notary public must witness the completion of this part of the form.

I, Jeanne Wright, 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.

Jeanne Wright
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) MAY-20-2011

Rubbie L Webb
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
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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. I received my ComEd bill for the month of 12/28/2009 to 01/28/2010 (31 days of service) in January 2010. It was for the amount of \$216.46.
2. I called ComEd on 02/02/10 at 11:20am and spoke with a customer service agent name Cathy or Kathy. She could not help me or explain to me why I was being charged \$216.46.
3. I made a complaint to the BBB (Better Business Bureau) about ComEd overcharging me.
4. On 02/12/10 I received a call from Kita Dorsey (public relation). She left a message to call her back regarding my ComEd bill. I called her back on 02/13/10. She explain that ComEd under charge me for services and that the \$216.46 was the correct amount billed. Kita Dorsey also stated that August 26, 2009 bill through December 29, 2009 bill were estimated bills for those 5 months.
5. She said I can get on a budget payment plan, but she did not mention that I would be given time to pay this \$216.46 bill. Furthermore, that the late fees would not apply because of ComEd policies or rules. I found out this information after speaking with Mr. Brain McDaniel not from ComEd or Kita Dorsey.
6. I did not accept getting on the budge payment plan because I felt I was overcharged for service and late fees and the bill is not correct.
7. I should have been told my rights, that I have time 6 months to 1 year to pay the \$216.46 and that the late fees would not apply.
8. I file a complaint downtown in the Daley Center (small claim court) to get a refund for ComEd overcharged electric bill. It was dismiss because I was told I felt to exhaust all administrative remedies under the Public Utilities Act.
9. I called ICC (Illinois Commerce Commission) and file a complaint against ComEd and Debbie state she will sent ComEd a copy of this complaint. Then she will give ComEd time to reply and will sent me a letter of that information.
10. I never received any thing from Debbie. I call her back about 2 weeks later and she said that she had received a response from ComEd and she was about to contact me. Debbie stated ComEd has the right to bill a customer additional charges if ComEd feels that they under charge me or for estimated bills. Debbie said that my bill was correct and this case is closed. I ask her where is the letter you were supposed to send me regarding ComEd response? I received no real explanation from Debbie. I asked her can I get a hearing. She said for what! ComEd follow the correct procedure.

11. I did not agree with Debbie. I stated they did not follow correct procedure.
12. I called Citizens Utility Board. I spoke with Alexis (this may not be the correct spelling of her name). I explain to her the situation. Alexis inform me to ask Debbie for a hearing, which Debbie felt my situation did not require a hearing.
13. I felt I was going around in a circle. No one was really listening to what I had to say.
14. Until I met Brain McDaniel at an AARP meeting about ComEd and People Gas trying to get a bill sign and pass into law to raise customers' gas and electricity every year. I explain my situation to him after the AARP meeting.
15. Maybe 1 or 2 days later I was called and asked if I wanting to file a formal complaint against ComEd. I said yes and they sent me the papers to fill out.