

ILLINOIS
COMMERCE COMMISSION

FORMAL COMPLAINT

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

2011 MAY 27 P 12:30

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

PATRICIA PRADO

Against (Utility name):

ComEd

As to (Reason for complaint)

ComEd states that they have not been able to read the meters because they don't have access to the meters. Untrue. ComEd has been given 4 keys in the past 18 months. My bills have been based on the vast majority of the times by "estimate" readings. Moreover the estimates were consistently high & inconsistent with actual usage history (prior to October 2009) in Chicago Illinois.

IS ALSO MADE 3 FORMAL DISPUTES WHICH WENT UNANSWERED AND PROBLEM IGNORED.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

P.O. Box 267841, CHICAGO, IL 60626

The service address that I am complaining about is

7420 N. WINCHESTER AVE #3B, CHICAGO, IL 60626

My home telephone is

(773) 682-3375

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(773) 682-3375

My e-mail address is

PATRICIAMPRADO@yahoo.com

I will accept documents by electronic means (e-mail) Yes

No

(Full name of utility company)

Commonwealth Edison (ComEd)

(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.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

Yes No

IN FORMAL COMPLAINT # 2011-04960

Has your complaint filed with that office been closed?

Yes No

2nd Deposit charge was reversed and the disconnection date of 4/14/2011 was stopped.

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 Mailed attached letters (2 of 3), but Com Ed did not properly adjust bills, ignored my letters & emails disputing charges.
- ② Com Ed repeatedly estimated the readings and did so by providing a high reading & billed based on that reading, 18 months.
- ③ Com Ed only responded to my complaint when I contacted the Consumer Services Division. They were able to stop disconnection & an additional deposit. However, Com Ed has not properly adjusted my bills.

Please clearly state what you want the Commission to do in this case: ① I want the past due amount of \$117.28 to be zeroed out ^{AND} ② I want my electric bills to be audited from 10/2009 to 4/2011, based on actual usage between April 2009 & Sept 2009, of: \$200 credit for

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. being overcharged for 18 months (that's about \$11 per m

Today's Date: 5/25/2011 (Month, day, year) Complainant's Signature: [Signature]

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

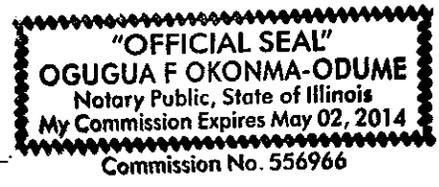
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

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

I, PROSPERIA PRADO MENDIETA, 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.

[Signature]
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 05-25-2011

[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.