

For Commission Use Only:
Case: 11-0467

OFFICIAL FILE FORMAL COMPLAINT
ILLINOIS COMMERCE COMMISSION
Illinois Commerce Commission
27 E. Capital Avenue
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint): EDWARD VARGA, PE

Against (Utility name): EXCELON (COM ED)

As to (Reason for complaint) BILLED FOR SPIKE IN ELECTRIC USAGE WHICH I BELIEVE TO BE DUE TO FAILURE IN METER EQUIPMENT OVER PROLONGED PERIOD OF TIME,

in RICHMOND Illinois.

CHIEF CLERK'S OFFICE
JUN - 6 P 12:51
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is P.O. Box 462, RICHMOND, IL 60071

The service address that I am complaining about is 3800 IL ROUTE 173, RICHMOND, IL.

My home telephone is 815]678-3405

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at 815]690-2482

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

(Full name of utility company) EXCELON - COM ED (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 "ALL RULES AND REGULATIONS MADE BY A PUBLIC UTILITY AFFECTING OR PERTAINING TO ITS CHARGES OR SERVICE TO THE PUBLIC SHALL BE JUST AND REASONABLE."

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.

SEE SEPARATE SHEETS

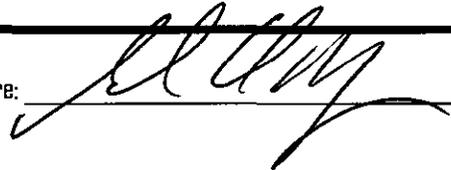
Please clearly state what you want the Commission to do in this case:

SEE SEPARATE SHEETS

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: 06-03-2011
(Month, day, year)

Complainant's Signature:



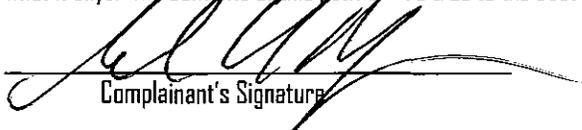
If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

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).

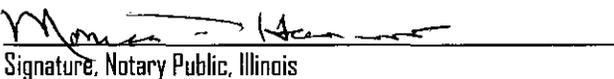
VERIFICATION

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

I, EDUARDO VARGAS, 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

Subscribed and sworn/affirmed to before me on (month, day, year) 6-3-2011


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.

June 3, 2011

Attachment to Formal Complaint
Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

Reference Complaint against ComEd by Edward Varga, Resident of Richmond, Illinois
ComEd account number 3330062008

To whom it may concern:

The following is a listing of complaints expressed against ComEd as a part of the Formal Complaint form provided by the Illinois Commerce Commission.

- 1) Undersigned resides in Richmond Township, McHenry County, Illinois in a single family residence with high-efficiency gas furnace heating and electric central air conditioning.
- 2) In January of 2011, undersigned received an electric bill indicating a kilowatt/hour usage beyond what he considered reasonable.
- 3) Billed usage for December of 2010 exceeded the previous year's December usage by 294% and exceeded the highest previous summer-month usage by 125%.
- 4) Upon receipt of subject bill, undersigned contacted ComEd customer service to express concern about metered usage and was informed it was likely due to a conflict between "estimated" and "actual" meter reading cycles and that meter reading staff would be deployed for the next billing cycle to assure the metered usage was correct.
- 5) In February 2011 the bill for January 2011 usage arrived with an "estimated" meter amount of usage and once again the metered usage exceeded the previous year's January reading by 225% and the highest previous summer month usage by 110%.
- 6) After contacting ComEd customer service to complain that an "actual" reading was not taken and that again the meter reading was too high, I was instructed to start unplugging appliances one at a time to see when the meter stopped spinning excessively.
- 7) At that time I completed a comparison of year-to-year usage rates using the same 5 months and found that there was an increase of 182% in billed usage from one year to the next.
- 8) I contacted ComEd customer service and was informed a technician would now come out to test the meter.
- 9) Results of the meter test indicated the meter was operating outside of the accepted ComEd parameters and that it was under reporting usage.
- 10) Although ComEd staff indicated the meter was under-reporting usage, analysis of the meter readings after the February 2011 testing of the meter returned to those usages recorded two years previous.

I am requesting the Commission to review the data provided and instruct ComEd to reduce the

metered usages for the months of May 2010 through February 2011 to those corresponding monthly usage levels for the year previous, recalculate billed amounts based on fees in place during those adjusted months, and adjust the billing account of the undersigned customer accordingly.

Sincerely,

A handwritten signature in black ink, appearing to read 'Edward Varga', with a long, sweeping underline that extends to the right.

Edward Varga
3800 Il Route 173
PO Box 462
Richmond, IL 60071

listing of attachments:

- a) ComEd billing dated January 3, 2011
- b) ComEd billing dated February 2, 2011
- c) February 14, 2011 correspondence to Excelon Corporation
- d) year-to-year metered usage comparison showing increase of 182%
- e) door-tag indicating meter test
- f) May 5, 2011 correspondence with Office of Attorney General
- g) Updated comparison of usage indicating metered usage increase from May 2010 to January 2011 and reduction after February meter test.