



Member Since 1997

Page 1 of 2

Account Number 3330062008

Name EDWARD VARGA
 Service Location 3800 RT 173 RICHMOND TWP
 Phone Number 815-678-3405

Bill Summary

Previous Balance	\$77.99
Total Payments - Thank You	\$77.99
Amount Due on January 25, 2011	\$293.59

www.comed.com

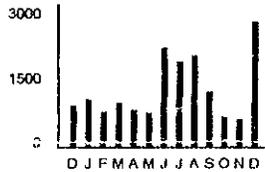
Customer Service / Power Outage

English
 1-800-EDISON1 (1-800-334-7661)

Español
 1-800-95-LUCES (1-800-955-8237)

Hearing/Speech Impaired
 1-800-572-5789 (TTY)

Your Usage Profile
 13-Month Usage (Total kWh)



Electric Usage

Month	kWh
Dec-09	898
Jan-10	1031
Feb-10	761
Mar-10	952
Apr-10	800
May-10	742
Jun-10	2114
Jul-10	1833
Aug-10	1954
Sep-10	1188
Oct-10	657
Nov-10	617
Dec-10	2646

Average Daily

Month Billed	kWh	Temp
Last Year	29.9	28
Last Month	19.3	43
Current Month	75.6	25

Issue Date January 3, 2011

Meter Information

Read Date	Meter Number	Load Type	Reading Type	Previous	Meter Reading Present	Difference	Multiplier X	Usage
1/3	996739735	General Service	Total kWh	46238 Estimate	48884 Actual	2646	1	2646

Service from 11/29/2010 to 1/3/2011 - 35 Days

Residential - Single

Electricity Supply Services

\$204.62

Electricity Supply Charge	2,646 kWh	X	0.07653	202.50
Transmission Services Charge	2,646 kWh	X	0.00700	19.32
Purchased Electricity Adjustment				-17.20

Delivery Services - ComEd

\$75.95

Customer Charge				8.49
Standard Metering Charge				2.29
Distribution Facilities Charge	2,646 kWh	X	0.02463	65.17

Taxes and Other

\$13.02

Smart Meter Program				0.42
Environmental Cost Recovery Adj	2,646 kWh	X	-0.00007	-0.19
Energy Efficiency Programs	2,646 kWh	X	0.00156	4.13
State Tax				8.66

Total Current Charges

\$293.59

Thank you for your payment of \$77.99 on December 17, 2010

10 11/16/2010 10:12



An Exelon Company

www.comed.com

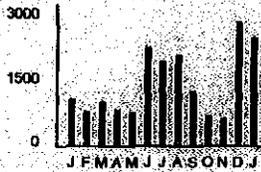
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Sep-10	1188
Oct-10	657
Nov-10	617
Dec-10	2646
Jan-11	2324

*Nov 2009
710*

Month Billed	Average Daily	
	kWh	Temp
Last Year	31.2	23
Last Month	75.6	25
Current Month	80.1	22

Account Number 3330062008

Name EDWARD VARGA
Service Location 3800 RT 173 RICHMOND TWP
Phone Number 815-678-3405

Issue Date February 2, 2011

Bill Summary	
Previous Balance	\$293.59
Total Payments	\$0.00
Amount Due on February 24, 2011	\$651.18

Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Previous	Meter Reading Present	Difference	Multiplier X	Usage
2/1	996739735	General Service	Total kWh	48884 Actual	51208 Estimate	2324	1	2324

Service from 1/3/2011 to 2/1/2011 - 29 Days

Residential - Single

Electricity Supply Services

\$178.36

Electricity Supply Charge	2,324 kWh	X	0.07600	176.62
Transmission Services Charge	2,324 kWh	X	0.00725	16.85
Purchased Electricity Adjustment				-15.11

Delivery Services - ComEd

\$67.32

Customer Charge				8.41
Standard Metering Charge				2.27
Distribution Facilities Charge	2,324 kWh	X	0.02437	56.64

Taxes and Other

\$11.91

Smart Meter Program				0.21
Environmental Cost Recovery Adj	2,324 kWh	X	0.00019	0.44
Energy Efficiency Programs	2,324 kWh	X	0.00156	3.63
State Tax				7.63

Total Current Charges

\$257.59

Miscellaneous

\$293.59

Charges from previous bill	293.59
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February 14, 2011

Customer Complaint Department
Exelon Corporation
PO Box 805398
Chicago, IL 60680-5398

COPY

subject: ComEd Account 3330062008
reference: ongoing billing dispute

To whom it may concern:

I am contacting Exelon today in order to attempt a resolution of an ongoing billing dispute regarding the subject account noted above. Enclosed please find copies of billing and usage information referred to in this message.

My January electric bill indicated my monthly December usage climbed from an average daily use of 29.9 kwh in 2009 to 75.6 kwh in 2010. This 200%+ increase was unexpected and I contacted customer service at ComEd. I was told a meter reader would perform an actual meter read for the January usage and if I still thought the amount was high, I should contact customer service again and a meter technician would analyze mt meter's calibration.

The February bill arrived and indicated an estimated not actual meter read. Again, the average daily use climbed from 31.2 kwh the year previous to 80.1 kwh currently. Again I contacted ComEd customer service and was told to wait until March for a meter read to be completed.

I looked back at my last 24 months of bills and compared the current 5-month period to that same period of a year ago and found my metered usage increased 182%. I contacted ComEd with that information and was told again to wait until March.

Since I do not like the idea of paying for more electricity than I am using, I contacted my State Representative, Jack Franks, and the Citizen's Utility Board. Today I found a note on my door left by a ComEd technician. In the note he stated that his tests indicated my meter is not operating within accepted limits. He then went on to suggest that I check what circuit in my residence is drawing the most power. How, may I ask, will that get my meter operating within accepted limits and assure it is accurately reading my electric usage???

I am beyond frustrated and am reaching out to whatever resource will satisfactorily resolve this issue and assure I am being billed correctly. It would seem that when a customer requests a new meter, it could be handled without this nonsense. I am currently weighing my options as to the outstanding ballance on my account as I do not feel I should pay an incorrect bill.

Please feel free to contact me at your convenience regarding this matter.

Sincerely,

Edward Varga, PE
(815)690-2482

cf: State Representative Jack Franks
Citizen's Utility Board
WBBM-TV, Chicago

Account history

Use this information to help you keep track. Two years of account history are at your fingertips.

Account Information

Account Number: 2088949798
 Service Address: 2088949798
 REC-REG-GEN-TRYP-1
 108871

Bill Information

Account Balance: \$293.59
 Due Date: 01/25/2011

Account History

Select the date range and the type of information you would like to view.

Start Date: 09 / 01 / 2009
 End Date: 02 / 07 / 2011
 Statement Type: Billing Only
 VIEW

Date	Charge Type	Charge Amount	Credit Amount	Total Bill	Balance Forward	Due Date	kWh
09/30/2009	ELECTRIC SERVICE	84.60	0.00	\$0.00	0.00		
09/30/2009	Regular Bill	0.00	0.00	\$84.60	0.00	10/22/2009	703
10/29/2009	ELECTRIC SERVICE	73.81	0.00	\$0.00	0.00		
10/29/2009	Regular Bill	0.00	0.00	\$73.81	0.00	11/20/2009	649
12/01/2009	ELECTRIC SERVICE	92.38	0.00	\$0.00	0.00		
12/01/2009	Regular Bill	0.00	0.00	\$92.38	0.00	12/23/2009	790
01/04/2010	ELECTRIC SERVICE	99.73	0.00	\$0.00	0.00		
01/04/2010	Regular Bill	0.00	0.00	\$99.73	0.00	01/26/2010	898
02/02/2010	ELECTRIC SERVICE	114.81	0.00	\$0.00	0.00		
02/02/2010	Regular Bill	0.00	0.00	\$114.81	0.00	02/24/2010	1031
03/03/2010	ELECTRIC SERVICE	89.87	0.00	\$0.00	0.00		
03/03/2010	Regular Bill	0.00	0.00	\$89.87	0.00	03/25/2010	761
04/01/2010	ELECTRIC SERVICE	109.49	0.00	\$0.00	0.00		
04/01/2010	Regular Bill	0.00	0.00	\$109.49	0.00	04/23/2010	952
04/30/2010	ELECTRIC SERVICE	91.74	0.00	\$0.00	0.00		
04/30/2010	Regular Bill	0.00	0.00	\$91.74	0.00	05/24/2010	800
06/01/2010	ELECTRIC SERVICE	86.78	0.00	\$0.00	0.00		
06/01/2010	Regular Bill	0.00	0.00	\$86.78	0.00	06/23/2010	742
06/30/2010	ELECTRIC SERVICE	259.78	0.00	\$0.00	0.00		
06/30/2010	Regular Bill	0.00	0.00	\$259.78	0.00	07/22/2010	2114
07/30/2010	ELECTRIC SERVICE	231.92	0.00	\$0.00	0.00		
07/30/2010	Regular Bill	0.00	0.00	\$231.92	0.00	08/23/2010	1833
08/30/2010	ELECTRIC SERVICE	245.93	0.00	\$0.00	0.00		
08/30/2010	Regular Bill	0.00	0.00	\$245.93	0.00	09/21/2010	1854
09/29/2010	ELECTRIC SERVICE	154.02	0.00	\$0.00	0.00		
09/29/2010	Regular Bill	0.00	0.00	\$154.02	0.00	10/21/2010	1188
10/29/2010	ELECTRIC SERVICE	82.26	0.00	\$0.00	0.00		
10/29/2010	Regular Bill	0.00	0.00	\$82.26	0.00	11/19/2010	857
11/30/2010	ELECTRIC SERVICE	77.99	0.00	\$0.00	0.00		
11/30/2010	Regular Bill	0.00	0.00	\$77.99	0.00	12/22/2010	617
01/03/2011	ELECTRIC SERVICE	293.59	0.00	\$0.00	0.00		
01/03/2011	Regular Bill	0.00	0.00	\$293.59	0.00	01/25/2011	2848
02/02/2011	Cancelled electric Service	257.59	0.00	\$0.00	0.00		
02/02/2011	Regular Bill	0.00	0.00	\$551.18	0.00	02/24/2011	2324

OCT
NOV
DEC
JAN
FEB

OCT
NOV
DEC
JAN
FEB

4,071 kWh

PREV YEAR

% CHANGE

CURRENT YEAR

OCT 703	To	OCT 1188	168%
NOV 649	To	NOV 857	101%
DEC 790	To	DEC 617	78%
JAN 898	To	JAN 2848	294%
FEB 1031	To	FEB 2324	225%

7,432 kWh

(182% increase OVER YEAR PREVIOUS)

Sorry I missed you!

Date: 2-14-11

Name: E. VARGA

Address: 3800 RT 173

Your electric service representative,

RDN

, called

today MONDAY at 11:45 ^{A.M.}, regarding:

Billing inquiry Your meter reading and billing are correct.

Your meter reading and billing are not correct. A new bill will be issued.

I was unable to access your meter. Please phone for an appointment and/or leave instructions for future access.

I need to discuss your account with you in more detail.

We restored/energized your electric service.

MTR TESTED slow out of limit.
MTR MAY HAVE TO BE EXCHANGED LATER.

Account No.: 333 006 2008

For more information, please call us at:

1-800-Edison-1 (1-800-334-7661)

Local Office Number
(between 8:30 a.m. - 4 p.m.)

ComEd

A Unicom Company



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

May 5, 2011

Edward Varga
PO Box 462
Richmond, IL 60071

Re: ComfED
File No: 2011-CONSC-00300512

Dear Mr. Varga:

This office has been advised that your complaint has been settled to your satisfaction. In an attempt to verify that information we would appreciate your assistance. Please check the applicable statements below and return this letter to our office. Direct all correspondence to the Consumer Protection Division, Office of Attorney General, 100 West Randolph Street, Chicago, IL 60601. Refer to the above mentioned file on all correspondence. If you do not reply within ten (10) days, your file will be closed.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Hilda Aguirre

Hilda Aguirre
Citizen's Advocate
Consumer Protection Division
(312)814-3812

The company has adjusted my complaint. Please close my file.
 The company has NOT adjusted my complaint.
Estimated dollar amount saved \$ _____

EXPLAIN:

FEBRUARY
IN JANUARY, CUSTOMER SERVICE REP. INDICATED WHEN METER
REDUCED, USAGE WOULD BE REVERSED BACKWARDS & BILL
ADJUSTED. THAT IS NOT THE CASE. REQUESTING HEARING WITH

I.C.C.

Aguirre, Hilda

From: Lisa.Lalich@ComEd.com
Sent: Friday, April 15, 2011 5:16 PM
To: Aguirre, Hilda
Subject: File No: 2011-CONSC-00300512 , Edward Varga

Hi Hilda,
The below customers complaint has been closed with the following resolution comments:

Spoke to Ed Varga. I informed him meter #996739735 was tested on 2/14/11 at 98.11%H & 98.18%L for accuracy, which tested too low (customer not billed enough) and out of compliance as a result. On 4/14/11, meter #996739735 was exchanged and replaced with meter #142040517. Due to previous meter testing too low & customer not being billed enough, no adjustment will be completed. Customer satisfied. Complaint closed.

EDWARD VARGA
3800 RT 173 RICHMOND TWP IL 60071
33300-62008

Thank you,
Lisa

Lisa M. Lalich
Customer Service Representative
ComEd
Lisa.Lalich@ComEd.com

NOT SATISFIED.
SEE ENCLOSED GRAPH
METER "MYSTERIOUSLY"
STARTED WORKING AFTER
TESTING.

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this web page image was captured May 3, 2011

- My Bill
- My Usage
- My Programs
- Outage Info
- Service Request
- My Profile

Welcome, EDWARD VARGA

- My Usage
 - Current usage
 - Report a Meter Reading
 - Usage History
 - Energy Kits

Usage History

Take a broad look at your energy usage. Two years of usage history are at your fingertips

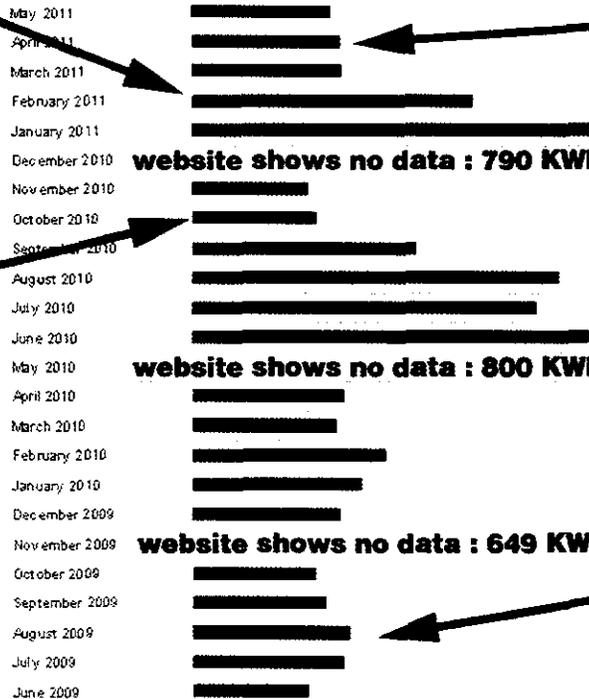
Account Information

Account Number: 3330062008
 Service Address: 3600 RT 173 RICHMOND TWP, IL 60071

Bill Information

Account Balance: \$320.43
 Date Date: 05/24/2011

24 Month Usage



is already shown!

in February meter is tested and readings return to levels of 2 years ago

new high-efficiency gas furnace installed at end of October 2010

meter replaced in April

customer service contacted in January

over 18 months metered usage continues to increase

exhibit for Illinois Commerce Commission complaint 2011-04147 - Edward Varga