

For Commission Use Only:

Case: 11-0470

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): MARK MCGEE

Against (Utility name): COMMONWEALTH EDISON

As to (Reason for complaint) A REVIEW OF BILLINGS REQUEST

CHIEF CLERK'S OFFICE
2011 JUN -7 A 10:49
ILLINOIS
COMMERCE COMMISSION

in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1232 TRASK STREET, AURORA, IL. 60505

The service address that I am complaining about is SAME AS ABOVE

My home telephone is [630] 898-6490

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [630] 898-6490

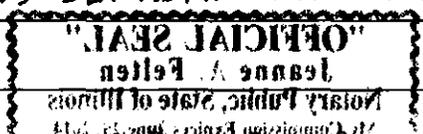
My e-mail address is mmcgee50@att.net I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) COM ED, AN EXELON 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-IL. ADM. PART 280,

83-IL. ADM. PART 460,



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. ON OR AROUND 8/2008, COM ED ERRONEOUSLY DISCONTINUED BILLING AT MY PERSONAL RESIDENCE IN AURORA, IL, AND SUBSEQUENTLY DECIDED TO SHUT OFF SERVICE ON 1/31/2011, JUST HOURS BEFORE THE TERRIBLE, LIFE THREATENING BLIZZARD ON 2/1/11.

(CONTINUED)

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

ALLOW ME ACCESS TO PAST METER READINGS TO VERIFY BILLS OR
ALLOW MEDIATION TO RESOLVE BILLS.

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: June 3, 2011
(month, day, year)

Complainant's Signature: Mark McGee

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, MARK MCGEE, 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.

Mark McGee
Complainant's Signature

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

Jeanne A. Felten
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

(continued)

2. On January 31, 2011, when I returned home from work that evening, and called Com Ed to restore service. I was told that it could take several days before service might be restored because, according to policy, I was not currently on record as a Com Ed customer. So, I had to endure a very cold night in the dark without heat or water, not knowing when service would be restored;
3. On February 1, 2011, while I was out trying to prepare for the blizzard, Com Ed restored service to my home, but replaced the existing meter before I had an opportunity to inspect it or record the meter reading;
4. On February 17, 2011, Com Ed mailed a retroactive bill in the amount of \$708.80 for charges from March 2010 through January 2011. After reviewing this bill, I filed an informal complaint with Illinois Commerce Commission to dispute the billing based on my past records;
5. In March 2011, I received another bill from Com Ed for current charges of \$65.52, which I paid (Reading Date 3/17 and usage 444 kwh);
6. On May 10, 2011, I received an automated phone message from Com Ed, requesting full payment of the disputed retroactive charges. I called Com Ed back several times; however, I was not able to reach Com Ed at the number provided (800-588-9477);
7. To date, I have not had any other direct communication with Com Ed since February, and no resolution has been reached;
8. No other current billings or meter readings have been presented to me since March 2011; and
9. On May 13, 2011, after receiving the "Final Notice Prior to Disconnection" letter dated May 9, 2011, I contacted John Schaub at the IL. Commerce Commission, and requested to file a formal complaint.

Mark McGee

June 3, 2011