ORIGINAL

For Commission Use Only:
Case: 11-0485

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

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

2011 JUN 13 A 10: 42
CHIEF CLERK'S OFFICE
ILLINOIS COMMERCE COMMISSION

Regarding a complaint by (Person making the complaint): TOMASZ KUBIK

Against (Utility name): COMMONWEALTH EDISON COMPANY

As to (Reason for complaint) CHARGING WRONG RATES, TARIFFS FOR SPACE HEAT, ALL ELECTRIC HOUSE SINCE JULY 29, 2008.

in VILLA PARK Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 15304 DANBY ST. VILLA PARK, IL 60181

The service address that I am complaining about is 15304 DANBY ST. VILLA PARK, IL 60181

My home telephone is (630) 400-7212

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (630) 400-7212

My e-mail address is KUBIKTOM@GMAIL.COM 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.
RESIDENTIAL SPACE HEAT SINGLE RATES, ALL-ELECTRIC RATES

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 JULY 29, 2008 I APPLIED FOR SERVICE AT 15304 DANBY ST. THIS IS ALL ELECTRIC HOUSE (TOWNHOME) IN ALL ELECTRIC COMMUNITY.
2. SINCE THEN I WAS PAYING EXCESIVE HIGH BILLS NOT KNOWING WHY. ALL MY NEIGHBOURS PAYS ABOUT HALF OF THE AMOUNTS OF MY BILLS.
3. ON APRIL 2010 COMPARING MY NEIGHBOURS BILLS CAME TO CONCLUSION, THAT I'M PAYING HIGHER RATES. FOR NON-ELECTRIC, RESIDENTIAL SINGLE HOUSE.
4. ON APRIL 7, 2010 I CONTACTED CUSTOMER SERVICE, REQUESTING CHANGE OF MY RATES AND ADJUSTMENT TO ALL MY PREVIOUS BILLS.
5. ON APRIL 15 2010 COMED TECHNICIAN VISITED MY HOUSE TO CONFIRM THAT IS ALL ELECTRIC. CONTINUED ON NEXT PAGE →

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

THAT I RECEIVE ALL OVERPAID FUNDS SINCE THE SERVICE STARTED. AND THAT MY RATES IS CHANGED TO "SPACE HEAT SINGLE".

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: 05-24-2011 (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, TOMASZ KUBIK, 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

"OFFICIAL SEAL"
KATHLEEN A. BROWN
Notary Public, State of Illinois
My Commission Expires Sept. 18, 2014

Subscribed and sworn/affirmed to before me on (month, day, year) 5-24-2011.

Kathleen A. Brown
Signature, Notary Public, Illinois CTY: COOK

(NOTARY SEAL)

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

CONTINUED FROM PREVIOUS PAGE

6. TECHNICIAN HAVE CONFIRMED, THAT MY HOUSE IS ALL ELETRIC AND THAT I SHOULD PAY SPACE HEAT SINGLE RATES.
7. I HAVE MADE NUMEROUS ATTEMPTS TO CONTACT CUSTOMER SERVICE TO CHECK THE STATUS OF MY CASE.
8. ON JULY 21, 2010 COMED BILLING DEPARTMENT MADE AN ADJUSTMENT TO MY ACCOUNT APRLYING $679.35 CREDIT TO MY ACCOUNT.
9. COMED CONSIDERED ONLY THE PERIODS OF 2/9/10-7/8/10 FOR THE ADJUSTMENT. COMED NEVER PROVIDED ME WITH THE DETAILED EXPLANATION OF HOW THEY CALCULATED THE ADJUSTMENT AND WHY THEY NOT ADJUSTED ALL MY BILLS SINCE JULY 29, 2008
10. BEGINING AUGUST 2010 I STARTED RECEVING BILLS FROM COMED WITH THE TITLE: "SPACE HEAT SINGLE". INITIALLY I DID NOT NOTICE, THAT THE RATES HAS NOT BEEN CHANGED THOUGH.
11. AT THE BEGINING OF 2011 WHEN I REALIZED, THAT I'M STILL BEING CHARGED WRONG RATES I CONTACTED COMED CUSTOMER SERVICE AND FILED A COMPLAIN WITH ILLINOIS COMMERCE COMMISION.
12. ON FEBRUARY 10, 2011 I HAVE RECEIVED A LETTER FROM COMED CUSTOMER RELATIONS ANALYST MS. KITA DORSEY STATING, THAT MY RATES ALREADY HAS BEEN CORRECTED ON JULY 21, 2010 AND THAT ALL IS RIGHT.
13. ON FEBRUARY 11, 2011 I HAVE CALLED MS. KITA DORSEY AND INFORMED HER, THAT DESPITE THE NEW TITLE ON MY BILLS I'M STILL PAYING WRONG RESIDENTIAL SINGLE RATES.
14. ON THE TIME OF OUR CONVERSATION MS. DORSEY LOOKED AT MY ACCOUNT AND ACKNOWLEDGED THAT IN FACT I'M (STILL) BEING CHARGED WRONG RATES. SHE INDICATED, THAT SHE IS SENDING A REQUEST TO THE BILLING DEPARTMENT TO REVIEW AND ADJUST THE RATES.
15. ON MAY 17, 2011 AFTER RECEIVING A FINAL DISCONECTION NOTICE FROM COMED I CALLED CUSTOMER SERVICE TO FIND OUT ABOUT THE STATUS OF MY CASE. TO MY SUPRISE CUSTOMER REPRESENTATIVE STATED,

T.K.

THAT BILLING DEPARTMENT WILL NOT DO ANY ADJUSTMENT AND THAT I'M NOT ELIGIBLE FOR ANY FURTHER ADJUSTMENTS.

16. ON THE SAME DAY I CONTACTED MS. KITA DORSEY TO LET HER KNOW ABOUT MY SITUATION. SHE SAID, THAT SHE WILL BE ESCALATING THE CASE TO THE COMED REGULATORY OFFICE.
I ALSO CONTACTED MIKE STERN FROM ICC AND WAS INFORMED ABOUT MY RIGHT TO FILL A FORMAL COMPLAIN.

TOMASZ KUBIK