

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION **FORMAL COMPLAINT**

For Commission Use Only:
Case: 11-0508

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Rebecca Quakenbush

Against (Utility name): Comed

As to (Reason for complaint) Tampering charge in the amount of \$488.00.

in DeKalb Illinois.

CHIEF CLERK'S OFFICE
2011 JUN 30 A 10 44
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 208 EVANS AVE APT #2

The service address that I am complaining about is 208 EVANS AVE APT #2 DEKALB, IL 60115

My home telephone is Cell phone (224) 475-7512

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (224) 475-7512

My e-mail address is RQUAKENBUSH2010@ATT.NET I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Comed - DeKalb, IL (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.
Not sure. I was accused of tampering with my electric. I was not around.

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? Unsure! 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.

I WAS sent a bill from A previous Address in 2005 that I was a secondary account holder on for \$762.38. Which I was unaware in the first place I was even on the account from 2005. I had never been told about this even when I signed up for service in Oct of 2010 in Okauch, IL. When I shut off my service. When in April I called, spoke with one of the customer service people & they told me that this was a mistake & would turn on my service with 24 hours. When I got back from store they would be the tampering charges to be taken off of my account so I can restore service into new place July 15 when I

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 26, 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, Rebecca Walkenbush, 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] Rebecca Walkenbush
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) June 27, 2011

[Signature]
Signature, Notary Public, Illinois



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

Restored. I thought to myself well that was fast. for an entire month I heard nothing of STUL had service. During this time, I had contacted the ICE & they were helping me with trying to remove the charges from JOOS. I faxed numerous pieces of records such as bank records, old license, bills such as car payments and even bills proving I had not lived in Island Lake. That charge was taken off, then I received a Bill for \$488.00 for tampering and my service was once again shut off - May 6, 2011. I have been speaking with a Lisa from Comed & she refused talking to me any more. I then spoke with Cindy from the ICE & she told me Comed is not budging & will not take off the tampering charge. I did not and would not know the first thing about even trying to tamper with electric to turn it on. I Am A full time student at W.I.U. and have now had no electric since May 6, 2011. I would like this to be fixed and the charges taken off of my Bill so I can continue with service. Thank you

Rebecca Quarkens



Tamra Drehs Sengstock
June 27, 2011