

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION** **FORMAL COMPLAINT**

For Commission Use Only:  
Case: 11-0509

ILLINOIS COMMERCE COMMISSION

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

2011 JUL - 11 A 10: 52

**ORIGINAL**

CHIEF CLERK'S OFFICE  
Regarding a complaint by (Person making the complaint):

Brandon Conway

Against (Utility name):

Com Ed

As to (Reason for complaint)

they were adding my mothers post due bills on my bill. Her name isn't even the same as mine. I have mom help me with my bills, but she don't live with me. I called ComEd to complain but they did nothing to repair. Called Commerce Board and reported total 3x's and current Bill due still reflects her stuff

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

1132 Floremond dr Elgin IL 60123

The service address that I am complaining about is

Same as above

My home telephone is

224 578-5121

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

224 578-5121

My e-mail address is \_\_\_\_\_

I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company)

Commonwealth Edison

(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 Ill Adm Part 280-170

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

*They never completely resolved each issue complaint*

*yes the first two were But this one is still open Due to this formal complaint.*

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.

When I moved from the Schaumburg home to Elgin, I had my utilities transferred. Once moved in I called Com Ed to start my payment plan again. Lady told me to wait for last bill from old address. When that arrived it had all of my moms old bills on it. I called Com Ed Back, they did nothing. Filed complaint with Commission. They removed most of it. But some still remained, called again! Both places still not resolved - filed formal complaint.

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

Get my mothers old bills removed from mine and be able to due a payment arrangement.

**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: 6-2-2011  
(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, BRANDON CONWAY, 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.

BRANDON CONWAY  
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.