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ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

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

For Commission Use Only:
Case: 11-0525

ORIGINAL

Regarding a complaint by (Person making the complaint): Martha Aviles

Against (Utility name): Commowelt Edison

As to (Reason for complaint) Chargin unapropie Montly bills causing dange in my personal budget, not READING my meter reader on Actual reading from 01/09, not puting attention to my phone calls or complaind specialy: Fred Thornton (Com-ed customer relation) for the all 2 years read my meter on (estimated) bills only. Costumer relation in Chicago Illinois. Dept. never call me at my cell phone previous mentionat.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 3308 w Columbus Chicago IL 60652

The service address that I am complaining about is 3308 w Columbus Chgo. IL 60652

My home telephone is (773) 471-3236

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 593-1942

My e-mail address is maraviles85@hotmail.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Commowelt 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.
Inprop Meter reading - (for more than a year reading) over charged montly bills not based on actual reading. estimated readings. over 2 years charging estimated bills

NOT HELPING ME LIKE COSTUMER
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.

on 2/2011 I call com-ed to report that they not reading my meter. they didn't do anything to fix the problem. (They have keys of my front gate)
- After a few month a call I C.C. to complain but comed. just bring a few dollars dow to 203 bills, but It wasn't enough to fix ~~the~~ solve the problem. - UNTIL NOW 7/8/11 they are reading my meter on the correct way. they send a letter cc. saying that everything is OK. Provide me with a new meter ^{can read from 0-110}

Please clearly state what you want the Commission to do in this case: Make a review from 2 years back based on ACTUAL READING that way you can calculated on the right way. charges on my bill

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: 7/8/11 Complainant's Signature: Martha Aviles
(Month, day, year)

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

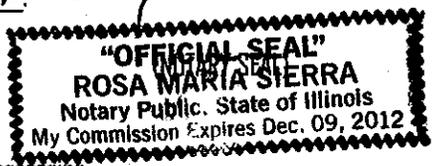
A notary public must witness the completion of this part of the form.

I, MARTHA E AVILES, 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.

Martha Aviles
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) this 8th day of July 2011

Rosa Maria Sierra
Signature, Notary Public, Illinois



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

They keep sending letters letting me know that I was ~~ball~~ correct, but I know how I used the electricity in my home. Most of the day nobody is at home. I work from 12:00 pm to 6:00 pm and after that, I go 2 days to church and come back around 10:00 just to watch 1/2 hour of news and go to bed at 11:00 or 11:30. I never leave light on in room where I'm not in.

I'm sending copies of all letters from com-ed. Please help me. I have the complain to the Supervisor of the customer relations Mr. Fred Thornton

He was rude, He never put attention to my complaint and He never response in the proper way, to my cell phone or to my home, He was rude!! all ways that I talk to him by phone.

Phone calls that I made to investigate the problem recently again

Tuesday May 3 at 9:53 am
Wedn. May 4 at 11:00 am

call I.C.C. May-5-2011 to see how they are working with com-ed.

com-ed put me in a budget billing whitout my Authorization been charged. Estimated bills from 1-2009 until now. please help me. for this company I'm just 1-2010 until now.
Sincerely the number

7/8/11

Com-ed is been charging or billing me in correct
they keep reading estimated reading since 2009
January to december - 2009
January to december - 2010

they did not make any effort to fix the
problem. To provide the best possible, or solve
the problem.

they not reading my meter reader since
01/09 to december 2009 and from January 20
to Decemb. 20

After the complaint with ICC. they don't help me
they didn't put any effort to read my meter
exactly each month. after the complaint I have
to call the meter department, and give my own
reading.

The customer relation supervisor " Fred Thornton
was rude and never respond my phone calls
to my cell phone how it was mentioned to contact
me directly.

on June 29 I call customer department to complaint.
because I found at my door a since that meter person
can't read my meter. that day nobody call home or cell
I have my answer machine on and nobody call
to report also the since at my door nobody call.
no information at the time or problem why
they can't read the meter years ago. I provided
the key for my front gate. why they cant have
access to my yard?
Thank you.

Martha Ann S

0.