

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 11-0035

FORMAL COMPLAINT

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

ORIGINAL

2011 SEP 12 10:48

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

Marcia Mc Intyre

Against (Utility name):

ComEd Electric Company

As to (Reason for complaint)

I have been taken off of ComEds payment Plan and issued a disconnection notice after the Company's Automated Service offered me the opportunity to stay on if a payment of \$191.26 was made. I took the offer and was given Confirmation # 456733 per this agreement.

in South Holland Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

743 E 167th Pl South Holland, IL 60473

The service address that I am complaining about is

Same as above

My home telephone is

(708) 785-5717

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

(708) 785-5717

My e-mail address is

N/A

I will accept documents by electronic means (e-mail) Yes

No

(Full name of utility company) ComEd
to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

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.

IL. Administrative Code: 280-110

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.

Please See Attached or enclosure for this Petition's answers.

Please clearly state what you want the Commission to do in this case: That my automated payment is honored and I am allowed to stay on the plan with my original agreement. That no undue fees are made responsible to me.

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: 9-8-2011 (Month, day, year)

Complainant's Signature: Marcia McEntyre

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, MARCIA A. McENTYRE, 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.

Marcia McEntyre Complainant's Signature

Subscribed and sworn (affirmed) to before me on (month, day, year) Sept 8, 2011.

Sonia Staal Signature, Notary Public, Illinois



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