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**Final Notice
Prior to Disconnection**

Name: MARCIA MCINTYRE
 Service Location: 743 E 167TH PL SOUTH HOLLAND IL 60473
 Account Number: 9697026028
 Issue Date: July 19, 2011

Charges Past Due Total amount due immediately \$344.79

Disconnection Notice Your electric service will be shut off on or after July 29, 2011 because a \$344.79 utility bill is past due.

If you do not pay this bill and your service is shut off, in addition to paying all past due balances, you may also be required to pay a credit deposit.

ComEd reserves the right to verify any payment before restoring service. Service will not be restored until after payment verification is completed, which will take 5 business days for paper and electronic check payments.

For More Information

If you cannot pay the whole amount now, you may be able to make arrangements with us. To contact us regarding your account, call ComEd at 1-800-203-0684. If you are hearing or speech impaired and use a TDD or TTY, call 1-800-572-5789.

If a representative is unable to help, you may ask to talk to a supervisor. If a supervisor is unable to help, call the Consumer Services Division of the Illinois Commerce Commission at 1-800-524-0795. If you are hearing or speech impaired and use a TDD or TTY, call 1-800-858-9277

A 'Low Income Home Energy Assistance Program' is available for qualified customers. Under this plan, a one-time payment can be made on your behalf for your winter months' bills to help avoid the possibility of being shut off. A customer must apply at one of the Illinois Home Energy Assistance Program agencies.

ComEd understands that service disconnection can be a frustrating experience. In an increasing number of cases, threats have been made against ComEd workers while performing or attempting to perform their duties. Please be aware that such action is punishable as a felony under an Illinois law that protects utility workers who are performing their duties. Conviction carries a minimum sentence of two years with fines up to \$25,000.

Return only this portion with your check made payable to ComEd. Please write your account number on your check.

ComEd

An Exelon Company

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MARCIA MCINTYRE
 743 E 167TH PL
 SOUTH HOLLAND IL, 60473-3017

Account Number

9697026028

Payment Amount

Amount due immediately: **\$344.79**

ComEd
 PO Box 6111
 Carol Stream IL 60197-6111

969702602800003447912100344798

August 29, 2011

Ms. Elizabeth Rolando

RE: Informal Complaint # 200113643

Dear Ms. Rolando,

1. On July 19, 2011, I called ComEd to discuss a payment I was making. I was on a payment plan. My payment was a few days late because I had been ill and did not remember it were due. As I was going through the prompts given by the automated service, one of the prompts stated if I accepted an option to pay \$191.26 at the time of the call, the payment would grant me the opportunity to stay on the payment plan. I paid the requested amount over the phone with my bank card and received Conformation #456733 for my payment.
2. Shortly afterwards, I received a disconnection notice from ComEd. I immediately called the company to inquire about the notice after I had taken the option to pay \$191.26 to stay on the plan. I was appalled by the customer service I received. I spoke with 2 representatives and 2 supervisors with the company. No one would listen when I tried to explain that I had made a payment through the auto service that allowed me to stay on the plan and I had conformation to prove it. In stead of asking me for my number I was told that there was no record of the activity. Then I was advised that I had to pay an additional payment of \$178.00 for two months plus whatever the current bills would amount too for those months in order to be reinstated in the plan.
3. Initially I had been placed on the plan because, after receiving assistance from the CEDA program ComEd stated that there was a balance of approximately \$500.00 dollars or more still due. I had two more months to pay a total of roughly \$52.00 per month before my outstanding balance would have been paid in full. Therefore, when the automated service gave me the opportunity to stay on the plan I was very grateful. With my conformation number in hand I trusted the agreement with the company was legal and binding. For once I felt protected. Only to find out that my conformation number meant absolutely nothing. The fact that the option was given, and I took it was blatantly disregarded and overlook. The conformation number was never asked for.
4. I have worked diligently to pay my bills even though I am experiencing tremendous financial hardship. My current position only pays minimum wage. I have a son in college and two children at home, one of whom is under the age of three. I am only asking to be treated with fairness in this circumstance that the option I paid for through the automated service is honored, I am allowed to stay on my original plan and my service is not disconnected. Please do not let the company hold me responsible for their error. It would be truly devastating for my family and me. Your kindness and understanding in this matter is greatly appreciated.

Sincerely,

Marcia McIntyre

