

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

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

PLEASE REDUCE THE BILL TO \$1500.00.

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: SEPTEMBER 19, 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

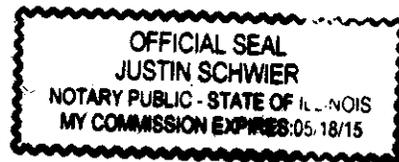
A notary public must witness the completion of this part of the form.

I, [Signature] JONATHAN MYALLS, Complainant, first being duly sworn, say that I have read the above petition and know what I say. The contents of this petition are true to the best of my knowledge.

[Signature]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 9/23/2011

[Signature]
Signature, Notary Public, Illinois



(NOTARY SEAL)

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

ComEd did not install a meter at my home until June of 2011, despite three calls from us to their office. When the meter was installed, we received bills for June and July, then we received a bill for \$3333.65 (\$270.80 per month) for the previous 12 months of service. I contacted ComEd and asked them to review that total. I spoke with the adjuster, Chuck Archer, who informed me that the 12-month bill had been calculated based on the June and July bills. He agreed that using the hottest months of the year led the bill to be too high and offered to reduce the bill by 40% for the non-summer months. Chuck estimated the reduction to be a \$900 to \$1000 savings. I told Chuck I still thought the bill was too high and he advised me to contact the ICC to escalate. I explained the situation to Cindy at the ICC and she filed an informal complaint. I was contacted by Mary Ellen Douglas in ComEd's customer service department and she offered me a reduction of \$734.74, which was less than the initial discount offered by Chuck Archer. I asked Mary Ellen how she had calculated the estimate and she said, "I have nothing to go off of," in calculating the bill. I suggested we wait six months so we could have a more reasonable history of my power usage, but Mary Ellen said she could not approve that. I spoke with the Homeowner's Association of my housing development and explained the situation. The other board members, all of whom have similar homes to mine, said their annual power bills were approximately \$1500.00 (a letter from the HOA president is attached). Based on the large discrepancy, I elected to file a formal complaint. I believe the bill should be reduced to \$1500.00 for the 12 months of unbilled service.

Jon Myalls

From: Jim.Reilly@Walgreens.com
Sent: Thursday, September 01, 2011 6:57 PM
To: Jon Myalls
Subject: ICC Memo

To Whom it May Concern,

The Homeowners Association of River Park North reviewed the disputed billing for electric service for Jonathon Myalls. We feel that a one-year charge of \$3333.65 is extremely high. In my experience as a homeowner and from speaking with other homeowners, one year of electric service in our community would cost approximately \$1500.00.

Jim Reilly
President & Board Member (2006 to present)
River Park North Homeowners Association