OFFICIAL FILE

Complaint # 2011-15502

ILLINOIS COMMERCE COMMISSION

For Commission Use Only:

Case: 11-0653

# FORMAL COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Jose M. Sagastume

Against (Utility name): Com Ed

As to (Reason for complaint) New meter charges, overcharged on months in which meter wasn't working properly.

ILLINOIS COMMERCE COMMISSION
2011 SEP 23 A 10: 15
CHIEF CLERK'S OFFICE

in Chicago. Illinois.

**TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:**

My mailing address is 309 Hale St Unit-1, Addison, IL 60101

The service address that I am complaining about is 309 Hale St Unit-1, Addison, IL 60101

My home telephone is [630] 543-4505

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [630] 400-4443

My e-mail address is N/A I will accept documents by electronic means (e-mail) ☐ Yes ☒ No

(Full name of utility company) Commonwealth Edison Company (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-IL. Adm Part 200.150 & 200.170

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

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.

1. I believe I am not responsible to pay for the new meter due to the malfunction was within the meter and there was no visible damage to the outside of meter. being charged $488.61
2. Should of been advised that the meter wasn't working properly within a couple of month of it malfunctioning instead of waiting 11 months to notify me.
3. Being overcharged for those 11 months that meter was functioning properly. My average use for each month is $40-$55. And I am being charged $80-$90 for those months plus what I'm being charge for the new meter.
4. Months that I am being charged these charges when meter wasn't working June 29, 2010 to May 27, 2011 being charged $915.28 after having already paid $10-11 which were paid in those months. (Continue on seperate page).

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

That I be charged the correct amount which I have consumed the months of June 29, 2010 - May 27, 201
Not be held responsible for the malfunction of meter.

**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: 09-21-2011 (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, Jose M. Sagastume, 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.

Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) September 21, 2011.

Noemi Villaseñor
Signature, Notary Public, Illinois

OFFICIAL SEAL
NOEMI VILLASEÑOR
NOTARY PUBLIC, STATE OF ILLINOIS
MY COMMISION EXPIRES JUNE 8, 2013

(NOTARY SEAL)

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

Continued from "state complaint briefly"

Jose M. Sagostume
309 Hale St Unit 1
Addison, IL 60101

5. I had not noticed that these charges were not my average charges due to at the time I had gotten sick and left my daughter responsible of paying the utility bills, she did not think that there was anything strange about what was being billed. because we have two meters and she knew one was a bit higher than the other but she did not know which bill was which.

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