



Customer Relations Department Escalated Complaint Response

Complaint Number	Source	Type	Sub-Type	Due Date
2011-79843	Commission - Informal	Billing	High Bill-regular reading	03-05-2011

Complaint Reopened: No

Contact Name: EDWARD SAUNDERS
Address: 8011 S MICHIGAN AVE CHICAGO IL 60619
Account Number: 86920-54003
Primary Phone: 773 483-1428 Ext:

Referral Department:
Resolved By:
AR#:
Transformer #: 08150941
Feeder #: Z11861
Ops Center: Chicago South
Date Received: 02-25-2011
1st Contact Date: 02-25-2011
Date Completed: 03-29-2011
Analyst: THORNTON, FREDERICK M
Debit/Credit: \$0.00
Follow Up Reason:

OFFICIAL FILE

I.C.C. DOCKET NO. 11-0416
ComEd Exhibit No. 5
Witness _____
Date 9/27/11 Reporter TO

ISSUANCE COMMENTS:

ICC 2289, access 79843, cust states only 4 lamps on in home, gates are locked and meter reading dates are not kept, cust asking for a meter reading in her presence.

RESOLUTION COMMENTS:

Our meter reader called at your address on March 24, 2011. The meter reading 78842 was obtained. You were issued a ComEd bill on March 23, 2011 with an estimated reading of 78987. This bill was canceled for the amount of \$1,199.66. We re-issued you a bill based on the actual reading taken on March 24, 2011. This bill was issued on March 28, 2011 in the amount of \$1,180.92, due date 04/29/11. Based on the information I obtained from our local meter reading office someone was present when the meter was read on March 24, 2011. The meter reader provided the person present with a demonstration as to how the meters are read with binoculars. I have reviewed your account history and based on your meter reading history your account has been billed correctly.

March 29, 2011

Edward Saunders
8011 S Michigan Ave
Chicago, IL 60619

Regarding: Account #86920-54003

Dear Mr. Saunders,

I recently received an inquiry from the Illinois Commerce Commission regarding your electric service account at the above mentioned address. This letter serves as resolution to your concerns.

Our meter reader called at your address on March 24, 2011. The meter reading 78842 was obtained.

You were issued a ComEd bill on March 23, 2011 with an estimated reading of 78987. This bill was canceled for the amount of \$1,199.66.

We re-issued you a bill based on the actual reading taken on March 24, 2011. This bill was issued on March 28, 2011 in the amount of \$1,180.92, due date 04/29/11.

Based on the information I obtained from our local meter reading office someone was present when the meter was read on March 24, 2011. The meter reader provided the person present with a demonstration as to how the meters are read with binoculars.

I have reviewed your account history and based on your meter reading history your account has been billed correctly

Thank your for the opportunity to review your account.

Sincerely,
Fred Thornton
ComEd
Customer Relations
Office: 630-684-3370

Thornton, Fredrick:(ComEd)

From: Thornton, Fredrick:(ComEd)
Sent: Sunday, March 27, 2011 2:24 PM
To: Rocha, Consuelo:(ComEd); Casillas, Yolanda:(ComEd)
Subject: FW: ICC CSD Informal Complaint/2011-02289

Importance: High

Please enter the following reading 78842 taken 3/24/11 and bill the customer with this reading.

Thanks!
Fred

-----Original Message-----

From: Green, Gerald:(ComEd)
Sent: Thursday, March 24, 2011 8:55 PM
To: Thornton, Fredrick:(ComEd)
Subject: RE: ICC CSD Informal Complaint/2011-02289
Importance: High

Fred,

The following reading was taken today and the reader provided the customer a demonstration as to how the meters are read with binoculars. The reading taken today is - 78842. Please have your clerk enter the reading into CIMS.

Thank you,

Gerald Green
ComEd
Supervisor Meter Reading - Chicago South
Office: 773-838-4170
Cell: 773-640-6310
Fax: 773-838-4111

-----Original Message-----

From: Thornton, Fredrick:(ComEd)
Sent: Sunday, March 13, 2011 3:25 PM
To: Green, Gerald:(ComEd)
Subject: FW: ICC CSD Informal Complaint/2011-02289

Gerald,

Any updates on this customer complaint? The complaint is now over the 14 day. Any assistance you can provide is greatly appreciated.

Thanks!
Fred

-----Original Message-----

From: Thornton, Fredrick:(ComEd)
Sent: Wednesday, March 09, 2011 10:29 AM
To: Green, Gerald:(ComEd)
Subject: FW: ICC CSD Informal Complaint/2011-02289

Hi Gerald,

Any updates on this customer's meter reading.
Name: VALERIE DAVIS

Address: 8011 S MICHIGAN AVE CHICAGO IL 60619

Account: 86920-54003

Phone: 630 985 0401

-----Original Message-----

From: Thornton, Fredrick:(ComEd)
Sent: Sunday, February 27, 2011 6:24 PM
To: Green, Gerald:(ComEd)
Subject: FW: ICC CSD Informal Complaint/2011-02289

Gerald,

The customer listed below is requesting a check reading. She would like to be presence when the meter is read. Please arrange appointment.

Name: VALERIE DAVIS

Address: 8011 S MICHIGAN AVE CHICAGO IL 60619

Account: 86920-54003

Phone: 630 985 0401

Thanks!

Fred Thornton

-----Original Message-----

From: Rocha, Consuelo:(ComEd)
Sent: Friday, February 25, 2011 3:39 PM
To: Customer Relations
Subject: FW: ICC CSD Informal Complaint/2011-02289

-----Original Message-----

From: CSD_ICC [mailto:CSD_ICC@icc.illinois.gov]
Posted At: Thursday, February 24, 2011 12:25 PM
Posted To: ICC Informal Complaints
Conversation: ICC CSD Informal Complaint
Subject: ICC CSD Informal Complaint

[ELECTRONIC COMPLAINT HEADER] ICC COMPLAINT ID: 2011-02289

CONTACT NAME: MERINO, MONICA
COMPANY NAME: COMMONWEALTH EDISON COMPANY
ADDRESS: ONE FIRST NATIONAL PLAZA
CITY, ST, ZIP: CHICAGO, IL 60690

[COMPLAINT INFORMATION]

COMPLAINT INFORMATION

COMPANY: COMMONWEALTH EDISON COMPANY

PRIORITY: NORMAL

OPEN DATE: 02/24/2011

COUNSELOR: JOHNSON, FRANKLIN

PHONE NUMBER: (217) 557-1624

EMAIL: FJOHNSON@ICC.ILLINOIS.GOV

ILCC FILE #: 02289

RATE CLASS: RESIDENTIAL

CUST NAME: SAUNDERS, EDWARD

CUST CONTACT:

STREET: 8011 SOUTH MICHIGAN AVENUE

CITY/ST/ZIP: CHICAGO, IL 60620

COUNTY: COOK

TELEPHONE #: (630) 985-0401

CAN BE REACHED #: () - EXT.:

ACCOUNT #: 869 205 4003

SERVICE STATUS: SERVICE ON
SERVICE TYPE: ELECTRIC
CASE ORIGIN: CONSUMER TELEPHONE
CONTACT CODE: INFORMAL COMPLAINT (CSD REFERS COMPLAINT TO COMPANY)
OPEN PROBLEM CODE: BILLING

BRIEF EXPLANATION: DISPUTING BILLS RECV'D ===== STATES ONLY 4 LAMPS ON
IN HOME, GATES ARE LOCKED, AND METER READING DATES ARE
NOT KEPT CUST ASKING FOR A METER READING IN HER
PRESENCE PER KITA THE PAST 3 MONTHS THEY HAVE GOTTEN
ACTUAL READINGS === BILLS WERW \$64, \$49, \$44 AND NOT
\$200 SHE STATES THAT CUST HAS A BILL FOR \$1141.72,
CUST LAST PY,MNT WAS IN APRIL, HAS DEF ON DPA
PLEASE SCHED READING DATE WITH CUST AND CALL ==
PROVIDIE HISTORY OF ACCT FOR TH E PAST TWO YEARS
ADVISE ICC OF RESOLUTION

[END OF COMPLAINT INFORMATION]

[COMPANY RESPONSE]

RESPONSE NAME:

(Freeform Text Response)

[END OF COMPANY RESPONSE]

[END]