

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION ORIGINAL

For Commission Use Only:
Case: 11-0735

ILLINOIS COMMERCE
COMMISSION

FORMAL COMPLAINT

2011 NOV 21 P 12:40

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

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): PEGGY HUDGENS-WILKINS

Against (Utility name): Commonwealth Edison Company

As to (Reason for complaint) This complaint is regarding several issues I'm having with the company. One, I received two grant from credz in the amounts of 160⁰⁰, 331⁰⁹. Both amounts were applied to an incorrect account number. Second the company did not provide me with proper information that I request; in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 12134 S. Normal ave. Chicago IL 60628

The service address that I am complaining about is 12134 S Normal ave./7W 111th Pl

My home telephone is [773] 928-2287

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 928-2287

My e-mail address is _____ 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.

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.

before placing the account at 7 W 111th PL in my name. Therefore causing my primary account at 12134 S. Normal Ave, problems. Also I was told by ms. Thomas representative for Comed that "if I could have someone from Comed to call her to confirm that the funds were applied to an incorrect account number that the funds would be reversed and applied

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

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 (Social Security Number, Driver's License Number, Medical Records, etc.) 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: 11-17-11
(Month, day, year)

Complainant's Signature: Peggy Hudgens

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, PEGGY HUDGENS, 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.

Peggy Hudgens
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) November 17, 2011

Tara Leverette
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.

This complaint is regarding several issues I'm having with Commonwealth Edison company. One, I received two grants from CEDA in the amounts of 16000, 33100. Both these amounts were applied to an incorrect account number.

Ms Thomas is a representative for Commonwealth Edison, Ms Thomas handles the hardship program on behalf of the company. This all started in the months of 2/11, 4/11 to date.

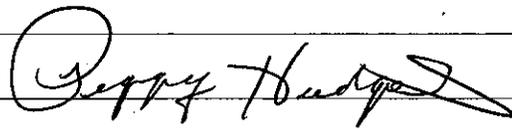
Ms. Thomas said to me "If I could have someone from CEDA to call her to confirm that the funds had been misapplied the amounts would be reversed and applied accordingly." Also Ms. Thomas failed to follow through on her word, therefore causing my account to default. Several months later the matter remains unresolved. Ms Thomas represents COMED, and therefore represents customers, if Ms Thomas would have resolve this matter, my account wouldn't be in this situation.

Secondly Commonwealth Edison did not provide me with proper information regarding placing another account in my name,

Therefore this has caused my primary account at 12134 S. Normal ave, problems such as Transferring from 7 W 11th Pl to 12134 S. Normal ave. I would like for Illinois Commerce Commission to review my information and finally come to an honest and fair resolution and that commonwealth Edison and it's representatives to be held accountable for their actions. And understand that once they commit to resolving a problem that they would have the fortitude to do so. It's because of their inability to resolve these matters, that I am currently in this position.

Sincerely,

Peggy Hudgens

A handwritten signature in cursive script that reads "Peggy Hudgens". The signature is written in black ink and is positioned below the typed name.