



**Customer Relations Department
Escalated Complaint Response**

Complaint Number	Source	Type	Sub-Type	Due Date
2010-74927	Commission - Informal	Collection Related	Deposit Request	10-26-2010

Complaint Reopened: No

Contact Name: SANDRA ANDERSON
Address: 1821 KERRYBROOK CT SYCAMORE IL 60178
Account Number: 26192-29160
Primary Phone: 815 895-4351 Ext:

Referral Department: ComEd Exhibit 4
Resolved By: Docket No. 11-0164
AR#: 74927 ALJ Hilliard
Transformer #: 367061D8 ICC Informal Complaints
Feeder #: B8307
Ops Center: Dekalb
Date Received: 10-18-2010
1st Contact Date: 10-18-2010
Date Completed: 10-20-2010
Analyst: WADE-COBB, BESSIE S
Debit/Credit: \$0.00
Follow Up Reason:

ISSUANCE COMMENTS:

ICC#20522, Access#74927, Cust has had service for almost 15 years. She is not a new customer. Cust has never had service turned off for non-payment. Cust has only transferred service from one address to another but this is the same account. Please waive Deposit. Please advise cust and ICC

RESOLUTION COMMENTS:

Spoke with Ms. Anderson and cust has been a customer of ComEd since 6/1/2006 @ 237 McMillan Ct #101 previous address. After review of account will waive customer's deposit. She has met the requirements of 2yrs. Customer satisfied.

OFFICIAL FILE

I.C.C. DOCKET NO. 11-0164

Exhibit No. 4

Witness ComEd

Date 10/11/11 Reporter _____



**Customer Relations Department
Escalated Complaint Response**

Complaint Number	Source	Type	Sub-Type	Due Date
2010-76383	Commission- Informal	Billing Related	Meter Malfunction	12-10-2010

Complaint Reopened: No

Contact Name: SANDRA ANDERSON
Address: 1821 KERRYBROOK CT SYCAMORE IL 60178
Account Number: 815 895-4351
Primary Phone: **Ext:**

Referral Department:
Resolved By:
AR#:
Transformer #: 367061D8
Feeder #: B8307
Ops Center: Dekalb
Date Received: 12-02-2010
1st Contact Date: 12-02-2010
Date Completed: 12-02-2010
Analyst: THORNTON, FREDERICK M
Debit/Credit: \$0.00
Follow Up Reason:

ISSUANCE COMMENTS:

ICC 22467, access 76383, the customer needs her meter tested. Please forward results to the ICC.

RESOLUTION COMMENTS:

The customer's meter tested within the guidelines established by the Illinois Commerce Commission. 100.22 Heavy and 100.09 Light. Sending customer letter of explanation.

Msg082735[1].txt

Final Response Received via ACTSWEB For Complaint Number: 2010-22467

Date Sent: December 02, 2010 At 08:27:35 PM

Sent By: Thornton, Frederick

Attachments: \C:\Documents and Settings\U999FT4\Desktop\Scan from a Xerox WorkCentre Pro.msg

Final Response:

The customer's meter tested with the guidelines established by the Illinois Commerce Commission. 100.22 Heavy and 100.09 Light. Sending customer letter of explanation.

**Field Meter Test Secondary Completion
Report for the Day Ending 11/29/2010**



Field Order # :	<input type="text" value="314334904"/>	Completion Time :	<input type="text" value="11/29/10 12:23 PM"/>																																																																																																																																																		
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December 2, 2010

Sandra Anderson
1821 Kerrybrook CT
Sycamore, IL 60178

Re: Account: 26192-29160

Dear Ms. Anderson:

In response to your request, a test of the electric meter was completed on November 29, 2010.

The meter tested accurately within the guidelines established by the Illinois Commerce Commission. There were no irregularities detected at that time. The reading of 91144 taken at the time of the test also verified the accuracy of the previous readings.

We assure you that you are being billed correctly for the service used. If you have further questions you may contact our Customer Service Center at 1-800-EDISON1.

Sincerely,
Fred Thornton
ComEd
Business Analyst