

For Commission Use Only:

Case: 12-0004

OFFICIAL FILE ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Margaret Phelan

Against (Utility name): Commonwealth Edison

As to (Reason for complaint) See Attached

CHIEF CLERK'S OFFICE
2012 JAN - 31 P 1:33
ILLINOIS COMMERCE
COMMISSION

in _____ Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 2127 Lakdale Glenview, IL ⁶⁰⁰²⁵

The service address that I am complaining about is Same as above

My home telephone is (847) 729-9520

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (847) 729-9520

My e-mail address is maphelan@hotmail.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Commonwealth Edison Co. (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.

Violation of Service & Delivery requirement

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.

see attached

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: 12-30-11
(Month, day, year)

Complainant's Signature: Margaret A. Phelan

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

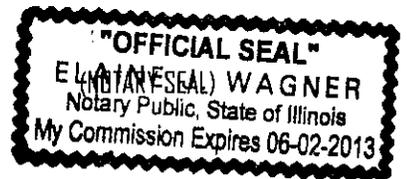
A notary public must witness the completion of this part of the form.

I, Margaret Phelan, 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.

Margaret A. Phelan
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) December 30, 2011

Elsie Wagner
Signature, Notary Public, Illinois



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

ICC Formal Complaint

6/2010 - last on premises that meter reading was conducted by ComEd.

11/2010 - ComEd changed our meter without any notice to the homeowner. Did not take a meter reading when on premises.

Jan/2011- Com Ed left a computer generated message, I don't recall getting that message.

6/2011 - ComEd conducted an on-site reading of the meter but without notification of the meter reading to the homeowner.

10/2011 - Homeowner received a \$1,073.57 bill from ComEd for past excess energy use. Their offer is to finance the entire billing amount over the period of a year interest free.

11/3/2011 Homeowner filed a complaint with the ICC, case # 201122473.

*Throughout this timeframe we received multiple correspondences sent from Com Ed comparing our energy usage to similar homes in our area. It stated we were "excellent" with our usage compared to those around us. This was a separate mailing from our monthly bill.