

**OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION**

For Commission Use Only:  
Case: 12-0035

**FORMAL COMPLAINT**

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

**ORIGINAL**

Regarding a complaint by (Person making the complaint): Gwendolyn Cassom

Against (Utility name): ComEd

As to (Reason for complaint) Meter improperly installed

in Riverforest Illinois.

CHIEF CLERK'S OFFICE  
2012 JAN 17 P 12:38  
ILLINOIS COMMERCE COMMISSION

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

My complete mailing address is (include City) 7770 Madison St. Riverforest IL 60385

The service address that I am complaining about is 7770 Madison St IR, Riverforest IL 60385

My home telephone is [708] 689-8209

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 444-5653

My e-mail address is \_\_\_\_\_ I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) Commonwealth Edison (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.

1. ON Dec 13, 2011, I received a bill from ComEd for \$295.15. I called ComEd to asked why my bill was so large.
  2. ComEd told me new meters were installed into the building I live in, they were installed improperly, and I am responsible for the charges.
  3. This is clearly an error made by ComEd, and I should not be responsible for these charges.
- Please clearly state what you want the Commission to do in this case:  
 I want to be alleviated from being liable for this error and bill cause by ComEd

**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: 1-13-2012  
 (Month, day, year)

Complainant's Signature: *Guendolyn Cossom*

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**

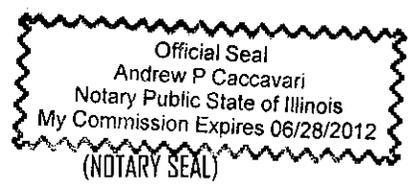
A notary public must witness the completion of this part of the form.

I, *Guendolyn Cossom*, 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.

*Guendolyn Cossom*  
 Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) JANUARY 13, 2012

*Andrew P. Caccavari*  
 Signature, Notary Public, Illinois



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