

FORMAL COMPLAINT

2012 JAN 27 P 12:34

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

ORIGINAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): LEE NORIA WIGLEY

Against (Utility name): COMMONWEALTH EDISON COMPANY

As to (Reason for complaint) DOUBLE BILLING AND OVERCHARGES

1. BILLS PAID IN FULL 8/20/2010-7/22/2011 AND ACCEPTED AS SUCH BY THE COMPANY WITH NO BALANCE

2. SAME 8/20/2010-7/22/2011 BILLS REFORMATTED AND CHARGED AGAIN AT HIGHER RATES

in CHICAGO, Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 8522 SO. THRUW ST FLOOR 2, CHICAGO, IL 60620

The service address that I am complaining about is 8522 SO THRUW ST, FLOOR 3 CHICAGO, IL 60620

My home telephone is [773] 994-9339

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 994-9339

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.

PART 280.100 SUBSECTION (e)

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 *UNSURE

THERE HAS BEEN NO RESPONSE TO MY LAST LETTER ATTACHED HERETO

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. 8/20/2010 - 7/22/2011 BILLS PAID IN FULL AND ACCEPTED AS SUCH BY COMPANY WHICH IS CALCULATED TO BE \$303.00.
2. 8/20/2011 - 7/22/2011 BILL WAS SET ASIDE AS ON ACCOUNT
3. 8/20/2010 - 7/22/2011 WAS REFORMATED AT 270 KWH AND BILLED AS \$310.06 STILL DUE
4. THE BILL GREW FROM \$303.00 TO \$613.06 WITHOUT PRIOR KNOWLEDGE FROM THE COMPANY

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

I RESPECTFULLY REQUEST TO HAVE \$303.00 DECLARED PAID IN FULL FOR 8/20/2010 - 7/22/2011

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: JANUARY 24, 2012
(Month, day, year)

Complainant's Signature: Lee Noria Wyzley

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

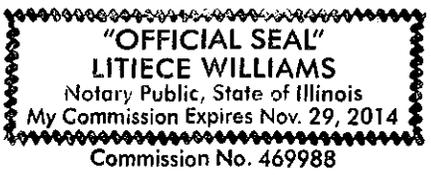
A notary public must witness the completion of this part of the form.

I, Lee Noria Wyzley, 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.

Lee Noria Wyzley
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) JAN. 24, 2012

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.

November 14, 2011

Illinois Commerce Commission
Floor 527 East Capitol Avenue
Floor 2
Springfield, IL 62701

Attn: Attn: Ms. Mary Watters
Consumer Services Division

Re: 2011-18287- Formal Complaint - Commonwealth Edison Company

Dear Ms. Watters:

An unsigned letter has been sent to me by Com Ed in response to my formal complaint about recalculated kwh and billing charges. In support of their actions they included a partial "Meter History" and quoted Rule 280.100. However, Com Ed has followed neither the finding of its Meter History, nor subsection (e) of Rule 280.100.

In paragraph 3, Com Ed said its Meter History trued up the account on 8/20/10. I was never informed there was a problem or investigation. Com Ed continued to bill and accept payments for the low meter readings. A new bill was just sent to me after the 7/22/11 reading. In paragraph 4, Com Ed said its Meter History showed there was low billing since 12/28/08. That fact was not mentioned until this letter. I was never notified and Com Ed appeared to have never investigated. That was more than ~~two~~ (2) years ago. If true, either I used minimum electricity since my air conditioner died after the summer of 2008, or Com Ed has inefficient meter readers.

Rule 280.100 subsection (e) states in part "When a utility computer rejects a bill because it is abnormally high or low, and the utility chooses to delay billing by more than five days, the utility must nevertheless send the customer a statement at the regular billing period which shows that billing has been delayed and that an investigation is being conducted by the utility." That never happened after the 8/20/10 meter reading and certainly never from 12/2008 to date. Evidently they saw no problem when they refunded an \$85.00 deposit in May 2009.

Clearly Com Ed has missed the boat and its charges should not prevail.

Respectfully submitted,

Lee Noria Wigley

Lee Noria Wigley

8522 South Throop Floor 2 -

Chicago, IL 60620 - Acc #9367169014

cc: Com Ed