

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 12-0084

FORMAL COMPLAINT

2012 FEB - 11 P 12:59

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

ORIGINAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): AMUL GANGER

Against (Utility name): COMMONWEALTH EDISON COMPANY

As to (Reason for complaint) OVER ESTIMATED (INCORRECT) ELECTRICITY USAGE & BILLING DISPUTE.

in DES PLAINES Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 456 LANCE DRIVE, DES PLAINES, IL 60016

The service address that I am complaining about is 456 LANCE DRIVE, DES PLAINES, IL 60016

My home telephone is [312] 671-7278

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 671-7278

My e-mail address is ACGANGER@YAHOO.COM 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.

1. ON JUNE 14, 2011 I RECEIVED MY ONLY NOTICE THERE WAS AN ISSUE WITH MY ELECTRIC METER PRIOR TO PURCHASING MY HOME, AND RECEIVED A BILL FOR ESTIMATED USAGE BASED ON PREVIOUS OWNER USAGE TOTALING \$4,566.09 & AN ADDITIONAL \$488.61 CHARGE FOR REPLACING THE METER.

(SEE ATTACHED)

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

THAT MY ESTIMATED CHARGES BE REDUCED BY \$2029.52 + \$488.61 FOR A TOTAL OF \$2518.13 SINCE MY ACTUAL USAGE WAS MUCH LOWER THAN THEIR ESTIMATE.

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: 1/24/2012
(Month, day, year)

Complainant's Signature: [Signature]

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

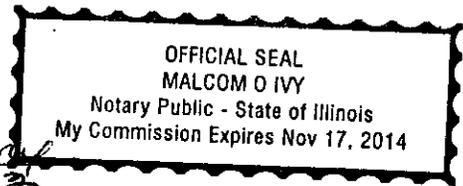
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

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

I, AMOL GANGER, 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.

[Signature]
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 24th DAY OF JANUARY 2012

[Signature]
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.

2. AFTER NUMEROUS CAUSE & CONVERSATIONS WITH COMED & MARY ELLEN DOUGLAS, I AGREED TO A DEFERRED PAYMENT PLAN, AS I WANTED TO PAY MY FAIR SHARE, & THEY STATED TO CALL BACK FOR AN ADJUSTMENT AFTER 3-4 MONTHS OF ACTUAL BILLING USAGE.

3. I CALLED & SPOKE WITH MARY ELLEN AT COMED ON 11/10/2011, & REQUESTED MY ADJUSTMENT BASED ON THE PAST 3-4 MONTHS BEING REALLY OVER-ESTIMATED COMPARED TO MY ACTUAL USAGE. I WAS TOLD THEY CAN'T & WON'T ADJUST THE MONTHS OVER 2 YEARS OLD & ONLY WANTED TO ADJUST THE CURRENT 3 MONTHS. I ASKED FOR TAKING THE AVERAGE, & SHE TOLD ME TO GO LEGAL & HUNG UP ON ME. I HAVE NEARLY PAID 1/2 THE AMOUNT THEY ESTIMATED, AND ITS MUCH HIGHER THAN MY ACTUAL.