



An Exelon Company

Account Number 1561016038

Name LUZMERY SAENZSEJAS
Service Location 2173 IVANELLE RD ROCKFORD
Phone Number 847-401-6444

Bill Summary table with columns: Description, Amount. Rows: Previous Balance (\$17.68), Total Payments - Thank You (\$234.56), Amount Due on August 2, 2011 (\$563.43)

Issue Date July 11, 2011

Meter Information table with columns: Read Date, Meter Number, Load Type, Reading Type, Previous, Meter Reading Present, Difference, Multiplier X, Usage. Row: 6/21, 121528440, General Service, Total kWh, 64921 Estimate, 65443 Actual, 522, 1, 522

www.comed.com

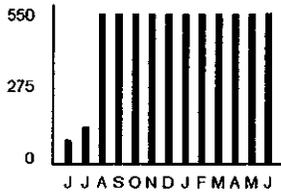
Customer Service / Power Outage

English 1-800-EDISON1 (1-800-334-7661)

Español 1-800-95-LUCES (1-800-955-8237)

Hearing/Speech Impaired 1-800-572-5789 (TTY)

Your Usage Profile 13-Month Usage (Total kWh)



Electric Usage

Table of monthly electric usage in kWh from Jun-10 to Jun-11. Values range from 84 to 622 kWh.

Average Daily

Table comparing average daily kWh and temperature for Last Year, Last Month, and Current Month.

Service from 7/20/2010 to 8/18/2010 - 29 Days

Residential - Single

Electricity Supply Services \$47.24

Table of electricity supply charges: Electricity Supply Charge (40.83), Transmission Services Charge (3.80), Purchased Electricity Adjustment (2.61).

Delivery Services - ComEd \$23.61

Table of delivery services: Customer Charge (8.49), Standard Metering Charge (2.29), Distribution Facilities Charge (12.83).

Taxes and Other \$3.13

Table of taxes and other charges: Smart Meter Program (0.68), Environmental Cost Recovery Adj (-0.04), Energy Efficiency Programs (0.77), State Tax (1.72).

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Return only this portion with your check made payable to ComEd. Please write your account number on your check.



An Exelon Company

To pay by phone call 1-800-588-9477. A convenience fee will apply.

15610 1603 80000 0000

23538 2 0.000 23600023538/023657 000 01 GXCTWV 1235678 07122011
LUZMERY SAENZSEJAS
2173 IVANELLE RD
ROCKFORD, IL 61108-5629

Account Number 1561016038

Payment Amount

Please pay this amount by 8/2/2011

\$563.43

00000770890000000000



ComEd PO Box 6111 Carol Stream, IL 60197-6111

156101603800005634312140563431

**Service from 8/18/2010 to 9/17/2010 - 30 Days****Residential - Single**

<b>Electricity Supply Services</b>				<b>\$47.24</b>
Electricity Supply Charge	521 kWh	X	0.07837	40.83
Transmission Services Charge	521 kWh	X	0.00730	3.80
Purchased Electricity Adjustment				2.61
<b>Delivery Services - ComEd</b>				<b>\$23.61</b>
Customer Charge				8.49
Standard Metering Charge				2.29
Distribution Facilities Charge	521 kWh	X	0.02463	12.83
<b>Taxes and Other</b>				<b>\$3.13</b>
Smart Meter Program				0.68
Environmental Cost Recovery Adj	521 kWh	X	-0.00007	-0.04
Energy Efficiency Programs	521 kWh	X	0.00147	0.77
State Tax				1.72

**Service from 9/17/2010 to 10/18/2010 - 31 Days****Residential - Single**

<b>Electricity Supply Services</b>				<b>\$41.06</b>
Electricity Supply Charge	521 kWh	X	0.07653	39.87
Transmission Services Charge	521 kWh	X	0.00730	3.80
Purchased Electricity Adjustment				-2.61
<b>Delivery Services - ComEd</b>				<b>\$23.61</b>
Customer Charge				8.49
Standard Metering Charge				2.29
Distribution Facilities Charge	521 kWh	X	0.02463	12.83



30% total recycled fiber

CME907R 03/10

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ComEd  
PO Box 6111  
Carol Stream, IL 60197-6111

July 15, 2011

To whom it may concern:

With this letter I want to express my disappointment and confusion regarding the last bill of payment to the account # **1561016038** you sent me on July 11, 2011. In the mentioned bill you indicate that from August 2010 to May 2011 I was, supposedly estimated, using 521 KWh and in June 2011 I used 522KWh.

Per conversation with one of your representatives today, July 15, 2011, regarding this issue, I was unable to understand how and why I was being charged for electricity usage based on the reading executed on **June 22, 2011**; and because of this reading all the past months since August 2010 were averaged to the current reading.

I spoke with the representative and he told me that there was no reading in the past 11 months because I have a dog, nevertheless the bills were arriving at my home and we were paying them in a timely manner, I have to ask why wasn't I aware of this changes?

Your representative stated that there were no readings due to a dog in my home, my pet stays inside the house, and if that is not enough, I have a door bell, even more I acquired my dog in December 2010, what happen with the readings before December? Isn't your company supposed to have personnel to do their job so we can get accurate billing statements?

I also have to inquire you about the months of winter my heater is not electric, my electric usage during winter are very low for that reason.

The only answer I got from your representative was that the reading done in June 2011 was enough to make retroactive the "estimated" reading to the other 11 past months.

I asked to your representative to speak to a supervisor, I was put on hold for over 40 minutes and there was no connection with anybody, I am amazed for this disrespectful way of treating customers.

I will appreciate to receive reasonable answers to my questions, and a clear explanation for this unrealistic bill.

I need to see previous readings of my electric usage since January 2010 to the present.

I would like to see any attempt from your company to contact us, costumers, by mail or phone in regards of this matter, you just cannot create a bill based on one single reading and put it back to 11 months back, since those bills were paid in full already.

Sincerely,

Luz Mery Saenz Sejas  
2173 Ivanelle Rd  
Rockford, IL 61108

  
7/16/11

Notary Public: *Andrea Gavric*

7/16/11



1. On July 11, 2011 we received a bill from ComEd requesting an additional retroactive payment for services we had already paid in a timely manner. ComEd stated that there were no actual readings from July 2010 to June 2011.
2. Due to the lack of readings ComEd arbitrarily decided to make up the readings from August 2010 to May 2011 based on the reading of June 2011.
3. We believe that this make up is unfair because the use of electricity during summer months cannot be equal to the months of winter and spring, because our heater runs on gas and we have also a fire place heater.
4. We cannot be charged again, retroactively, for the services already paid in full, since it was not our responsibility to be conducting readings, but to be paying on time the bills ComEd was charging us, and we did comply with them.
5. We are attaching a letter sent to ComEd on July 15, 2011 requesting the explanation for this arbitrary payment request.