

March 19, 2011

attention:

Illinois Commerce Commission:

I request hearing in Chicago
close to my elderly parents

home.

Thank You Sincerely

Terri Hall

(P.O.#) You

Raymond Bell

Copy of Letter Sent to ? Com Ed w/ (S/W) Bills
Erin Boehler

Calls to Com Ed to investigate bill

1st Bill of home S/W Krizia 11/10/05 (2005)
Parents were not in residence meter checked
until 11/5/05

2006
Contacted Com Ed Re: Bill S/W Tyson
requested meter check on \$202.87
Called Com Ed S/W Barb
She said "Meter correct" one bal.

2007
Contacted Com Ed Re: Bill Issue
S/W Kara April Bills 153.80
Parents hospitalized 42 days not
in home asked for meter check
and unusual draw on power
reflected in bill. Re-called S/W
said "Meter checked (no draw bill
is yours"

2008
Contacted Com Ed Re: Bill Issue
S/W Tyler Aug and Sept too
high requested meter check
told meter correct bill is ours

July 2011

Contacted Com Ed Re: Bill # 51w Natalie
asked for meter ✓. Result bill is
correct "we owe".

July 2011

Contacted Com Ed Re: Bill #
51w Charisse told her parents not
in home she suggested going to
web site to read where power could
be eating up bill #. I did so. Appliances
all replaced. Light bulbs replaced
no power plugged in all circuit-breaker
off except sump pump. She
ordered meter ✓ came back we
owe again.

Sept 21, 2011 - Contacted Com Ed Re: Bill
A1w Cynthia ordered meter ✓

Sept 28, 2011 - Contacted Com Ed re: meter
result 51w Krisi she said "meter
correct" I made pay~~off~~ arrangements
w/ her on large bill.

Nov 1, 2011 rec'd letter confirming
meter ✓ (see enclosed letter)

Nov 16, 2011 Contacted ComEd

SLW Charisse again explained parents out of home in nursing home 100 days no occupants. I have only key to residence all power shut off and circuit breakers pulled except sump pump as required by association by-laws. She ordered tech to come out to home. I told her in past 15 days I have walked all 51 townhomes and discovered problem. Neighbor's meter is on our bill. My parents have not been in home for 100 days.

Neighbor have 4 adults, 1 child, 4 TV's, 2 computers and does use dishwasher. My parents do not use dishwasher, 1 TV - no computer do not cook and I do their laundry at my home. She noted all info and ordered tech to meet me w/ my bills at residence.

Nov 17, 2011 Called ComEd SLW Mike (rude to me)

Nov 18, 2011 met Wayne (tech) verified mistake on bill in legs of bills (see top of verified)

Nov 20 2011 - Called legal dept
S/W Rebecca she handed me off
to Baro in resolution dept.

Nov 20 2011

Baro said it would take approx
2 wks to go through my meter
and compare to neighbor meter
reading

Nov 29, 2011 - S/W Baro said check
issued for 2 yrs \$1267.91
parents pd approx \$633.00
overpaid each year.
I explained parents 89 and 84
on fixed income and I would
pay bill when they were short
money. I also replaced appliances
and replaced all bulbs in home
as per Com Ed's reasoning of large
bills over just 6 yrs. She asked
if I had those bills. I said "Yes"
and offered to fax or mail. She
said "They only have 2 yrs response"
I said "I have repeatedly reported
issue and I was the one who discovered
Com Ed's mistake that has cost
my elderly parent \$600⁰⁰ for yr"

Jan 21 2012 - filed complaint
ICC SW Franklin "Com Ed
has 14 days to respond

Feb 3 2012 - received letter from
Eric at Com Ed. (see letter)

Feb 7, 2012 - refiled w/ ICC
SW Franklin (see letter)
Franklin filed formal
complaint w/ Com Ed.

Feb 23, 2012 - Eric left me
message w/ incorrect contact
info for a Monica Monroe.

Feb 23, 2012 - I returned call from
for base Eric and on prev Barb #5
that contact info incorrect.

Feb 23, 2012 SW Customer service
they said Eric unavailable for me to call
back Monday.

Feb 23, 2012 - re contact Franklin
at fee he contacted Com Ed
Eric called me back in 15 minutes
and said "I need to produce additional
4 year old billing they do not keep."

Feb 23, 2012 - I explained to Eric the stress this has put on me and my elderly parents of time and money over past six years and I will produce bills for Com Ed but they must realize parents have overpaid approx \$600⁰⁰ per year when Com Ed could have invested time to research mistake in 2005, 2006, 2007, 2008, 2009, 2010, and 2011 after I repeatedly requested meter checks, power draws and replaced items requested by Com Ed.

I am requesting full refund check not credit on account. I am sure Com Ed can be reasonable and accountable for their mistakes. Restitution to my parents is the least Com Ed owes them over 6 yrs of constant contact to resolve issue and they would have never resolved issue if I had not taken time to follow-up on meter numbers or homes. I hope Com Ed can resolve in a timely manner and peace full mediation.

Please contact me in regards
to any further questions and
final decision with-in 10 days
of receipt of the certified letter.

Sincerely,
Terri L. Hall
(P.O.A.)

(708) 912-0268

Copy of on site
Verification
of incorrect
meter confirmed
By ComEd emp,
Wayne
11/18/11.

Important News!

Date: 11/18/11

Name: _____

Address: _____

**YOUR ELECTRIC SERVICE IS SUBJECT
TO DISCONNECTION DUE TO:**

- Nonpayment of deposit
- Nonpayment of electric bill
- Customer not listed on our records
- Unsafe Condition
- Municipal Request
- Illegal Wiring

Wayne - 473-0858
was here / verified mixed meter
with 5613a + 5613c

Leys of Billing
Account No.: 1165056012

For more information, please call us at:

1-800-Edison-1 (1-800-334-7661)

Local Office Number
(between 8:30 a.m. - 4 p.m.)

ComEd

An Exelon Company

Commonwealth Edison Company
Commercial Center
1919 Swift Drive
Oak Brook, IL 60523-1502

www.exeloncorp.com

February 3, 2012

**Raymond Boll Sr.
5613C Sutton Pl.
Monee, IL 60449**

Account: 11650-56012

Dear Mr. Raymond Boll:

We received an inquiry from the Illinois Commerce Commission (ICC) regarding the electric service account at 5613C Sutton Pl., Monee, IL. 60449. In response to this inquiry, as required by The Public Utility Act, all ComEd documentation is retained for a period of two years. Your mixed meter situation was corrected and your account was refunded going back two years.

At this time, I will notify the Illinois Commerce Commission with the above results and close the inquiry. If you have any additional concerns, other than those covered in this communication, please call our Customer Contact Center at (800) 334-7661.

Best Regards,

**Erica
ComEd
Customer Relations**

STATE OF ILLINOIS



ILLINOIS COMMERCE COMMISSION

February 07, 2012

RAYMOND BOLL SR.
5613 C SUTTON PLACE
Monee, IL 60449

RE: 2012-01030
Commonwealth Edison Company

Our office submitted an informal complaint on your behalf to the above listed company. The company sent us a response that indicates it was able to resolve your concern or that it provided you with a satisfactory explanation. I am sending you this letter to confirm that response, so please contact me if the issue has not been resolved or appropriately explained. You may reach me or leave a message for call-back at 1-800-524-0795 or 217-782-2024.

Sincerely,


Franklin Johnson
Consumer Services Division

1/19 Ken Karshner - formal Complaint
overseen

3/8/12 - ComEd's response to my 6 yrs proof
of incorrect meter pd Bills.



An Exelon Company

March 8, 2012

Terri Hall
5613C Sutton Place
Monee, IL 60449-8150

Re: Raymond Boll Sr., ComEd Account No. 11650-56012

Dear Ms. Hall:

Thank you for sending me the billing history. I sent the documentation to our billing department for review. Unfortunately, I am told that no further adjustment can be made to the account. With that said, I am still working with ComEd to come to some resolution, but wanted to give you an update as to the current position of the Company.

I have enclosed reimbursement for your copying fees and postage. Please note in the future similar type expenses will not be reimbursed.

Please do not hesitate to contact me with any questions or concerns.

Best,

A handwritten signature in black ink, appearing to read "Erin Buechler".

Erin Buechler
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One Financial Place
33rd Floor
Chicago, IL 60605
erin.buechler@comed.com