

For Commission Use Only:  
Case: 12-0258

# OFFICIAL FILE ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

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

## ORIGINAL

Regarding a complaint by (Person making the complaint):

JOAN MAREK

Against (Utility name):

Com Ed

As to (Reason for complaint)

BILLING - BILLED FOR SERVICE

OTHER THAN MY OWN USAGE

in MONEE Illinois.

CHIEF CLERK'S OFFICE  
2012 APR - 21 P 2:45  
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City)

5618 VON, SUITE D, MONEE IL 60449

The service address that I am complaining about is

SAME

My home telephone is

708 534-6174

Between 8:30 A.M. and <sup>4</sup>5:00 P.M. weekdays, I can be reached at

708 210-2882

My e-mail address is

joanmaxxine@yahoo.com

I will accept documents by electronic means (e-mail)  Yes

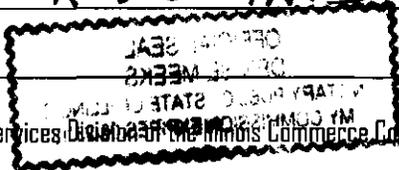
No

(Full name of utility company) EXELON  
to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

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.

I DO NOT KNOW THIS ANSWER



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

I AM NOT SURE - IVE SPOKEN WITH A REPRESENTATIVE AT THE ICC

① 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.

attached

② Please clearly state what you want the Commission to do in this case:

attached

**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: MARCH 28, 2012  
(Month, day, year)

Complainant's Signature: Jon Marek

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**

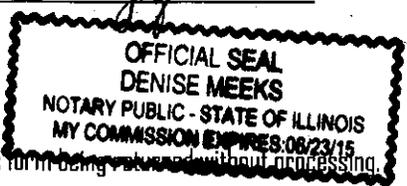
A notary public must witness the completion of this part of the form.

I, JOAN MAREK, 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.

Jon Marek  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 28<sup>th</sup> day of March 2012

Denise Meeks  
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.

#1

I noticed a very sharp increase in my electric bills during September & October 2011. I didn't question July & August, because I know that we did use central air conditioning during this time, and a high bill was expected. ComEd told me in October, 2011, that the soonest they could come out to check the meters was sometime in April, 2012. With the assistance of CUB, ComEd on the premises within 2 or 3 days, and determined that the electric meter for my unit - Unit D (I live in a 4-unit townhome) and the electric meter for the neighboring unit - Unit C - were switched, and have been switched since the building was constructed. I don't know the date of construction as I am not the original owner. New tenants moved into Unit C approximately July 1<sup>st</sup> this summer.

Ms. Ramona Lampkin, ComEd Customer Relations, told me that after all is said and done, they are going to give me a credit of \$48 and change. That is not acceptable. I moved into this home in either September 2000 or 2001, and have been evidently paying the neighbor's bills ever since then.

Ms. Lampkin told me that ComEd only goes back 2 years in this type of investigation, and that for the year prior to the new neighbors, my electric usage was actually the higher of the 2 units, and they were going to be really swell about it, and just go back 1 year. They are probably right about that, because for the 2 years prior to the current occupants of Unit C, a young, single woman lived in the unit by herself (July 2009-July 2011), and was not even home a lot of the time.

HOWEVER, for all the years prior to her living there, I had 2 adult neighbors, who worked various shifts, needed to sleep during the day, and ran their central air conditioning from May through September. Therefore, from October 2000 or 2001 through June 2009, I was paying their electric bill.

Ramona Lampkin told me that she would not do anything about it, because ComEd does not have the records. I do NOT believe that. She told me she could go back 5 years, provided that I produce not only my bills for the past 5 years, but also the neighbors' bills for the past 5 years. This is impossible as we are talking about 3 different occupants of Unit C during the past 5 years. The residents who were my first neighbors have moved out of state. And I do not understand why the burden of proof should be on me anyway.

I know that ComEd does have access to these records. If they were audited, they would have to produce the records. Ms. Lampkin told me to go ahead and try whatever means I wanted to try to get them to go all the way back to when I first moved into Unit D, but she is really the person at ComEd who has the most flexibility to approve such a process, and she is not doing anything further.

For most of the time that the first residents of Unit C lived next door to me, I was living on my own. I work full time during the day, and I never run the air conditioning when I am not home. It is a small home (1200 sf), and I felt that once I got home, if it was hot enough to warrant running the air, it would not take very long to cool down the house. Not to mention that I am frugal, and it has to be absolutely sweltering for me to run the air. I'm okay with open windows. At this

time, I do share my home with another adult, so at times the air is on during the day, but again, we are both frugal about running it.

I cannot accept that I must be responsible for bills from the neighboring unit for 10 or 11 years.

#2

I expect a reasonable settlement from ComEd for all of the time which they had my meter mixed up with the meter for unit C.

I expect to be given a credit reflecting the months of May, June, July, August, and September from 2000-2009. (I could be wrong, it could be 2001-2009. ComEd should know when the service started in my name).

A reasonable, acceptable credit amount would for \$40/month for 5 mos., or \$200/year. \$200/year for 10 years = \$2,000.00.

I am willing to consider this matter closed upon receipt of a check in the amount of \$2,000.00 from ComEd. If they determine that I have had the service in my name since 2001 and not 2000, then a check in the amount of \$1,800.00 from ComEd would close this matter.