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CHIEF CLERK'S OFFICE *JMM*

FORMAL COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Rich Wells

Against (Utility name): Commonwealth Edison

As to (Reason for complaint)

The above house is a house I own and rent out. I received a call from my tennant on 6/29/11 saying that he came home to a house filled with smoke because the refrigerator had caught fire. What actually happened (per the Hanover Park fire dept and Com Ed service people that were on site ) was Com Ed actually fed a power surge thru the system that caused the fridge to burn up. I actually had other outlets and burned wires in the house. Many of my neighbors had similar damages. Per Com Ed, I submitted a claim documenting these damages, with pictures. They denied the claim. My electritian stated if someone had been holding something like a blow dryer, they might have been seriously injured, or possible killed !

in Hanover Park Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 651 Inverway Inverness IL 60067

The service address that I am complaining about is 1900 Redwood, Hanover Park IL

My home telephone is (847) 845-3388

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (847) 845-3388

My e-mail address is RWells9517@aol.com I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) Commonwealth Edison (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.

SECT 410.300 - Voltage Regulation

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.

The above house is a house I own and rent out. I received a call from my tennant on 6/29/11 saying that he came home to a house filled with smoke because the refrigerator had caught fire. What actually happened (per the Hanover Park fire dept and Com Ed service people that were on site ) was Com Ed actually fed a power surge thru the system that caused the fridge to burn up. I actually had other outlets and burned wires in the house. Many of my neighbors had similar damages. Per Com Ed, I submitted a claim documenting these damages, with pictures. They denied the claim. My electrician stated if someone had been holding something like a blow dryer, they might have been seriously injured, or possible killed !

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

Have Com Ed reimburse my \$824.79 in damages

**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: 4/5/12  
(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, Richard Wells, 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) April 3 2012

[Signature]  
Signature, Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing.