

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION **NORMAL COMPLAINT**

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

For Commission Use Only:
Case: 12-0291

ORIGINAL

Regarding a complaint by (Person making the complaint): LATERINA J. Infantino
Against (Utility name): Com Ed
As to (Reason for complaint) See attached letter. - Complaint # 2010-03841

ILLINOIS COMMERCE
COMMISSION
APR 19 10:51
CHIEF CLERK'S OFFICE

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 6622 N. SACRAMENTO

The service address that I am complaining about is CHICAGO IL. 60645-4217

My home telephone is [773] 577-9196

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 577-9196

My e-mail address is NA I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Common WEATH 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.
200.170

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.

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

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 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: 04 05-11
(Month, day, year)

Complainant's Signature: Caterina Infantino

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

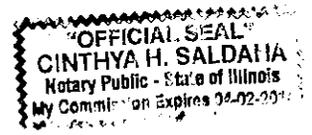
A notary public must witness the completion of this part of the form.

I, CATERINA Infantino ^{DAUGHTER MARIA INFANTINO}, 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.

Maria Infantino Daughter ^{SPEAKING ON MOMS BEHALF}
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 04-05-11

[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.

To Whom it may Concern,

I Caterina Infantino am filing a formal Complaint against Comed regarding discrepancies on past due and current utility bills.

Initially, the service was disconnected on 06/30/2009.

Then, the service had been restored after full payment was made on or around 07/22/2009. The bill was at a zero balance. By October 05, 2009 there were many charges on the account of underestimated bills. A complaint

was filed regarding this matter and Monica Marino was assigned to this case. Monica stated that she would conduct a full investigation and credit all penalties, late charges, and interest applicable to the account.

Failing to respond to any phone calls or faxes, this account continued to accumulate estimated bills. From this point

the service was disconnected with no disconnection notice around 11/2011. Received a letter 11/04/2011 from Illinois Commerce Commission. We then were

assigned to Jimmy Cartwright regarding this matter. We then made payment arrangements again and now are having discrepancies of missing applied payments.