

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

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

For Commission Use Only:
Case: 12-0305

ORIGINAL

Regarding a complaint by (Person making the complaint): Ivan Rivera

Against (Utility name): Commonwealth Edison Company

As to (Reason for complaint) Billing issues

CHIEF CLERK'S OFFICE
2012 APR 27 10:59
ILLINOIS COMMERCE COMMISSION
JRM

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 4401 W. Wrightwood ave, Chicago, IL. 60639

The service address that I am complaining about is 1701 N. Richmond st, Chicago, IL. 60647

My home telephone is [773] 384-7062

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 613-4030

My e-mail address is ivanr4life@yahoo.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Commonwealth Edison Company (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.

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 see attached documents

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

that our business (Spanish Pentecostal Church) be held accountable for the amounts that we owe and not for the amounts/adjustments that we feel we are being unfairly billed for.

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: 04-25, 2012
(Month, day, year)

Complainant's Signature: 

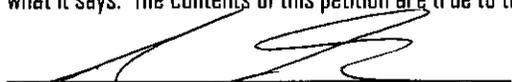
If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

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).

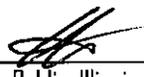
VERIFICATION

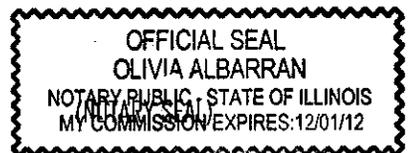
A notary public must witness the completion of this part of the form.

I, Ivon Riveren, 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.


Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) April, 25th, 2012


Signature, Notary Public, Illinois



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

Complaint

04-25-2012

1. On September 9, 2011, we (Spanish Pentecostal Church) received a statement with a balance of \$449.65

2. On September 12, 2011, we received another statement with an amount of \$1,014.08.

3. On September 14, 2011, we received yet another statement with a balance of \$1,544.56.

4. On September 16, 2011, another statement was received in the amount of \$2,063.45

5. On September 20, 2011, we received a statement with an amount of \$2,599.89

6. On September 21, 2011, we received a statement with a balance of \$3,156.88

7. On September 22, 2011, the balance on the statement received was \$3,799.94

8. On September 23, 2011, we received a statement with a balance of \$4,265.54

9. On September 30, 2011, we received a statement with a balance of \$6,458.92

10. We, Spanish Pentecostal Church, filed an 'Informal Complaint' with the "ICC" in the month of November/2011. The Track Number for that complaint is 2997-2011 or #2011-22145.

11. As of March 21, 2012, we are being billed \$ 7,339.88 and ComEd is notifying us of a Disconnection of service.

12. We have spoken to several customer service representatives including a supervisor since then. They have stated that the amounts are estimates due to the 'meter reader' not being able to gain access to the meter since no keys were issued.

13. ComEd had the contact info for the gentleman assigned to open the gate. ComEd never called in order to gain access.