

ComEd Log sheet			
Date	Whom spoke with	Time	
9/5/2011	Jessica	10:15am	SB called to inquire what excessive billing was about & was told that we had been mis-billed for the past 12 months; we had been paying our neighbors meter bill - so the additional amount due was electricity that our home had used & not paid for. SB explained that we have paid EVERY bill in full that has been delivered to our home & that will not be paying for an error that Com Ed made when installing the meter and that Com Ed continued to allow to occur, but not having a meter reader able to catch the problem until 12 months later. Was offered a "payment plan" and declined, stating we are not paying the disputed amount, so no payment plan was required. We will pay our billing - as received prior for \$219.93 and that is all.
9/7/2011	Sent certified letter to CFO	letter	Signed on 9-12-11 By Silvia williams
	Check No. 1616	\$219.93	
9/28/2011	Angela	3:42 p.m.	<b>Disputed Balance: \$736.16</b>
			SB informed customer service that we wanted it noted within our file that our account is in "Dispute" - we were informed that it was noted in our file that Customer Service had resolved our problem by offering us a payment plan that we had rejected. SB explained that does NOT resolve the dispute; we are NOT paying the disputed amount & cannot even confirm it's accurate, since apparently nobody checked our meter for 12 months, or read it correctly. What we can confirm is that we paid the EXACT amount billed to "Sonja M Beallis" for the past 10 years on time & according to our records are paid in full. SB was then informed Customer Service could do nothing more & she would need to speak to a Supervisor - held for 35 minutes & then had to disconnect to pick her kids up from school.

**OFFICIAL FILE**

I.C.C. DOCKET NO. 12-0072

Complaint Exhibit No. 7

Witness \_\_\_\_\_

Date 4/24/12 Reporter \_\_\_\_\_

9/29/2011	Mary	9:05 a.m.	Recorded Conversation. SB talked to Supervisor "Mary" who stated that our home had actually been being mis-billed since it's construction in 2001. Although we were told on 9/5/11 that our meter was changed in 9/10 and that was when the error was made, NOW we are told that it's been an error over 10 years that was just now caught and they are only legally able to come back for 12 months. SB explained that we no longer have ANY confidence in Comm Ed, apparently they can't read the meter and I can't trust that my billing is even right to this date. SB confirmed that CURRENT billing of \$148.97 will be paid in full; Mary instructed to send to Carol Stream office for payment to be processed & correspondence to CFO if need be. She stated that a letter had been sent to us 9/28 with regard to this matter, offering us a payment plan @ 0% interest to adjust this account. She also stated that there was no other Supervisor to deal with, this had been closed out by the Customer Relations Dept. and any further issue will need to be a complain issued to the ICC.
10/5/2011	Ginny Cartwright	7:55 a.m.	Com Ed Called me to discuss payment plan option & reiterate "why" Com Ed feels they can back-bill me for 12 months. SB explained that they need to pull 10 years worth of bills to truly determine "who" paid more - as before kids & staying home; our bills were no doubt much lower than they currently are - she stated she cannot access anything beyond 2 years; and I explained that it's not ethically right; since they cannot prove I haven't "overpaid" the past; it's convenient that they state that I've "underpaid" now. The one thing that is not in question is that my account has NEVER before had any issue with regard to payment. I have told her I will be filing charges with the ICC and Citizens Utility Board and may inform the media as well with regard to this issue & have denied the 0% interest payment option. SB reiterated that the account remains in DISPUTE and we will pay our current billing only at this point; we will be searching for a different utility company to take over our services.
10/5/2011		2:35 p.m.	<b>Filed Informal Complaint with ICC online; Tracking # 2748-2011</b>
10/6/2011	Ginny Cartwright	10:30 a.m.	Received Call From ComEd confirming that Check No 1616 has been posted to our account.
10/13/2011	Sent Certified Letter to CFO	Letter	
10/26/2011	Carlos (ICC)	11:15 a.m.	Contacted ICC for further clarification regarding our rights & Formal Dispute Process. (Assigned to Counselor: Kevin Hecker - will Call Us Back) 1-800-524-0795
11/9/2011	Maria (ICC) - - Patty (ICC)	9:46 a.m.	

11/10/2011	Kevin Hecker	11:31 a.m.	SB talked to Kevin from ICC, who will mail out Forms to file Formal Dispute today - there is a section where it will request clarification on code cited - it is as follows ... Code: Section 280-100 (Unbilled Services) - Subsection A. Kevin confirmed that once the Com Ed account is in "dispute" (informal & formal) process they cannot disconnect service for past due; as long as current usage is being paid in full - which it is. Kevin also told me something interesting; he said that this is very UNUSUAL to occur, he's only seen it a hand full of times. Note: ComEd's Supervisor told me that "This happens all the time in new construction". Another discrepancy in story.
			SB returned a call from G. Cartwright (who had called & LM) and once again was told that the "past due" balance was not going to be removed from the bill and again was told that this was for electricity that SB's home had used but not paid for in 2010. ONCE AGAIN, SB let G. Cartwright know that 1) This error had occurred over 10 years ago and the fact that ComEd made the error & has now rectified it is not the issue; punishing SB's house for an error beyond their control is not appropriate - they have paid the bills, as received in full & on time for the past decade and 2) It's quite possible that SB's house has overpaid from 2001 -2009, due to this being a 2-full time income household until that point; with it being a stay-at-home parent situation from 2009-2011 it only makes sense that usage NOW would have went up; but of course ComEd conveniently can't access those records and 3) It was ComEd contractors that dug the trenches, ran the line & hooked up the meters, so if there was an error in hook up, the responsibility still remains a ComEd error.
11/17/2011	Ginny Cartwright	10:45 a.m.	SB informed GC that a formal ICC Complaint will be filed & we will see ComEd at Arbitration if they don't wish to settle this properly, which would be by removing this past due amount entirely.
12/1/2011	Ken Kirchner	10:15 a.m.	SB called & spoke with Ken @ ICC who put her on hold to contact ComEd Executive Offices directly (Ginny Cartwright) to see if they have any interest in conducting a mediation to resolve billing issue, to avoid an ICC Formal Filing. LM for a "Miss Morino"; who is more involved in the Formal Filing.
12/9/2011	Mike Stern - - Ken Kirchner	9:28 a.m.	SB called & spoke with Mike @ ICC who transferred me to Ken; who again contacted Com Ed Executive Offices; Miss Morino to offer mediation (as of this date, no call has been received by SB in response to mediation request submitted 12/1. )
12/9/2011			V/M Message received from Miss Morino regarding contact from ICC

12/15/2011		10:30 a.m.	SB called & left V/M for Miss Morino regarding mediation offer - requested call back.
1/5/2012		9:15 a.m.	SB called & left V/M for Miss Morino regarding mediation offer - requested call back.
4/17/2012	Donnisaj	1:00 p.m.	<p>SB called &amp; spoke with Customer Svc who states that I don't have a "Smart Meter" installed at this time. They state that as late as May of 2011 I had "Smart Meter" shown on my account but now Customer Service states my account doesn't show that I have it. Upon further review Customer Service says this is due to a change being made related to the Switched Meters.</p> <p>March 2010...is as far back as they can see – at that time I was being charged a monthly fee for the "Smart Meter" (which she confirms is an entire separate meter unit that was installed at 1918 Great Falls Drive - sometime prior to March 2010)</p> <p>However, it appears that sometime after the switched meter issue was discovered they pulled the "Smart Meter" out of 1918 Great Falls Drive and returned them to the standard meter service. 1914 Great Falls Drive had always remained on a standard meter – never having a new meter installed. Per Customer Service, they stopped billing me for a "Smart Meter" on 12/11; I asked why that would be considering that they discovered the error in August 2011 and she didn't understand that either - it is no</p>