

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

Article Addressed to:  
 Mr. Joseph R. Tripik Jr.  
 ComEd  
 Two Lincoln Ctr.  
 Oakbrook Terrace, IL  
 60181-4260

COMPLETE THIS SECTION ON DELIVERY

A. Signature  Agent  
 *Sylvia Williams*  Addressee

B. Received by (Printed Name) *Sylvia Williams*

C. Date of Delivery *9-12-11*

Is delivery address different from item 1?  Yes  
 If YES, enter delivery address below:  No

3. Service Type  
 Certified Mail  Express Mail  
 Registered  Return Receipt for Merchandise  
 Insured Mail  C.O.D.

4. Restricted Delivery? (Extra Fee)  Yes

Article Number **7011 1150 0002 4669 3116**  
 (Transfer from se)

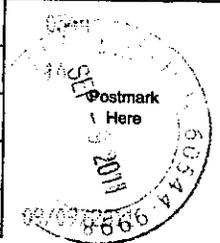
PS Form 3811, February 2004 Domestic Return Receipt 102595-02-M-154

U.S. Postal Service™  
**CERTIFIED MAIL™ RECEIPT**  
 (Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at [www.usps.com](http://www.usps.com)  
**OFFICIAL USE**

7011 1150 0002 4669 3116

Postage	\$	\$0.44
Certified Fee		\$2.85
Return Receipt Fee (Endorsement Required)		\$0.30
Restricted Delivery Fee (Endorsement Required)		\$0.00
<b>Total Postage &amp; Fees</b>	<b>\$</b>	<b>\$3.59</b>



Sent To *Mr. Joseph R. Tripik Jr. - ComEd*  
 Street, Apt. No., or PO Box No. *Two Lincoln Ctr.*  
 City, State, ZIP+4 *Oakbrook Terrace IL 60181-4260*  
 PS Form 3800, August 2006 See Reverse for Instructions

**OFFICIAL FILE**

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

*Complaint* Exhibit No. 4

Witness \_\_\_\_\_

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

September 8, 2011

Joseph R. Trpik Jr.  
Senior Vice President, CFO and Treasure  
ComEd  
Two Lincoln Center  
Oakbrook Terrace, IL 60181-4260

RE: ACCOUNT # 2707041023

Mr. Trpik:

I hope this letter finds you well. It is unfortunate that I must contact you on a serious matter with Common Wealth Edison, as I have not found anyone able to assist me within the normal Customer Service track.

I just received a bill dated September 1, 2011 for \$956.09 along with a summary that goes back to *September 2010*, but no explanation with the bill, just the typical "due date" asking me to pay within 21 days. Upon calling and waiting for 25 minutes on the phone to speak to a Service Representative, I was told that ComEd had replaced our power meter in September 2010 and that an error had been made by the company which resulted in me being billed for my neighbor's service. They then told me that ComEd had taken it upon themselves to "clear" my account for the past year's charges and applicable payments and that the current amount indicated on my bill of \$956.09 was the charge for the extra electricity that our home had used, but not been properly billed to our address, for the past 12 Months.

As I explained to the representative, I don't understand how this billing error is my responsibility, as I have paid my bill consistently every month, on time and in full based on the billing statement which I have received from ComEd in the mail monthly, remitted to **SONJA BEALLIS, 1914 GREAT FALLS DRIVE, PLAINFIELD, IL 60586**. I am the original owner of this home, having built it in 2001 and operate under the assumption that my utility providers are reading my meter correctly, as I am not educated in reading my kilowatt hours, etc. and I don't work for your company but trust that those that do, know their job and know it well. I am not sure where the blame lies here – my understanding is that my meter was replaced a year ago and that's when they assume this error came into effect. When I told the representative that I hadn't asked for a replacement meter, she told me that I have NO control, as I don't "own" the meter it's ComEd's property. I *completely* agree. I don't "own" the meter and I don't "own" this billing problem, any error made was *completely* beyond my control and in no way my responsibility to foresee or correct since I am in no way involved with ComEd or the billing of my electricity use.

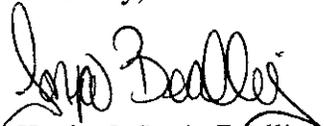
I do know for certain that this error was not within my control and that there was no previous indication of any issue in my billing statement; therefore I have no responsibility to the unliquidated debt. It does concern me that this error was apparently outstanding and unaddressed for **12 Months**...apparently the meter readers that have frequented my home over the past year either are not trained properly in reading the meter, are not motivated enough to promptly correct an issue when it's found or perhaps there is no meter reader that comes monthly at all...in which case I sincerely question if my bill is ever accurate; or am I just remitting money to ComEd in "hopes" that I'm actually paying for the service I have used? This error was clearly a ComEd error and therefore will require the guidance from you, an executive in ComEd's organization, to properly resolve this issue. I am insulted as a long standing customer with excellent credit, both with ComEd and with ALL Credit Bureaus that your organization would try to saddle me with an extra \$1,000 payment, with no explanation, to cover **ONE OF YOUR EMPLOYEES ERRORS**. This is unacceptable.

Enclosed, please find Check No. 1616, a payment of the last *proper* billing statement that I had received, prior to this inflated figure, which will satisfy the billing accrued and is the final payment to our account for any electricity used through 8-22-11, which was the ComEd. provided figure of \$219.93. Please cash within 30 days of receipt of this letter to avoid stop payment or loss of the check.

As always, going forward we will be submitting payments for the amount of electricity that our household uses from 8-22-11 – *based on the billing statement provided by ComEd.* – but are aware that we do not and have not ever had an outstanding balance due and as of this date will expect our account to return to a \$0 balance .

I appreciate your due diligence in getting this matter resolved. On a positive note, I will say that I have never had to worry about my electrical service with you in the past and that ComEd has always provided consistent reliable electrical service at our home. I look forward to this issue being promptly resolved and hope to remain a satisfied customer for years to come.

Sincerely,



Kevin & Sonja Beallis  
1914 Great Falls Drive  
Plainfield, IL 60586

Phone: 630-399-6512  
(Go Noles!)