

EX 2
OFFICIAL FILEI.C.C. DOCKET NO. 12-0075Complainant Wendy.Hines@exeloncorp.com Exhibit No. 2

Witness _____

Date 4-25-12 Reporter AR

Billing Issue

Wendy.Hines@exeloncorp.com
 <Wendy.Hines@exeloncorp.com>
 To: bbolan1@gmail.com

Thu, Dec 29, 2011 at 5:28
 PM

Hello Brian,

I hope all is well with you. I have received some information from one of the supervisors at our Call Center.

Our records show that you were dealing with Customer Relations about this issue. You or someone related to this account spoke with two different customer service representatives between 3/17/10 to 5/8/10. You received an adjusted bill on 2/25/10 which showed what you were rebilled at and subtracted all payments made.

CSR Comments: Kathleen Tighe's name was removed from the account as of 9/21/10 as requested.

On 3/17/10: ICC Informal #03615, Access #63581, (773) 413-0285, Brian Bolan states his fiance and him moved to this apt on 6/1/09 and ComEd, for reasons unknown, did not start their bill until 6/19/09. The bill came regularly and they paid it. In 12/09 ComEd came out and did a meter reading and found they owed \$287 for December. There would be a portion of the bill for

On 5/8/10: Reviewed billing with B Bolan. Explained bill from 2/25 was issued to cancel billing from initial connect date of 6/1 thru 2/18/09. Total KWH billed for was 4333. Customer was sent bill and activity statement via email. Maria: Provided my contact info. Offered dpa with no down payment or finance charge. Customer stated not necessary.

After you received adjusted bill, only current charges were being made and our records show that you never paid what was actually owed from the adjusted bill. Then you moved and now

have come back and set up service on Damen and the monies owed from Wellington transferred over. It appears by the contact on 5/8/10 when Brian Bolan spoke to Maria he was aware there was a balance owed and offered dpa with no money down or finance charge. Customer replied not necessary.

It appears to be a resolved issue and the customer owes the charges that were transferred over to the Damen address.

Brian, this is the message I received. I hope this information is helpful to you. According to our records, the prior bill was never paid. If you have any questions, please let me know.

Thank you,

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