

**OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION**

FORMAL COMPLAINT

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

For Commission Use Only:
Case: 12-0353

ORIGINAL

Regarding a complaint by (Person making the complaint): Pastor Kurt Swan on Behalf of Penson Temple Church

Against (Utility name): ComEd

As to (Reason for complaint) Enormous outstanding bill amount due to error in processing meter information by ComEd

and being told that the reason being, they were unable to access our meter. That reason being absolutely inaccurate.

in Chicago Illinois.

CHIEF CLERK'S OFFICE
2012 MAY 18 A 10:50
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 8608 S. Summit Avenue, Chicago, IL 60620

The service address that I am complaining about is 8608 S. Summit Avenue, Chicago, IL 60620

My home telephone is [773] 476-2949

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 203-1342

My e-mail address is pensontemple@att.net I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) ComEd an Exelon 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.

The initial reason and ambiguity for the extreme bill in the amount of \$4,477.98

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.

- 1) March 9, 2012: Received letter stating that a ComEd field rep. was at our address in April 2010 and reported that we had not been bill for the electricity that ComEd was recording on the meter.
- 2) March 19, 2012: Phone call with ComEd to discuss matter and was told that we were being back billed because the field rep was unable to access our meters. Even though they typically call to set up an appointment.
- 3) The Church is being told conflicting stories by ComEd and we simply don't have the money to pay the bill.
- 4) We did not create the problem as they suggest and I believe the church deserves at least honesty from ComEd.
- 5) Bill in the amount of \$4,477.98

Please clearly state what you want the Commission to do in this case:
Waive the entire bill amount or reduce the bill drastically to an affordable payment for a small congregation to not need a payment plan at all.

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: 5/14/2012
(Month, day, year)

Complainant's Signature: Kurt Swan, PASTOR

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

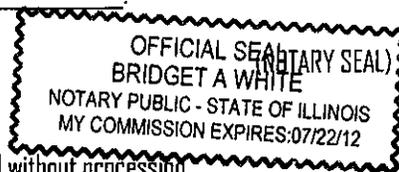
A notary public must witness the completion of this part of the form.

I, Penson Temple Church, by: Pastor Kurt Swan, 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.

Kurt Swan, Pastor
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 5-14-2012

Bridget A. White
Signature, Notary Public, Illinois



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