

FORMAL COMPLAINT

2012 JUN - 11 P 12: 58
CHIEF CLERK'S OFFICE

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

ORIGINAL

Regarding a complaint by (Person making the complaint): TIMOTHY BURNS, MATTHEW BURNS, ANDREW BURNS

Against (Utility name): COMMONWEALTH EDISON

1. ComEd has sent bills for service to our business (Ale House III) that they cannot satisfactorily document, covering a period that occurred 16 months prior to sending the bills.
2. ComEd charged late fees and additional deposit fees for the undocumented bills.
3. ComEd, on numerous occasions in 2009, 2010, 2011 & 2012 has threatened shutting off power, thus killing our business.
4. ComEd charged our business for electrical service for a period of six months before we were tenants in the building. This has been corrected.
5. Our business has paid every monthly bill for service since moving into the building in December 2007.
6. In spite of numerous contacts and conversations with four different ComEd representatives over the past three years we have been unable to resolve the dispute.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 3404 RFD, LONG GROVE IL, 60047

The service address that I am complaining about is 110 N. BROCKWAY ST. PALATINE 60067

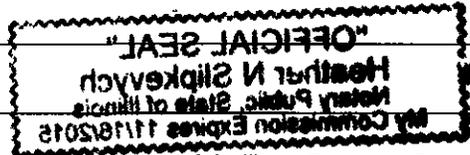
My home telephone is [847] 438 4079

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [847] 438 4095

My e-mail address is TIMOTHYBUR@MSN.COM I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) COMMONWEALTH EDISON (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 clearly state what you want the Commission to do in this case:

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: MAY 30, 2012
(Month, day, year)

Complainant's Signature: *Tammy F. Burns*

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

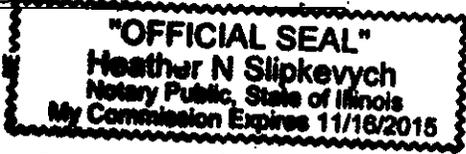
A notary public must witness the completion of this part of the form.

Tammy F. Burns
I, Tammy F. Burns 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.

Tammy F. Burns
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 5/30/12

[Signature]
Signature, Notary Public, Illinois



(NOTARY SEAL)

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

The Complaint, briefly: We believe that ComEd is attempting to charge our business for electrical services rendered to other parties that we in no way benefited from nor are we in any way responsible for. They began by billing us for time we were not in the space (6 months). Previous tenant in the space went bankrupt. Shortly thereafter the building owner/landlord went bankrupt. We believe that ComEd is grasping at straws trying to collect for unpaid services delivered to parties that did not pay and now they are trying to pass those unpaid bills along to us since we are in the same building.

1. Our business (Ale House III) became tenants in a building in Palatine in December 2007. Fifteen months later, in March 2009, ComEd changed our meter, without notification, and subsequently sent a bill for more than \$60,000, alleging that our business had been on an incorrect meter, and there should have been a higher price for power. ComEd included charges for six months before we had even become tenants in the building.
2. We have asked ComEd on numerous occasions to present copies of bills for the two meters, side by side, so we can compare kwh used and billing costs. ComEd is unable to do this.
3. ComEd has sent 'shut off' notices on several occasions, but thanks to an informal complaint with the ICC, the power has not been shut off. Shutting off power to this business, for even a day would be disastrous to this business and put 45 people out of jobs.
4. ComEd has had four different meters on this account in less than a four-year period. We have attempted to resolve this issue with three different ComEd representatives but have not been successful.
5. ComEd has admitted verbally, and in writing that they have made meter changes, and were using incorrect meters, without ever notifying our business. They have also told us verbally and in writing that they are unable to provide copies of bills to document the power usage they are attempting to charge for.
6. ComEd has claimed both in writing and verbally that they have made mistakes on metering and in billing for this account. In no way has our business caused any of ComEd's mistakes to occur. Quite the opposite, we have paid all bills for monthly service that has been presented.
7. The 'deposit fees' and late fees ComEd has added to our bill were caused by ComEd deducting fees for the unsubstantiated charges from the checks we sent to cover monthly power costs. This has only compounded the problem.
8. In our discussions with ComEd, at this point they have agreed to waive all late fees and deposit fees, thus reducing the amount they think we owe down to approximately \$20,000.
9. Although we are adamant about not owing anything additional to ComEd, as a way to settle this issue and avoid a formal complaint and additional costs, we have offered to pay \$500 per month to ComEd for one year to put this whole issue behind us and stop the harassment and mounting costs. Any settlement beyond this amount would destroy our small company and cause us to close, thereby not allowing ComEd to retrieve anything. It would also put 45 people out of work and seriously affect their families.
10. ComEd has rejected our offer, forcing us to go to a formal complaint.

What we would like the Commission to do in this case:

If mistakes have been made, then ComEd should go after the people responsible for the mistakes, not our business, which is simply a tenant in a building. If the mistakes were made by ComEd, then they should be absorbed by ComEd. If mistakes were made by the Building ownership, then ComEd should be pursuing the Building management.

To resolve this issue, all associated costs, late fees, and 'deposit fees' should be eliminated and credit given to Ale House to make this account current. Future charges should be for current monthly service only. Threats of "electrical shut off" need to stop.