

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

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FORMAL COMPLAINT

2012 JUN -4 11: 20

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

CHIEF CLERK'S OFFICE

For Commission Use Only:

Case: 12-0374

ORIGINAL

Regarding a complaint by (Person making the complaint): Qi Ji Liu

Against (Utility name): Commonwealth Edison Company ("ComEd")

As to (Reason for complaint) (1) For more than one year from February of 2011 to this day, ComEd sends me incorrect, misleading bills with intention to overcharge a consumer; (2) To cover up its mistakes and wrongdoings, ComEd provides deliberate false statements to me and to the ICC. At the same time, ComEd fails to solve the problems in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 2913 S. Union Ave. Chicago IL 60616

The service address that I am complaining about is 2913 S. Union Ave. Chicago, IL 60616

My home telephone is (312) 225-4401

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (312) 225-4401

My e-mail address is qijiliu@yahoo.com I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) Commonwealth Edison 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.

220 ILCS 5/8-101 et. seq.; 220 ILCS 5/5-101 et. seq.; 83 Ill. Admn. Code 280.160; and 815 ILCS 505/2 et. seq.

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 see FACTS in part I of the attachment.

Please clearly state what you want the Commission to do in this case:

Please see SEEKING RELIEF in Part II of the attachment.

**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 29, 2012  
(Month, day, year)

Complainant's Signature: [Signature]

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

N/A at this time.

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**

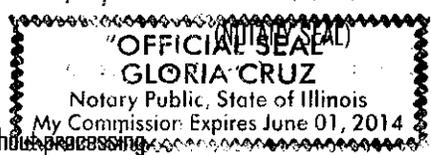
A notary public must witness the completion of this part of the form.

[Signature] 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.

[Signature]  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 5/31/2012

[Signature]  
Signature, Notary Public, Illinois



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

# **Attachment to the Formal Complaint**

## **I. Facts**

1. From 2011 to this day. The customer records, billing records, billing software and billing practice at ComEd create errors, confusion and frustration for customers. The existing problems will always result in overcharging or double-billing customers.
2. ComEd created and assigned different account numbers (8830614016, 9075113100, 9075113084) and different billing address for me (3121 S Lowe, 2813 S Union 1FB and 2913 S Union 1FL); ComEd messed up those above-mentioned account numbers and billing addresses in the past one-and-half year starting from August of 2010.
3. In August of 2010, ComEd created and assigned an account number (9075113100) for me without any legitimate reason; For the past four years, I have not moved as ComEd occasionally argued wantonly, and I have paid monthly electric bills fully in the same way via a bank as ComEd knows of;
4. After February of 2011 and ever since, in more than one year, ComEd sent me incorrect, misleading, confusing and/or fraudulent overcharged bills. In more than one year, ComEd routinely sent me bills which included the dollar amounts I had already paid for.
5. From October of 2010 and ever since, I call ComEd almost every month pointing out the problems of its billing practice. Some times it takes me more than half an hour or even longer to reach or talk to a ComEd representative or a supervisor. Several times they made corrections, but most of the times, some employees from ComEd would be rude and arrogant, by talking nonsense, refusing to do anything, providing obvious and complete false statements.

6. It is apparent that the sole purpose of all nonsensical and fraudulent arguments and statements from ComEd, from October of 2010 to this day, is to waste everyone's time, to cover up its mistakes and wrongdoings, and at the same time, to annoy, bully, harass or insult a customer.
7. After I filed an informal complaint at ICC this year, ComEd submit a written response which repeated some of its nonsensical and fraudulent statements in writing. In its written response, erroneously dated February 21, 2010, ComEd argues that the account 9075113084 had been "closed", but it fails to give any legitimate reason; Actually the account 9075113084 has never been closed at all as ComEd contended, because ComEd still receives and clears my monthly payment via a bank;
8. In its above-mentioned written response submitted to the ICC, ComEd claims that it had issued a refund check to me. And in more than one year, over the phone, ComEd repeated the same wonton and false argument on numerous occasions by contending it issued several refund checks to me already. Those statements from ComEd are outrageous and they are completely false.
9. Beyond any dispute, all arguments ComEd provided in its latest written response to ICC are fraudulent on the face of the text: ComEd had no way to cancel any non-existing refund check and transfer the credit to another account number on 02/22/12, while its written response was erroneously dated February 21, 2011.
10. Beyond any dispute ComEd had never issued a single refund check to me at anytime; On March 9, 2012, I wrote to ICC, pointing out ComEd provided fraudulent statements to the same State regulatory agency (See enclosed copy of the letter).

11. In 2011 and 2012, ComEd, knowingly and willingly, sends me incorrect, misleading, and fraudulent overcharged bills. The accumulated dollar amount exceeds \$476.93 or more, if all erroneous billings from ComEd are accounted for and added up.
12. After frustrating and time-consuming talks with ComEd, after multiple separate reluctant corrections made by ComEd in the time span of one-and-half year, even after I complained to the ICC, ComEd fails or refuses to solve the problems completely,. And in the latest bill ComEd still includes some dollar amount I have already paid for.

## **II. Seeking Relief**

Complainant is seeking the following relief, and respectfully prays the Commission

1. Order ComEd to establish the account number 8830614016 as the only one for billing me and the only one on its customer record for me immediately;
2. Order ComEd to close, cancel and delete account numbers 8830614016 and 9075113100 from my account immediately;
3. Order ComEd to use 2913 S Union Ave or 2913 S Union Ave 1FL, Chicago IL 60616 as the only billing address and the address on its record for my account, the addresses of 3121 S. Lowe, or 2913 S Union 1FB should definitely NOT be used,
4. Order ComEd to submit a up-to-date and clean bill of an accurate dollar amount for my account,
5. Order ComEd to submit a written apology for all its nonsensical and deliberate fraudulent statements provided in the time period of more than one-and-half year,

And, Complainant respectfully prays the Commission to issue an injunctive order and grant any other relief which deem just and proper.