

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

For Commission Use Only:
Case: 12-0398

2012 JUN 21 11 A 11:00
Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701
CHIEF CLERK'S OFFICE

ORIGINAL

Regarding a complaint by (Person making the complaint): Cem Karsan & Rohinee Beri
Against (Utility name): (ComEd) Commonwealth Edison Company
As to (Reason for complaint) Grossly overcharged for period April 13, 2010 - September 18, 2010, due to incorrect starting reading estimation. Despite innumerable attempts to resolve this issue over a year & a half with ComEd, I continue to be given the run around,
in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 1844 N. HOYNE AVE; CHICAGO, IL 60647
The service address that I am complaining about is S.A.A.
My home telephone is [773] 687-9500
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 953-5616
My e-mail address is cem_karsan@hotmail.com will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) (ComEd) Commonwealth Edison Co. (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.
83 IL Adm. Part 280.80, 83-IL Adm. Part 280.160

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

We purchased our property at ~~1844~~ 1844 N. Hoyle in April 2010 from the developer who had built the property at the peak of the market in 2007 and moved in with his wife & 3 kids after he was unable to sell the house. He had lived there for at least 10 years. We had looked at the property in early 2009 at which point they were talking about how they loved living in the neighborhood. My wife and I got married in August 2010, went on our honeymoon & then moved in on September 11, 2010 upon our return. When ComEd first came to check the meter in October 2010 we let them in the gate to do so as any reasonable person would do. To our surprise, our following ComEd bill showed a revised set of bills, going back to April, saying we owed an additional \$1513.28. Having not moved into the property until only the month prior, we knew there was some massive problem with their estimates of usage in some way. I called ComEd immediately upon receiving the incorrect bill and spoke to a supervisor there. See next page...

Please clearly state what you want the Commission to do in this case:
To have ComEd credit our account the \$1513.28 that we have been incorrectly overcharged.

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: June 17, 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.

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, Cem Karsan, 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) June 19, 2012

[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.

CONT.
FROM
FORMAL
COMPLAINT
FORM

#2] The supervisor's name was "Beatrice" and the date was December 9th, 2010. She told me that the meter had not been checked since May of 2009, due to ComEd not having been given access, but agreed that if we had not been living there until September 11, 2010 that the charges were egregious and were due to ComEd having the wrong estimate in place for a starting reading. It became clear to me, at this juncture, that the developer of the property had been living at the property, ~~not~~ using a significant amount of electricity for a year, prior to our purchase of the property, but had never allowed a ComEd agent access to the meters on purpose. As such he had not ^{had to} pay for the electricity his family used during this period, and ComEd was now attempting to charge us for his usage. I was told by "Beatrice" that the billing department at ComEd would contact me to resolve the situation within 45 days. I never received a call. Instead this became the first of MANY calls with ComEd representatives & Supervisors over the year and half that followed. Everytime I would wait on hold for 30-45 minutes, speak to a representative, explain the situation from the beginning, have to beg to talk to a supervisor, retell the story, have the supervisor agree with everything I said, but tell me that there was nothing else they could do but send the rebill request back to billing and have them contact me to discuss. I never received a call back from ComEd. ~~This~~ After the 5th time talking to a supervisor, I finally realized that this was what they were trained to do. I was blatantly being given the runaround hoping the 1-2 hour process eachtime would eventually wear me down until I agreed to pay whatever they billed me. Never once did anyone at ComEd inform me of my rights to contact the ICC. Only after talking to my friend who is a lawyer did I realize this was an option. →

[25]

We have always paid our bills on time and have continued to do so since the ~~first~~ correct actual reading. We have not skipped a single payment. We were also never contacted before we moved in in September about ComEd needing access to ~~the~~ the meter prior, otherwise we would have gladly found a way to get them access in April or May and would have avoided the lion's share of the problems arising from this ~~grossly~~ ^{grossly} incorrect starting meter reading from the beginning.