

Since the inception of this matter, we have tried to work with Com ed for a resolution, through various modes of communication. See attached information

We were never put on a payment plan despite repeated calls regarding the matter and being held on the phone for inordinate amounts of time.

There is a way that electrical consumption can be calculated based on the items and the load they bear, I suggested that they come and implore that method.

No one can explain the increase in bill.

The last meter reader in April 2012 stated that they were over assessing the bill tremendously

Mary Dionne Madison
1525 W 79th St.
Chicago, IL 60620
773.297.9569

January 4, 2011

Certified Mail 70081830000185165069

Commonwealth Edison Company
Commercial Center
1919 Swift Drive
Oak Brook, IL 60523-1502

Re: Comed Account 93641-22028

Dear Ms. Lalach,

This letter is in reference to the written communication of December 22, 2010; whereby you indicated that we had been unsuccessful in reaching one another.

A message was left by you on or about December 20, 2010 indicating that there had been a miscommunication between yourself and the meter reading department, at no fault of mine. You also indicated that it was a short week due to the holiday. A follow up call was made, but was unable to leave a message.

A message was left on today, regarding this matter on today at approximately 10:30 am.

Also, it is a growing concern how ones bill can be an additional \$7K+ over what has been paid when there has not been any additional equipment added since the inception of the account. Furthermore, we have upgraded what few electrical appliances to more energy efficient ones. Moreover, our business is natural gas driven and our gas bills during peak times of heating and cooking never have haled to what you all subscribe that may be owed. Most of the appliances run on a regular 120v current.

In addition, no one ever comes to read the meter. I have set appointments and they have not shown up. Generally, I am there most of the time, our hours are clearly posted, but most of all, I have left instructions to call and set up access to gain entry and that has not happened.

I have contacted the ICC again with this matter.

Respectfully,
Mary Dionne Madison

Illinois Commerce Commission

527 East Capitol Avenue, Springfield, Illinois, 62701

**Illinois Commerce Commission
Public Utility Complaint Form**

Track Number: 0059-2011

Complainant Information

Full Name: mary madison
Street Address: 1525 w 79th
Alternate Location:
City: chicago
State: il
ZipCode: 60620
Home Phone: 7732979569
Day-Time Phone:
E-Mail Address: lagniappe26@aol.com

Complaint Information

Have you been in contact with the Utility?

Yes, I have contacted the utility.

Complaint Type: Electric

Company Name: com ed

Company Account Number: 93641-22028

Please provide the details of your complaint below:

January 4, 2011 Certified Mail 70081830000185165069 Commonwealth Edison Company Commercial Center
1919 Swift Drive Oak Brook, IL 60523-1502 Re: Comed Account 93641-22028 Dear Ms. Lalich, This letter
in reference to the written communication of December 22, 2010; whereby you indicated that we had been
unsuccessful in reaching one another. A message was left by you on or about December 20, 2010 indicating
that there had been a miscommunication between yourself and the meter reading department, at no fault of
mine. You also indicated that it was a short week due to the holiday. A follow up call was made, but was
unable to leave a message. A message was left on today, regarding this matter on today at approximately 10:30
am. Also, it is a growing concern how ones bill can be an additional \$7K+ over what has been paid when there
has not been any additional equipment added since the inception of the account. Furthermore, we have
upgraded what few electrical appliances to more energy efficient ones. Moreover, our business is natural gas
driven and our gas bills during peak times of heating and cooking never have haled to what you all subscribe
that may be owed. Most of the appliances run on a regular 120v current. In addition, no one ever comes to read
the meter. I have set appointments and they have not shown up. Generally, I am there most of the time, our
hours are clearly posted, but most of all, I have left instructions to call and set up access to gain entry and that
has not happened. I have contacted the ICC again with this matter. Respectfully, Mary Dionne Madison to date
there has not been a return call and she indicated in the 12/2210 correspondence that she closed the matter with
you all as well.

Company Contacted Date:

Illinois Commerce Commission
527 East Capitol Avenue, Springfield, Illinois, 62701

**Illinois Commerce Commission
Public Utility Complaint Form
Track Number: 3368-2010**

Complainant Information	
Full Name: mary madison Street Address: 1525 w 79th Alternate Location: City: chicago State: il ZipCode: 60620 Home Phone: Day-Time Phone: 7732979569 E-Mail Address: LAGNIAPPE26@AOL.COM	

Complaint Information	
Have you been in contact with the Utility? Yes, I have contacted the utility. Complaint Type: Electric Company Name: COM ED Company Account Number: 9364122028 Please provide the details of your complaint below: RECEIVED A BILL FOR OVER 7,000.00 IN EXCESS OF WHAT HAD BEEN PAID OVER A 2 YEAR PERIOD. THERE IS A LIMITED AMOUNT OF APPLIANCES AND EQUIPMENT. THERE ARE ENERGY EFFICIENT LIGHTS (FLOURESCENT) AND APPLIANCES. THREE PHASE RUNS THE WALK IN. WE ONLY OPERATE 5 DAYS A WEEK, AND ONLY THE FREEZER AND THE REFRIGERATORS RUN ALL THE TIME. THERE ARE NOT ENOUGH ELECTRICAL ITEMS TO CONSUME THAT MUCH ENERGY. IN ADDITION, THEY DO NOT COME ON REGULAR BASIS TO READ METER. OUR HOURS ARE CLEARLY POSTED AND IT IS NOTED IN THE RECORDS TO CALL TO GAIN ACCESS TO THE ELECTRICAL ROOM TO ENSURE ACCESS. I AM THERE MOST OF THE TIME. THEY WERE CONTACTED AFTER RECEIVING THIS BILL; WE HAD NUMEROUS PHONE CONVERSATIONS AND FINALLY THEY WERE TO COME ON 10/12/10. ON THAT DAY BRIAN CALLED BUT NEVER PHYSICALLY SHOWED UP. THEY WERE CONTACTED ABOUT NOT SHOWING UP. SOMEONE WAS TO GET IN TOUCH WITHIN A FEW DAYS; THAT DID NOT OCCUR SO, I GET ANOTHER BILL IN EXCESS OF 9,000. WE ARE NOW BEING GROSSLY OVERCHARGED. WE HAVE PAID ON AN AVERAGE OF OVER \$300 PER MONTH SINCE THE INCEPTION OF THIS ACCOUNT. WE HAVE HAD THIS ACCOUNT FOR OVER 10 YEARS. SINCE THE INCEPTION WE HAVE UPGRADED TO MORE ENERGY EFFICIENT EQUIPMENT. THERE IS ONE WALK IN FREEZER (3 PHASE) 1 (3) DOOR REFRIGERATOR, 1 (1) ONE DOOR REFRIGERATOR, THESE ITEMS RUN CONSTANTLY.	

Illinois Commerce Commission
527 East Capitol Avenue, Springfield, Illinois, 62701

Illinois Commerce Commission
Public Utility Complaint Form
Track Number: 0515-2011

Complainant Information

Full Name: mary madison
Street Address: 1525 w 79th
Alternate Location:
City: chicago
State: il
ZipCode: 60620
Home Phone:
Day-Time Phone: 7732979569
E-Mail Address: LAGNIAPPE26@AOL.COM

Complaint Information

Have you been in contact with the Utility?
Yes, I have contacted the utility.

Complaint Type: Electric
Company Name: COM ED

Company Account Number: 9364122028

Please provide the details of your complaint below:

ON OR ABOUT 12/1/10 A COMPLAINT (3368-2010) WAS FILED WITH THIS AGENCY REGARDING A BILL IN EXCESS OF \$7000 ADDITIONAL BILLED TO THE AFOREMENTIONED ACCOUNT. CONTACT WAS MADE FROM COM ED, BUT NO RESOLUTION. ON OR ABOUT 12/20/10 A CALL WAS RECEIVED FROM COME ED FROM MS. LALICH WHO STATED THAT SHE HAD HAD A COMMUNICATION ERROR WITH THE METER READING DEPARTMENT AND THAT CAUSED THEM NOT GETTING OUT TO READ THE METER. BEING THE WEEK OF CHRISTMAS, I WAS UNABLE TO GET BACK IN TOUCH WITH HER. ON OR ABOUT 12/22/10 CORRESPONDECE WAS SENT FROM COMED MS. LALICH STATING THAT SINCE SHE WAS UNABLE TO MAKE CONTACT WITH ME SHE WAS CLOSING THE COMPALINT. A FOLLOW UP CALL WAS MADE TO HER ON OR ABOUT 1/4/11 ALONG WITH A CERTIFIED LETTER (70081830000185165069) (Label/Receipt Number: 7008 1830 0001 8516 5069 Expected Delivery Date: January 8, 2011 Class: First-Class Mail® Service(s): Certified Mail™ Status: Delivered Your item was delivered at 12:21 pm on January 07, 2011 in OAK BROOK, IL 60523.) TO DATE NO ONE HAS RESPONDED TO MY QUERIES. A COMPLAINT WAS FILED WITH YOUR AGENCY ON OR ABOUT 1/7/2011 (0059-2011) TO DATE NO ONE HAS NOT RESPONDED TO ME REGARDING THIS MATTER. ON TODAY, 3/2/11 A DISCONNECTION NOTICE WAS RECEIVED FOR OVER \$10k AND THE ISSUES ADDRESSED IN THE AFOREMENTIONED CORRESPONDENCE HAS TO DATE NOT BEEN ADDRESSED. AGAIN, WE USE LIMITED ELECTRICITY-NOTHING HEAVY DUTY OR EXCESSIVE THAT WOULD CAUSE

ADDITIONAL \$7 OR 8 THOUSAND DOLLARS TO WHAT HAS ALREADY BEEN PAID. FURTHERMORE, IT IS UNBELIEVABLE THAT THIS MATTER CAN NOT GET RESOLVED AND THAT I CAN NOT GET A HISTORY ON THE BILLS AS THEY HAVE BEEN REPLACED WITH THESE ALTERATIONS.

Company Contacted Date:

Describe the Company's response to you and the action you would like to see taken by the ICC: