

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

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

For Commission Use Only:
Case: 12-0436

ORIGINAL

Regarding a complaint by (Person making the complaint): Steven C. Hunsader

Against (Utility name): ComEd

As to (Reason for complaint) Incorrect electric meter assigned to residence. See attached Formal Complaint Attachment.

ILLINOIS COMMERCE COMMISSION
702
191 P
1:24
CLERK'S OFFICE

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) Apt. 1606
41 E. 8th St., Chicago, IL 60605

The service address that I am complaining about is 41 E. 8th St., Apt. 1606, Chicago, IL 60605

My home telephone is [847] 823-3699

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [630] 657-3856

My e-mail address is huns3@sbcglobal.net I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Com Ed (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 - I, Subchapter C, Part 410, Section 410.155

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.

See attached "Formal Complaint Attachment"
"Statement of Complaint"

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

To have ComEd correct the billing. see attach "Formal Complaint 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: July 12, 2012
(Month, day, year)

Complainant's Signature: Steven C. Hunsader

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, Steven C Hunsader, 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.

Steven C Hunsader
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) July 13, 2013

Laura M Kaminskas
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.

Formal Complaint Attachment

Reason for complaint:

Incorrect electric meter assigned to residence. The meter labeled for unit 1606 is the meter connected to another unit at the residences at 41 E. 8th St., and the meter labeled for unit 1602 is the meter actually connected to unit 1606. Over the period that I have owned unit 1606, I have been paying the bills for electric service for another unit at the residences at 41 E. 8th St.

Statement of Complaint:

- 1) In July 2006, I purchased unit #1606, at the residences at 41 E. 8th St., Chicago, IL. The first electric service bill that I received is dated August 29, 2006.
- 2) In August 2008, an inquiry to ComEd was made for my electric service bill from July 2, 2008 to August 1, 2008. The amount of electric service billed seemed to be excessive for the amount of electric service used in the unit. In a letter dated September 03, 2008, ComEd stated that a new meter reading was taken and that I had been billed correctly.
- 3) In January 2012, an inquiry to ComEd was again made for my electric service bill from December 2, 2011 to January 5, 2012. Again, the amount of electric service billed seemed to be excessive for the amount of electric service used in the unit. In a letter dated February 03, 2012, ComEd stated that a new meter reading was taken and that I had been billed correctly.
- 4) In February 2012, an additional inquiry to ComEd was made to have the electric service meter for my unit re-checked as the amount of electric service billed still seemed to be excessive for the amount of electric service used in the unit.
- 5) On March 13, 2012, a technician from ComEd checked the meter for my unit and found that the meter labeled for my unit, 1606, is the meter for another unit at the residences at 41 E. 8th St. The meter labeled for unit 1602 is the meter connected to unit 1606. Over the period that I have owned unit 1606, I have been paying the bills for electric service for another unit at the residences at 41 E. 8th St.
- 6) On March 13, 2012, ComEd customer service was contacted and a request made to correct the billing for unit 1606, going back to August, 2006 (for the period that I have owned the unit). In a letter dated April 11, 2012, ComEd stated that my meter situation was corrected and my account was refunded only for a period going back two years, as ComEd retains billing documentation for only that period of two years. In the bill dated April 4, 2012, I was credited an amount of \$541.20 for the over payment for this two year period (or an average of \$22.55 for each of the 24 electric service bills for this period).
- 7) I have all of the electric service bills for unit 1606 going back to August 2006, since I have owned the unit. There are an additional 43 electric service bills from April 2010 through August 2006. Using the average amount of \$22.55 per electrical service bill, an estimated additional credit of \$969.65 is due.

What is needed from the Commission for this case:

To have ComEd correct the billing for unit 1606 back to August 2006, beyond the two year period that the billing has already been corrected and to send me a refund for the additional amount due.