

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

For Commission Use Only:
Case: 12-0493

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Samuel Duthay

Against (Utility name): Commonwealth Edison Company

As to (Reason for complaint) Seeking refund for being charged commercial rates on a residential property from 11/97 through 8/12.

CLERK'S OFFICE
JUL 21 12:31
ILLINOIS COMMERCE COMMISSION

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 501 N. Clinton #3004, Chicago, IL 60654

The service address that I am complaining about is 1406 W. Erie Street, Chicago, IL 60642

My home telephone is (312) 952-5205

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at 312 952-5205

My e-mail address is Samduthay@gmail.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 5/9-252 (from ch. 111 2/3, par. 9-252) Sec. 9-252
Public Utilities Act 220 ILCS 5/9-101 from ch. 111 2/3 p. 9-101 sec. 9-101
220 ILCS 5/9-252.1 Sec. 9-252.1

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 attachments "A" and "B".

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

Refund the money I was overcharged from 11/97 through 3/12.

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: 8/10/12 Complainant's Signature: Sam Duthey
(Month, day, year)

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

Attorney is TBA at this time. Still interviewing.

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

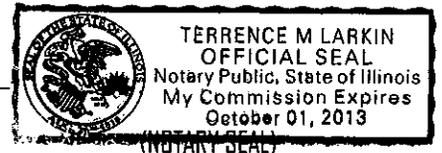
A notary public must witness the completion of this part of the form.

I, Sam Duthey ^{SAM DUTHEY}, 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.

Sam Duthey
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 8/23/12

Terrence M. Larkin
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 "A"

1. On 3/6/12 I contacted ComEd customer care to turn off service to a single family residence that I was selling. Account number 44697-94003
2. The rep commented that the account was commercial and that I was being charged higher rates from November, 1997 through March, 2012.
3. I requested a formal investigation and a refund for the full amount that I was over charged..
4. Dozens of phone calls ensued over the next two months in an effort to resolve the matter.
5. I received a letter from ComEd dated 7/5/12 stating that a rate investigation verified that the premise was residential and the rate was changed. Please see attached letter.
6. I was given a rate adjustment in the amount of \$18.68 for the period from 3/6/12 through 3/9/12, or roughly \$6.20 per day.

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

An Exelon Company

July 5, 2012

Samuel Duthoy
1406 Erie St
Chicago, IL 60610

Account #44697-94003

Dear Mr. Duthoy,

We received an inquiry from the Illinois Commerce Commission regarding the electric service account at 1406 Erie St, Chicago in relation to the Rate you are on.

Our records indicate you contacted our Customer Care Center on 3/6/12; during the call, it was discovered there might be a rate discrepancy (residential rate vs. commercial rate) at the premise address above. A rate check investigation was issued 3/6/12 and it was verified on 5-2-12 that the premise was residential and the rate was changed. The bill was adjusted from the time the rate check was requested which was 3-6-12. The account was finaled on 3-9-12 and the adjustment from 3-6-12 to 3-9-12 was \$18.68.

I have enclosed a 2-year activity statement of your account for your review. If you have additional questions please contact me at (630) 684-3370.

Sincerely,
Fred Thornton
ComEd
Customer Relations