

For Commission Use Only:

Case: 12-0508

OFFICIAL FILE ILLINOIS COMMERCE COMMISSION NORMAL COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Verlean Plater

Against (Utility name): ComEd, An Exelon Company / COMMONWEALTH EDISON COMPANY

As to (Reason for complaint) To remove the allegation of "utility tapering/illegal restoration" charged to the address of
19920 Terrace Ave, Lynwood, Illinois 60411 and the return of a tampering fee of \$488 (via certified funds). The
"service" was never shut-off, in fact, there was never any interruption in service until July 19, 2012, when the
ComEd Tech was dispatched due to their allegation of illegal service. ComEd demanded a tapering fee of \$488
plus \$80 for service (total \$568) to restore the service. This was paid until an investigation could be conducted.

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 2566 Logan Lane, Lynwood, IL 60411

The service address that I am complaining about is 19920 Terrace Ave., Lynwood, IL 60411

My home telephone is [708] 889-6125

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708] 889-6125

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

(Full name of utility company) ComEd, An Exelon 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.

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

CHIEF CLERK'S OFFICE
2012 SEP -4 P 12:42
ILLINOIS COMMERCE COMMISSION
[Signature]

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 PARAGRAPHS 4-23]

- 1 On or about May 29, 2012 Both Verlean Plater and daughter contacted ComEd to find out how much will it cost to avoid shut-off.
- 2 ComEd indicated that the service had been shut-off a week ago.
- 3 Daughter (not had home during this time period) re-checked with Verlean Plater to see if the service was, in fact, shut-off. She confirmed that the service was on and had never been shut-off. She asked how much was owed to avoid shut-off. I informed her that it was \$500 plus (don't recall the exact figure stated)

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

That ComEd immediately return to Verlean Plater the tampering fee of \$488 (via certified funds); remove any deposit request associated with alleged incident and removed alleged tampering charged placed on said property.

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: 8/28/12 Complainant's Signature: _____
(Month, day, year)

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

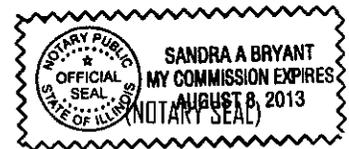
A notary public must witness the completion of this part of the form.

I, VERLEAN PLATER, 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.

Verlean Plater
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 8/28/12

Sandra A. Bryant
Signature, Notary Public, Illinois



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

4		Verlean Plater then found a bill showing \$447.62 was due (which was a prior bill) and sent that payment via U.S. mail to ComEd. This payment was to avoid the shut-off.
5	July 19, 2012	Verlean Plater saw the ComEd Tech and thought that he was reading the meter. The ComEd Tech shut-off the service and indicated that it was tampered with, which as he assumed, was restored. Verlean Plater tried to explain to the Tech that it was never shut-off and that she made a payment to avoid the shut-off in June and that she would show him the bill to prove the receipt of the payment. The ComEd Tech said that he did have anything to do with that, and was told to shut-off the service. The ComEd Tech made accusation of tapering with the meter and restoral of the service. Verlean Plater told the ComEd Tech there was no tapering with the service and there was no restoral of the service. That, in fact, the service was never shut-off. That she had mailed a payment to ComEd in the amount of \$447 to avoid the shut-off which she thought was accomplished.
6		Verlean Plater then contacted her Daughter at work to get to the bottom of this matter.
7		Both Verlean Plater and Daugther, contacted ComEd via conference call. We explained the situation to the ComEd Rep. that we were aware of the scheduled shut-off, however the service was never shut-off and we sent in a significant payment which we thought would avoid the shut-off (\$447). We also indicated that we were taking care on a 70 year old who was on a breathing machine, (nebulizer) and the ComEd Rep. indicated that it was not life threatening. She further insisted that we tapered with the service, we restored the service and that a tapering fee will be required to restore the service. We then requested to speak with a Supervisor. We were then transferred.
8		We restated the situation to the Supervisor and received the same response. She then insisted that since we called ComEd, it had to be to restore the service. We confirmed with the ComEd Rep that we did, in fact, call, however it was to avoid the interruption of service. She indicated that we have recorded conversations, and we insisted that she play them and she will see the nature of our calls.
9		The Supervisor basically maintained that there was tapering and restoral of the service. We asked that she check their records to see that there was never any interruption in the service to prove our position. She insisted that a ComEd Rep. came out and shut the service off and she was not listening to our position. We then requested to speak with a Manager. With hesitation, she indicated that she would put the request in for a manger to contact us, however it would be the next day.
10		We also requested the amount necessary to restore the service. She indicated the amount of \$568, of which, \$488 was their tapering fee.
11		We then had to re-locate the individual with health issues for that day.
12	7/19/2012	Verlean Plater's daughter then contacted the Illinois Commerce Commission for assistance in resolving this issue. We did not want our family home tagged with this false allegation of utility tapering.
13		Verlean Plater's daughter spoke with the ICC representative, Carlos Ruiz. He was told the entire situation and a complaint was initiated. #201210001.
14		He indicated that since the service was already shut-off, they could not, at this time, forced ComEd to restore the service but that an investigation will begin. I was also told of the options my mother had at this time.

15		After speaking with the ICC, I contacted ComEd to make the payment of \$568 since the relocation of the individual with health issues was temporary. I was told that it could take up to three business days, even with the indication of a individual with serious health issues.
16	7/20/2012	I contacted ComEd in the morning to see if the service had been restored since I needed the individual with health issues to return to the home. It has been restored.
17		I received a call from a manager of ComEd, Fred Thorton. He listened to my recap of the events regarding this matter and without hesitation; he maintained the position of the prior two (2) ComEd representatives. I suggested that he look into the non-interruption of service, or perhaps the records of the ComEd Tech who did not, in fact, discontinue the service. Apparently, those were not conceivable options and he only wanted to maintain their position of tapering and restoral.
18		He then indicated that I could contacted the ICC and let them know that no resolution was met.
19	7/23/2012	I contacted the Representative from ICC assigned to Verlean Plater's complaint, Carlos Ruiz, to informed him of the conversation with ComEd's rep Fred Thorton and that they still maintain their position.
20		Mr. Ruiz indicated the next steps available to my mother in continuing with the complaint. I indicated that we were prepared to take this action all the way. He indicated that he will send out some forms to be completed and submitted.
21		In addition, after discussion with other ComEd customers, it was suggested that many times the same ComEd Tech is assigned to one area. That perhaps the Tech that was originally scheduled to shut-off the service was the same Tech dispatched to shut-off the Service on July 19, 2012. That perhaps he realized that he did not perform his assignment on July 19, 2012 and now is alleging tapering to cover his non-performance of duty.
22		Unfortunately, most of the evidence rest within the ComEd records, however if daily usage can be requested, proof of non-interruption of service can be established. Additionally, the recordings of our calls which two of the ComEd Reps indicate proof of request for restoral can provide proof of our request to avoid disconnection.
23		Bottom Line: We maintain that the service was never shut-off. Our calls to ComEd were to obtain the amount necessary to avoid the inevitable shut-off. The amount of \$447 was immediately mailed to ComEd, at which time, we assumed avoided the shut-off.