

For Commission Use Only:

Case: 12-0519

OFFICIAL FILE

FORMAL COMPLAINT

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

ORIGINAL

ILLINOIS COMMERCE COMMISSION

Regarding a complaint by (Person making the complaint): Ann Marie Prendergast

Against (Utility name): Commonwealth Edison Company

As to (Reason for complaint) (1) Starting in March 2011 unresolved issues concerning Triple Usage - put on pmnt plan.

(2) July 2012 - I was told because I "defaulted" because I was a few days late - They could not reinstate me -

(3) where are working people trying to pay their bills to go - There is no help in Evergreen Park Illinois. * Please see attached

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 10118 South Homan Ave, Evergreen Park, IL 60805

The service address that I am complaining about is 10118 South Homan Ave, Evergreen Park, IL 60805

My home telephone is [708] 289-1201

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708] 289-1201

My e-mail address is aprendergast@birosredeski.com 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.

22-11 Adm 200.350

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 12 AM 10:03
ILLINOIS COMMERCE COMMISSION
100

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 attached

Please clearly state what you want the Commission to do in this case: I would like to be reinstated to a payment plan and for the utilities to have more options for paying their bills once they default if they are actively making payments. Reconsider Amount owed

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: August 31, 2012
(Month, day, year)

Complainant's Signature: Ann Marie Prendergast

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

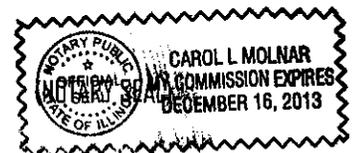
A notary public must witness the completion of this part of the form.

I, Ann Marie Prendergast, 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.

Ann Marie Prendergast
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) AUGUST 31, 2012

Carol L. Molnar
Signature, Notary Public, Illinois



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

- (1) Starting in March 2011 thru September 2011, I called the electric company numerous times to ask why my electric bill had tripled in usage from the previous bills I've received over the last 35 yrs. After many stressful calls and a bill reaching over \$1,100. They sent someone out only to report my electric box was "working fine".
- (2) They agreed to put me on a payment plan. I agreed only because the alternative was to be disconnected. I never felt I should have been paying what they said I owed because I know I did not use that much electricity. But in order to keep the electric on I made my monthly payments.
- (3) On July 12, 2012 I received a notice my electric would be turned off by July 20th if I did not pay \$490.61. My July bill was a few days late. When I called I was told since I "defaulted" they could not reinstate me on a payment plan. Since I did not have that kind of money I asked what else I could do. The representative said I could call Ceda or Liheap, I again explained I wanted to make arrangements for a payment plan. I asked for a Supervisor.
- (4) Again the supervisor said since I was in "default" there was nothing she could do. She told me to go to an outside source for help. I explained again I wanted to make arrangements on the bill. She said there was nothing she could do.
- (5) My main complaint is because I am what people consider the "working poor" there is no place for us to go to get some help when the money is slow coming in (I work on commission as a Realtor and I was off 4 months because of a hip replacement) I want to pay my bills but there are times the money just isn't there on time. I am upset to think the solution for the utilities is to send people for charity when most people would like to pay their way given a chance. Our State is almost bankrupt as it is. Why not give people a little more time to pay what they can instead of sending them to programs that should be meant for people that absolutely can not make a payment. It upsets me to think because I was late on my payment and I am unable to pay the full amount due I have to have the added stress of doing without electricity instead of being able to pay on a payment plan. Given how the economy is today I would hope there are other solutions than to have to go without electricity.

I would like the commission to not only reinstate me to a payment plan but to take a look at what other alternatives these utilities can do to work with people that are trying to pay their way but sometimes need some additional time instead of add stress to their already difficult time. I would also like to ask the commission to see if the amount I have already paid on that \$1,100 could be considered paid in full. I have been paying that bill even though I know I didn't use that much electricity and I feel maybe if the electric company had listened to my complaints from the beginning this complaint would not have to be filed.