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I N D E X

			Re-	Re-	By
Witnesses:	Direct	Cross	direct	cross	Examiner
None.					

E X H I B I T S

Number	For Identification	In Evidence
None.		

1 JUDGE HAYNES: Pursuant to the  
2 direction of the Illinois Commerce Commission, I  
3 now call Docket 12-0489. This is the complaint of  
4 Dorothy Reese versus Commonwealth Edison Company.  
5 May I have the appearances for the record, please.  
6 Your name and address.

7 MS. REESE: Dorothy Reese, 5803  
8 South May, Chicago, Illinois.

9 JUDGE HAYNES: And who do you have  
10 with you here today?

11 MR. WEAVER: Gregory Weaver. I'm  
12 her son.

13 JUDGE HAYNES: Thank you.

14 MS. BUECHLER: Erin Buechler for  
15 ComEd, 440 South LaSalle, Chicago, Illinois 60605  
16 (312) 394-3866. Also entering an appearance for  
17 Mark Goldstein, 3019 Province Circle, Mundelein,  
18 Illinois.

19 JUDGE HAYNES: Thank you. Before --  
20 today, we won't have the actual evidentiary  
21 hearing. We're just going to have a status  
22 hearing because -- partly because I have a few

1 questions about your complaint, but also generally  
2 I like to give the parties an opportunity to  
3 discuss the matter and possibly reach an  
4 agreement, but before we go into that I guess I'm  
5 just -- your complaint is so short. I'm just  
6 looking for a little bit of background. How much  
7 money are we talking about? How long of a time  
8 period, could you just fill me in a little bit  
9 more on what is at issue here?

10 MS. REESE: Well, my problem is  
11 they've been giving me estimated bills and I never  
12 missed paying my bills. They've been sending me  
13 two statements each month. I'm only supposed to  
14 get one bill a month and when I talked to them  
15 about it, I complained because I said "Why would I  
16 have a bill for this amount? So far you have  
17 gotten \$300 from me." They send me a bill for  
18 \$600. So they told me "Don't worry about it." I  
19 said "Okay." Well, I've been sick. I had two  
20 heart attacks, your Honor.

21 My last heart attack was back in  
22 September and I told the young lady that I talked

1 to I'm getting ready to make a payment, but my  
2 granddaughter has to go and make the payment for  
3 me, which she did. I paid \$200 something. I put  
4 it all in here and yet I get a bill for \$600. I  
5 questioned. I said "Why would I get a bill for  
6 this amount and I just paid?" You all haven't  
7 been reading my meter. You all have been giving  
8 me estimated readings for sometime.

9                   So I asked them to come out and  
10 kindly read my meter. They said "Well, we send  
11 statements for you to read." I can't read. I'm  
12 sick. I'm 83 years old. I cannot be bending down  
13 reading a meter. So send someone out and if they  
14 come out, have them knock on my door and my son  
15 will let them in and they can go out in the  
16 backyard, but last year they couldn't come in my  
17 yard because I had a shepherd who died, but the  
18 gate was locked. So I always tell them whenever  
19 you come out to read my meter knock on my front  
20 door and you can come in. They never did.

21                   JUDGE HAYNES: So is it like a year  
22 you've been getting estimated bills or even

1 longer?

2 MS. REESE: Beg your pardon?

3 JUDGE HAYNES: The estimated billing  
4 has been going on at least a year?

5 MS. REESE: Yes. And I still want  
6 someone to read my meter.

7 JUDGE HAYNES: Sure.

8 MS. REESE: And then I asked them to  
9 check the line out there in the back because they  
10 have so many lines crisscrossed and it's only  
11 three owners in the area. It's myself, a  
12 gentleman next door owns his house and then  
13 another gentleman owns their house. So we're the  
14 only three on that block and I asked to make sure  
15 they check those lines because they crisscross.  
16 You know, somebody could be using my line.

17 JUDGE HAYNES: Sure.

18 MS. REESE: I don't know.

19 JUDGE HAYNES: So this is --

20 MS. REESE: And they never did.

21 JUDGE HAYNES: So it's not -- we're  
22 talking about a home here, a house, not an

1 apartment?

2 MS. REESE: No, it's my home. I've  
3 been in that area 40 years. Same house and like I  
4 told them I'm not able to do like I used to, but  
5 I've always paid my bill.

6 JUDGE HAYNES: Okay.

7 MS. REESE: And that's what I've  
8 been doing. I have proof.

9 JUDGE HAYNES: Okay. So usually  
10 today I let people talk, but also it's an  
11 opportunity for the parties if they brought  
12 paperwork they can exchange their paperwork.  
13 Ms. Buechler, did the company bring an account  
14 summary?

15 MS. BUECHLER: I have an account  
16 summary. I also have a meter reading history, but  
17 I'll need to make a copy of that because I only  
18 brought one copy.

19 MR. WEAVER: I believe we have this.

20 MS. REESE: They did read my meter  
21 after I had signed the complaint two times.  
22 Someone from ComEd came out and read the meter.

1 It was a gentleman. The second one was a lady.  
2 That was the last time in September that they came  
3 out to read my meter.

4 JUDGE HAYNES: Okay.

5 MS. REESE: I let them in. They  
6 were supposed to let me know when they're through.  
7 That was it. I never did talk to them. The  
8 problem is ComEd has been making a lot of errors  
9 and they've been sending me two statements like in  
10 July. July 12th I received the same -- July 11th,  
11 July the 12th and all the way through July they  
12 sent me two statements. One had one price. The  
13 other one had another high price and I didn't get  
14 credit for the money that I had paid out. I had  
15 paid \$171 because I didn't know what my budget was  
16 supposed to be because they never showed me my  
17 regular budget on none of these statements that  
18 they sent to me and all of a sudden it jumped from  
19 \$600 to now I just got this letter Monday  
20 \$1,533.15. I'm not working. I'm on fixed income.

21 I worked all my life and I never  
22 missed paying nothing. ComEd knew that I had been

1 sick because I talked to the young lady that  
2 worked for ComEd and I told her I'm glad I'm home.  
3 I can now see to it that my daughter makes the  
4 payments. I don't want to miss any payments. So,  
5 therefore, the bill was paid.

6 JUDGE HAYNES: Okay.

7 MS. REESE: But if you look at the  
8 top, the more I look it jumps from one price \$577  
9 in August 13th. I received two bills and I  
10 questioned that. I said "You all making an  
11 error --

12 JUDGE HAYNES: Sure.

13 MS. REESE: -- somehow you gave me  
14 two statements for the 13th of August." One has  
15 \$500- -- I can't hardly read it, \$595.74. The  
16 next one you see came to \$596.74. These were two  
17 bills that I received in one month.

18 JUDGE HAYNES: Okay.

19 MS. REESE: They've been sending me  
20 two bills and I requested them why would my bill  
21 jump. I don't know what I have to do. Why would  
22 it jump.

1 JUDGE HAYNES: Okay. So,  
2 Ms. Buechler, have you ever had a chance to review  
3 and would you like to have an opportunity to talk?

4 MS. BUECHLER: Yes, why don't we  
5 chat and see if we can't reach some sort of  
6 resolution.

7 JUDGE HAYNES: Okay. Did you bring  
8 copies of that so you could give copies of your --

9 MS. REESE: I didn't bring copies,  
10 but if you need to make a copy, you can.

11 JUDGE HAYNES: Well, you guys talk  
12 and then we can go ahead and make copies if we  
13 need copies of stuff. So like ten minutes maybe?

14 MS. BUECHLER: That sounds good.

15 JUDGE HAYNES: I'll check in and see  
16 what is going on. Thank you.

17 (Whereupon, a break was taken  
18 after which the following  
19 proceedings were had.)

20 JUDGE HAYNES: Let's go back on the  
21 record. Did anything happen?

22 MS. BUECHLER: Judge, we had a

1 chance to discuss some of the bills, some of  
2 Mrs. Reese's concerns about her meter. So what  
3 we're going to do is send someone out to do a  
4 foreign load test, do a meter test just to make  
5 sure everything is working properly. Maybe get a  
6 couple more months of actual reading and then come  
7 back in and see where we are.

8 JUDGE HAYNES: Is that an issue for  
9 you to come back down here?

10 MS. REESE: Beg your pardon?

11 JUDGE HAYNES: Is that okay for you  
12 to come back down here?

13 MS. REESE: I use the Pace bus.

14 MR. WEAVER: It's okay.

15 MS. REESE: I can come back down  
16 because I have to call the Pace for a ride since I  
17 had this heart attack. I have to have someone  
18 with me at all times. So my son is with me.

19 JUDGE HAYNES: Okay.

20 MS. REESE: He lives with me, too.

21 JUDGE HAYNES: If anything happens  
22 and it looks like we're not going to -- if nothing

1 is going to happen at the status hearing, call me  
2 and we can schedule a new date. It's not a  
3 problem to reschedule these things if we need to  
4 or if you -- or if the company figures out what is  
5 going on maybe this can all get settled. So have  
6 you picked a new date for a hearing?

7 MS. BUECHLER: We haven't picked a  
8 date, Judge. I was thinking December. Maybe that  
9 first week December 5th.

10 JUDGE HAYNES: Is there any day of  
11 the week that works --

12 MS. BUECHLER: That's a Wednesday.

13 MS. REESE: That's okay.

14 JUDGE HAYNES: Is this time of day  
15 good?

16 MR. WEAVER: Same time.

17 JUDGE HAYNES: So December 5th at  
18 11:30. Will that be an evidentiary or you think  
19 this will still be a status hearing?

20 MR. BUECHLER: I think we should  
21 still do a status. I think there may be a chance  
22 to resolve it prior to that status.

1 JUDGE HAYNES: Okay. Okay. Do you  
2 have any questions?

3 MS. REESE: No, I just hope I make  
4 it all the way through. I'll be 84 this month.

5 JUDGE HAYNES: Wow. Okay. I hope  
6 we can get this resolved quickly.

7 MR. WEAVER: Can you write the date,  
8 counsel, for us?

9 MS. REESE: I thank God I'm still  
10 here and I have all my facilities. I'm not senile  
11 yet. You never know.

12 JUDGE HAYNES: Absolutely. You are  
13 not.

14 MS. REESE: No, God is good.

15 JUDGE HAYNES: The Commission will  
16 send you a formal notice of this continuance so  
17 you'll get that in the mail.

18 MS. REESE: All right.

19 JUDGE HAYNES: And that will be  
20 December 5th at 11:30. Okay. Thank you.

21

22