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ILLINOIS COMMERCE COMMISSION  
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For Commission Use Only:  
Case: 12-0582

FORMAL COMPLAINT

2012 OCT 29 1.56

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

ORIGINAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Joyce Edwards

Against (Utility name): Commonwealth Edison

As to (Reason for complaint) Unlawfully refused service to a senior citizen with NO apparent reason; Created bogus billing; Stressed, held responsible, harassed and threaten with disconnection despite NO outstanding balance due to ComEd.; Assigned bill amount to person in different town, with NO responsibility to pay any outstanding amts.

in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 9146 S. Constance Avenue, Chgo Il 60617

The service address that I am complaining about is 1380 Ring Road, Calumet City, Il. 60409

My home telephone is [ ] \_\_\_\_\_

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 371-6005

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

(Full name of utility company) Commonwealth Edison (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-IL Adm. Part ?

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.

20y/o mother will credit attempted to have service placed in her name to take responsibility for payment of bills. ComEd Refused. The very next person to contact them re: account was stuck with bill and demanded to pay or face disconnect at different address (See Attached Statement).

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

Establish the account in the proper name and send a bill for payment!

**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: 10/11/2012  
(Month, day, year)

Complainant's Signature: Joyce Edwards

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, \_\_\_\_\_, 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.

Joyce Edwards  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 10/11/12

Barbara A. Peterson  
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

Person(s) making complaint: Willie L. Edwards; Joyce Edwards-Sledge

80 y/o Willie Edwards lives at 1380 Ring Road in Calumet City Illinois. Ms. Edwards is a widower and lives alone at the Victory Centre Senior Apartments. Edwards maintains her own telephone bill with AT&T, her own lease agreement with Victory Centre and her own checking and savings accounts with Bank Financial Bank.

Sometime in or about February 2011, Edwards made several attempts to contact and speak with a ComEd representative to request electric service she was already receiving be placed in her name. Initially, the electric service was included in her lease with Victory Centre. Sometime in late 2010, residents were informed that VC would no longer pay the electric service and that each resident has to acquire their own electric accounts. On numerous occasions, 80 year old Edwards was placed on hold for excessive periods of time without anyone coming to the phone, other times, the phone would ring busy when trying to call ComEd. Out of sheer frustration, on the last attempt Edwards made to contact ComEd she hung up the phone and called her daughter Joyce. Joyce Sledge lives in Chicago and has never lived in Calumet City at the address of the billing. However, when Joyce Sledge called ComEd to request the billing for her mother be placed in the mother's name so that she could pay her bill, she was refused.

Eventually, Sledge called the Commerce Commission to complain. Carolos Ruiz assisted her with contacting ComEd. He thought there was no reason to deny Edwards the service until we got on line with ComEd. There ensued a discussion regarding the "need to get a power of attorney" for Edwards in order to get the service. After hours on the phone, Sledge was so tired that she actually agreed to get "the power of attorney" for Edwards.

After discussions with Edwards and other members of her family, a power of attorney was refused by Edwards. Sledge called the commission to speak with Ruiz. She told that Edwards refused to submit a POA and was requesting a simple account with ComEd so that she could pay the bill.

Next Sledge received a bill from ComEd addressed to her and mailed to her home in Chicago. The billing from the Calumet City address had now been dumped into the electric bill at Sledges Chicago home. Further Sledge was now being threatened to either pay hundreds of dollars or lose service at both addresses. Sledge did not owe

ComEd money. Her electric bills at the Chicago home are up to date and paid timely. Edwards is considering filing a lawsuit based on age discrimination against ComEd because she says that they have no reason not to bill her. Instead, ComEd has and is threatening hardship on someone only because she was attempting to communicate a problem with ComEd and arrive at a sensible solution. Ruiz alleges that since Sledge agreed to have ComEd put the account in her name, ComEd actions were all proper, including the confused and bogus billing, again due to Sledge's agreeing to have the account in her name.

We are asking the Commerce Commission to find out why ComEd refused service to Edwards. We are also asking ComEd for a clear cut basis for arbitrarily misrepresenting and causing confusing and erroneous bills to Sledge; and threatening to harm the Sledge residence without cause or due process. We have spoken to an attorney and will retain counsel with the intent to recover reimbursement for all fees and damages.

Sincerely,

Joyce Sledge

A handwritten signature in black ink, appearing to read "Joyce Sledge", written over a horizontal line.

Willie L. Edwards

A handwritten signature in black ink, appearing to read "Willie L. Edwards", written over a horizontal line.