OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

For Commission Use Only:
Case: 12-0620

FORMAL COMPLAINT

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

Regarding a complaint by (Person making the complaint): Bonnie & Mike Nichols

Against (Utility name): Commonwealth Edison

As to (Reason for complaint) Being charged for wrong meter/mixed meter

in Crest Hill Illinois.

ILLINOIS COMMERCE COMMISSION
2012 NOV 19 A 11:51
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 20408 Essex Court, Crest Hill, IL 60403

The service address that I am complaining about is 20408 Essex Court Crest Hill, IL 60403

My home telephone is (815) 834 9557

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (815) 409-0410

My e-mail address is Bxrlvr17@aol.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.

OFFICIAL SEAL
JEROME J. MULENDY
Notary Public - State of Illinois
My Commission Expires Jan 02, 2015

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.

1. On Aug 10, 2012 a representative from ComEd Came to check my meter after months of complaining. I was then told that the meter number on my house was not the meter I was being billed for. When my home was built 9 years ago whoever installed the meters flipped mine and a neighbor accross the Street.

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

I want 9 years of paying a meter that wasnt mine refunded

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: 11/15/12 (Month, day, year) Complainant's Signature: Bonnie Nichols

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, Bonnie Nichols, 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.

Bonnie Nichols
Complainant's Signature

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

Signature, Notary Public, Illinois

OFFICIAL SEAL
GEORGE L MELENDEZ
Notary Public - State of Illinois
My Commission Expires Jul 22, 2015
(NOTARY SEAL)

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

1. I was also told by the same ComEd representative that this happens all the time in new construction.

2. I immediately called ComEd and was then told they are aware and will work on it and get back to me.

3. On August 14th, 2012 I called ComEd again and was told it would take 45 days to figure out the mistake and the same ComEd supervisor also assured me that ComEd would go back the full 9 years for me being overbilled. This was not my fault and I wouldnt be penalized.

4. On Oct 15, 2012, the full 45 days, I contacted ComEd again and nothing was done still not even my correct meter number entered. At that time I filed a complaint with the ICC.

5. On Oct 22, 2012 I was contacted by ComEd again and told I had a credit on my account for the past two years. When I asked about the other 7, they stated there was nothing more they were going to do.