

FORMAL COMPLAINT

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

Regarding a complaint by (Person making the complaint): JOHN OSMAN

Against (Utility name): COMED (COMMONWEALTH EDISON)

As to (Reason for complaint) COMED 'BROWN OUT' CAUSED MY ELECTRIC OVEN TO STOP WORKING. I PAID WHIRLPOOL SERVICE COMPANY TO FIX OVEN AND AM ASKING COMED TO RE-IMBURSE AMOUNT PAID TO SERVICE COMPANY.

in ELBURN Illinois.

ILLINOIS COMMERCE COMMISSION
2012 NOV 2 1A 10:43
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 41W743 HUGHES RD, ELBURN, IL

The service address that I am complaining about is 41W743 HUGHES RD, ELBURN, IL

My home telephone is (630) 365 3834

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (630) 365 3834

My e-mail address is JPOZ1101@GMAIL.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.
SECTION 411.230

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 or about the 2nd week of August, 2012 a tree-trimming crew working for Commonwealth Edison trimmed trees and brush around the utility pole servicing our home.
2. On or about the 3rd week of August, 2012 we experienced a 'brown-out' that 'fried' our electric oven and caused it to stop working.
3. The day following the 'brown-out' we called ComEd and within approximately 3 to 4 days they corrected the issue and 'brown-outs' stopped.
4. The day that the 'brown-out' was fixed by ComEd we called Whirlpool service and they sent a repairman that fixed our stove costing us \$440.10.
5. We filed a formal complaint with ComEd and they refused to re-imburse the cost of the oven repair.

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

REQUEST THAT COMED RE-IMBURSE ME \$440.10

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: 11/19/2012
(Month, day, year)

Complainant's Signature: [Handwritten Signature]

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, JOHN OSMAN, 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.

[Handwritten Signature]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) November 19, 2012.

[Handwritten Signature]
Signature, Notary Public, Illinois



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