

For Commission Use Only:
Case: 12-0630

OFFICIAL FILE **FORMAL COMPLAINT**
ILLINOIS COMMERCE COMMISSION
Illinois Commerce Commission
17 E. Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint): Chicken Kings Inc./Harolds Chicken 54

Against (Utility name): Com Ed

As to (Reason for complaint) Please see attach form for Monthly Billing Dispute

in Chicago Illinois.

ILLINOIS COMMERCE COMMISSION
CHIEF CLERK'S OFFICE
2012 NOV 21 A 9:29
[Signature]

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 1036 E 162nd Street South Holland

The service address that I am complaining about is 1036 E 162nd Street South Holland

My home telephone is (708) 527-3181

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 301-7429

My e-mail address is Harolds54@wowway.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Com Ed (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.

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

09 November 2012

Account Number # 1716015030

Continuation of formal complaint

Illinois Commerce Commission

- Contacted by Com Ed and learned that a meter had been replaced on 25 May 2012 and there was an outstanding bill due to improper meter readings from this malfunctioning meter.
- Com Ed started issuing outstanding estimated bills without valid reasoning as to how and why the malfunctioning meter was never repaired or replaced 2 years prior.
- Com Ed did not provide any documentation on how the estimated bills were determined.
- Received several estimated bills for over \$9,000 requesting payment in full.
- Complainant learned through Com Ed that the electric meter issued by Com Ed was inspected several times during monthly meter readings but was never repaired or replaced.
- Complainant paid every bill that Com Ed sent and even over the amount. Com Ed even sent the security deposit back to the complainant.
- Complainant believes it was Com Ed responsibility to maintain, repair and replace their equipment in a timely manner as to prevent outstanding bill payments being passed on to their customers.