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ILLINOIS COMMERCE COMMISSION

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FORMAL COMPLAINT

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

For Commission Use Only:
Case: 12-0638

ORIGINAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Francine Poole for FEP Painting & Design

Against (Utility name): ComEd An Exelon Company

As to (Reason for complaint) Unauthorized account set up at: 5525 S. Wolcott Ave Chicago, IL 60636 c/o Christina Parker. FEP Painting + Design has no knowledge of this account. There has been a transfer of charges to FEP Painting + Design. These charges do not belong to FEP Painting + Design. During the investigation of this account electric was illegally shut off in Evergreen Park Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 9535 S. Kedzie #2E Evergreen Park IL 60805

The service address that I am complaining about is 5525 S. Wolcott Ave Chicago, IL 60636

My home telephone is [312] 401-0992

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 401-0992

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

(Full name of utility company) COMED (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.

- ① CS.51 R 460.3151 (RULE 51)
- ② C3.31 R 460.2131 (DEPOSITS AND GUARANTEES) - Did the applicant provide complete positive identification information upon request of service? Who was the applicant?

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 Sept 6, 2012 an attempt was made to pay the bill owed for: 9535 S. Kedzie Evergreen Park, IL 60805 (FEP Painting + Design) in the amount of \$420.08. It was not accepted due to transfer charges of \$4039³¹ from the property located at 5525 S. Wolcott Ave Chicago, IL 60636. c/o Christina Parker.
2. At that time I asked for an investigation of the account. Within this investigation time, the electric was shut off by COMED which is illegal, and my business suffered.

Please clearly state what you want the Commission to do in this case: Remove the charges transferred to the FEP Painting + Design Account that were incurred at the property located at: 5525 S. Wolcott Ave Chicago, IL c/o Christina Parker.

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: 11/14/2012
(Month, day, year)

Complainant's Signature: Francine Poole

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

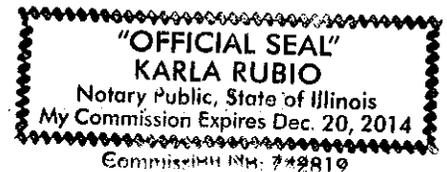
A notary public must witness the completion of this part of the form.

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.

+ Francine Poole
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 11/14/12

Karla Rubio
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.