

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**

For Commission Use Only:  
Case: 12-0674

**FORMAL COMPLAINT**

2012 DEC 13 P 2:05

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

**ORIGINAL**

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

Gloria Jones

Against (Utility name):

As to (Reason for complaint)

Billing errors and deposit request.

Extreme bills for small apartment and they continued to bill for service after I left in 2009. I had service moved to new address and the old address should have stopped.

in Chicago Illinois.

**TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:**

My complete mailing address is (include City)

500 East 33rd Street, Apt. 1910, Chicago, IL

The service address that I am complaining about is

7331 South Kenwood Ave., Chgo, IL 60619 60616

My home telephone is

(312) 528-0304

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(224) 532-1952

My e-mail address is

gjones@cthuonline.edu

I will accept documents by electronic means (e-mail)  Yes

No

(Full name of utility company)

ComEd an Exelon Company

(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.



Billing Errors and Deposit Return

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.

This past summer/spring I received a bill from ComEd for \$6,000. When I called to check I was told that it was from a previous address I had not lived there since 2009. The address in demand was 7331 So. Kanwood. They also said that they had been billing me at this address even after I moved. When I moved in 2009 I cancelled service there and started it at my new address. I spent hours on the phone about the old address and was told that it was resolved. That I not be held responsible for billing errors and return deposit.

**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: 2 December 2012  
(Month, day, year)

Complainant's Signature: Gloria Jones

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

I have been trying to find an attorney that I can afford to represent me. I am still looking.

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, Gloria Jones, 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.

Gloria Jones  
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) Dec 12, 2012

Charles Berdell  
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.