

For Commission Use Only:

Case: 12-0678

OFFICIAL FILE ILLINOIS COMMERCE COMMISSION ORIGINAL COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Beverly K. Marshall

Against (Utility name): ComEd

As to (Reason for complaint) Billed and paid wrong meter number for 7 years; since 7/26/2005. Requesting refund for all seven (7) years.

in Homewood Illinois.

CHIEF CLERK'S OFFICE
2012 DEC 17 11:52
ILLINOIS COMMERCE COMMISSION
12-0678

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 3217 184th St, Unit 1A Homewood, IL 60430

The service address that I am complaining about is 3217 184th St, Unit 1A Homewood, IL 60430

My home telephone is [708] 799-7329

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708] 799-7329

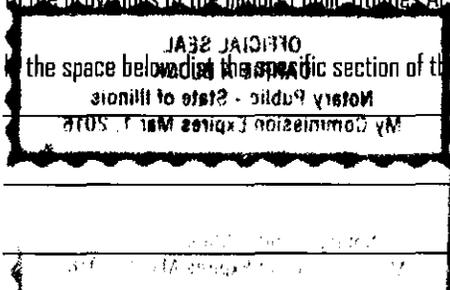
My e-mail address is _____ I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Commonwealth Edison Company (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, identify 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



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) I completed the purchase + started service. Gas firm called on my home at 3217 184th St., UATLA, 7-26-2005. From 2005 - 2008 I did not notice any error in my Gas bill usage.
- 2) in 2008 on June 30th I had new window installed. In the winter of 2008 I noticed a large increase in my gas bill and usage. With the windows replacement I expected a lower gas bill. But it was higher. From that winter to current Nov 8, 2012 I called complaining that my bill is wrong, something is wrong. (see Attached)

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

Approve Refund for all seven years.

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: Dec 13, 2012
(Month, day, year)

Complainant's 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, BEVERLY K. MARSHALL, 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.

[Signature]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) DECEMBER 13, 2012

[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.

(extra Attachment) sheet explaining complaint)

3) Each winter when I called I stated; single owner; new unit
no one lives with me, I'm out of the house

2a-7p or some days 7³⁰_A - 9³⁰_{PM} Every well day
And on Sunday 10A - 9p 2 times per month.

Each time I call ComEd would send someone
to re-read the meter, then send a
letter stating the reading is correct.

4) This year when I received my bill dated
10/23/2012 I saw the increase from September 2012
to October 2012 and I knew it was wrong

because my A/C heating unit was OFF. The
unit was off since winter ended March 2012.

It was not used again till Nov 15, 2012
(After Bob the ComEd employee) ComEd confirmed
on Nov 14, 2012 that I was paying the
wrong meter, ComEd at my insistence
schedule the ComEd employee come out
meet with me to test the meter with
my power when turned off.

Prior to the schedule meeting I read ^{ON} (11-3-2012)
my meter myself, then saw a 300k
difference in the listed usage number
on the bill and the usage number

I read on my unit listed / tagged meter.

I called ComEd, stated my read and
now it is accepted something is wrong!

12/13/12 *[Signature]*

12/13/12 Carrie A. Block

