

FORMAL COMPLAINT

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

ORIGINAL

Informal complaint # 2012-18241

Regarding a complaint by (Person making the complaint): Christine PAPANO

Against (Utility name): Com-Ed (Commonwealth Edison Co.)

As to (Reason for complaint) Adjustment / credit towards electric bill.
I was overcharged as the charges should have been made to
previous bills - not me.

in Chicago Illinois.

CHIEF CLERK'S OFFICE
2013 FEB - 7 A 11:22
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 1009 N. Mozart St. #2, Chgo, IL 60622

The service address that I am complaining about is 1009 N. Mozart St. #2, Chgo, IL 60622

My home telephone is []

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 953-8116

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

(Full name of utility company) Commonwealth Edison Co. (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

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 started electrical service on 11/11/2011. ComEd "claimed" they took an actual reading & I believed them on 11/8/11.... Please see attached.
* please see attached *

Please clearly state what you want the Commission to do in this case: Credit my Account.

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: 11/24/13
(Month, day, year)

Complainant's Signature: Christine Pagnano

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, Christine Pagnano, 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.

Christine Pagnano
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 11/24/13

Angel Calderon
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.

* Complaint *

1. I moved to the address at 1009 Mozart #2 and started electrical service on 11/11/2011. ComEd took an ACTUAL reading (so they claimed and I believed them at the time) during the time of service hook up in November 2011. The property that I currently live in is secured and can only get access to the property with the key. Therefore, according to my neighbors on the first floor, for a long time ComEd was only getting estimated readings for a long time because they could not gain access to the property.

2. Dec 2011?, Jan & Feb 2012 were estimated readings. ComEd got an ACTUAL reading in March 2012. After the ACTUAL meter reading in March 2012, I received a bill with a break down from the previous months stating that I owed MORE money than stated in the previous bills. The break down goes like this:

Old Meter Reading according to ComEd on 12/9/2011 was 63995

Old Meter Reading according to ComEd on 1/12/2012 was 64174

Old Meter Reading according to ComEd on 2/13/2012 was 64322

After an ACTUAL meter reading was taken on 3/12/2012 ComEd "claimed" I owed the following:

November 2011 - an additional \$95.02 with meter reading 73638

December 2011 - an additional \$120.73 with meter reading 74506

January 2012 - an additional \$108.80 with meter reading 75272

February 2012 - an additional \$111.65 with meter reading 76063

The difference between 63995 & 73638 is 9643 in usage and \$436.20.

3. If you look at my average electric bill..even for the last 10 years...it's been between \$30 - \$60 per month. In April, I requested a copy of the history and told the operator my concern but not sure who I spoke with.

4. On 6/28/2012 @ 11 a.m., I called ComEd again and spoke with Valerie ID#2446. She stated that the concern would take up to 45 business days to look into. I also asked her if this conversation was being recorded and she said "yes" as I wanted proof of conversation of the complaint. I also mentioned contacting the ICC if the issue was not resolved.

5. On 10/25/2012, I realized some time had passed and never got a response from ComEd in writing or anything including no adjustments on my bill. I called ComEd on 10/25/2012 @ 11:38 a.m. and spoke with Sheena. I asked for her employee ID# and she gave me her ext. @ 2405. She told me it would take another 45 days and I basically told her I was not happy with that. She was very rude and insulting. I told her I never received anything in writing and she told me the billing dept was NOT required to send me anything in writing and that they "know how to read a statement". She also attempted to explain to me the difference between "Actual, Customer, and Estimated". THEN she tells me, ComEd must have figured out that "I" owed the money and sent me another bill! I was so irate with this operator as she was rude and unprofessional. All I attempted to ask from these 2 operators is that the billing dept CHECK THE HISTORY PRIOR TO 11/11/2011. But they REFUSE to allow me to explain or listen!!! If the previous readings were estimated prior to 11/11/2011, I

should NOT be responsible for someone Else's bill. I now call my readings in every month.

6. On 12/7/2012, I emailed a complaint to ICC (track#2567-2012) and quickly received a call from ComEd and spoke with Erika @ 630-684-2861 from Guest Relations/ComEd. I told her the situation. During my conversation with Erika, she ADMITTED that the previous readings for the last year, PRIOR to me moving in, were indeed estimated readings. Said she could only go back 2 years of history. Erika gave me a choice and stated that if ComEd comes out to read the meter and it's accurate, than she/ComEd would credit my account. However, she also stated that I also run the risk that if the meter is NOT accurate, I would then need to pay. I was very confident that the readings had been accurate and told her to schedule a meter reading. She told me she would call the meter department to try and set up a meter reading to get an actual reading. She called back and we set something up for Monday 12/10/2012 between 9-12PM.

7. ComEd came out that Monday and took an ACTUAL meter reading. On Tuesday 12/11/2012 @ 2:38 PM, Marilyn Whitmore @ 630-684-3227 from ComEd called me and, AGAIN, attempted to explain why I was billed an additional approx. \$450.00 in March of 2012. She told me that my readings were ESTIMATED and I told her "NO"-I call them in every month!!!! I also asked her why my meter reading on 11/11/11 was "63995" and 5 months later receive another, yet higher bill that states the meter reading for 11/11/11 was "73638"????

8. For approx. four months, the readings were off by 10,000 Kwh. Jan-off by 9643 Feb-off by 10,332 March-off by 10,950 Marilyn refused to clarify this for me and kept stating that an actual reading was taken on 11/8/2011. I also told Marilyn that during those months, I was hardly living at this location as I was out of town allot. She, again, refused to listen and said "you are not getting a credit"!! Bottom line, she talked in circles and told me I was NOT going to get credited!!!

9. I want to know why Erika stated one thing and now that the meter readings were ACTUALLY ACCURATE, ComED wants to go back on their word!!! Since the meter reading, Erika has not contacted me since.