

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**  
**FORMAL COMPLAINT**

For Commission Use Only:  
Case: 13-01516

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

**ORIGINAL**

Regarding a complaint by (Person making the complaint): Enrique Guzman

Against (Utility name): ComEd

As to (Reason for complaint) ComEd over charging 1,517.22

in Chicago Illinois.

CHIEF CLERK'S OFFICE  
2013 FEB 25 AM 10:35  
ILLINOIS COMMERCE COMMISSION  
*EM*

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

My complete mailing address is (include City) 2128 S. Fairfield Ave. Chicago IL 60608

The service address that I am complaining about is 2128 S Fairfield Ave. Chicago IL 60608

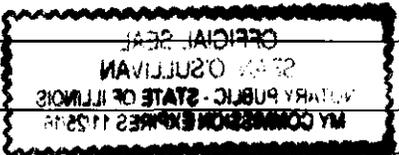
My home telephone is (773) 843-8332

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 603-8078

My e-mail address is enriqueguzmanosb@comcast.net 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.



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.

*Please see attachment*

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

*To remove the charges (fines) and false accusations*

**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: 2-13-13  
(Month, day, year)

Complainant's Signature: *Erinny Myman*

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**

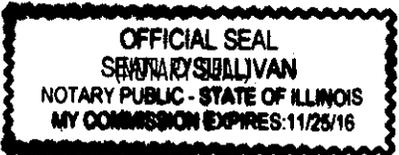
A notary public must witness the completion of this part of the form.

I, *Erinny Myman*, 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.

*Erinny Myman*  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) February 20, 2013

*La Oalk*  
Signature, Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing.

February 13, 2013

Illinois Commerce Commission  
Formal Complaint  
From Enrique Guzman

I have filed a complaint to Illinois Commerce Commission against ComEd because they are charging me \$1,517.22.

On January 14, 2013 I called ComEd and spoke with Ms. Cruz to inquire why the charges were so high. I was informed that I had tempered with the meter and I had to pay past charges and a fine for tempering with the meter. Ms. Cruz said I had tempered with the meter intentionally. I informed Ms. Cruz that I had not tempered with the meter and that she was falsely accusing me of something I did not do.

Ms. Cruz asked if I did not notice that my ComEd bills were in a zero balance. I informed her that I did but I thought I was receiving a credit because ComEd had previously over charged me.

On January 18, 2013 I called The Consumer Utility Board and spoke with Carlos. I informed him of the problem I was experiencing and informed him that the amount I was being charged was an error. Additionally, I informed Carlos that I had called ComEd in the past due to being overcharged. I did receive bills with a zero balance and I thought ComEd was crediting my account.

On January 22, 2013 Ms. Marylynn Woodmer called me and left me a message on my cell to call her at 630-684.3227. She then called me at home. She informed me that I was responsible for the amount due of \$1,517.22 and ComEd was not going to remove the charges. I asked to speak with someone that spoke Spanish. Ms. Woodmer passed the phone to a Spanish speaking person. The translator informed me that ComEd had proof from the lab that I had damaged the meter with a drill. I informed the translator that I was going to fight this because I did not do any damages to the meter.