



## Customer Relations Department Escalated Complaint Response

Complaint Number	Source	Type	Sub-Type	Due Date
2012-324633	Commission - Informal	Vegetation Management	Tree Trimming	11-27-2012

**Complaint Reopened:** No

**Contact Name:** CHET DEKING  
**Address:** 44W071 HAZELCREST DR SUGAR GROVE TWP IL 60554  
**Account Number:** 67341-09003  
**Primary Phone:** 630 557-2304 **Ext:**

**Referral Department:**

**Resolved By:**  
**AR#:** 385698  
**Transformer #:** 461062D9  
**Feeder #:** W6917  
**Ops Center:** Aurora  
**Date Received:** 11-19-2012  
**1<sup>st</sup> Contact Date:** 11-19-2012  
**Date Completed:** 11-21-2012  
**Analyst:** JOHNSON, RYAN  
**Debit/Credit:** \$0.00  
**Follow Up Reason:**

**ISSUANCE COMMENTS:**

ICC 17525/CASE 324633..Customer states he got a blue card on his door 6 weeks ago stating his trees in the easement will be cut down. Customer states the trees are not of a height that would interfere with ComEd lines overhead. Please investigate and contact Chet Deking 630-464-1452.

**RESOLUTION COMMENTS:**

ICC 17525/CASE 324633.. On 19 Nov 12 at 09:00hrs, I met Mr. Deking at his residence and explained ComEd proactive measures at reclaiming the Right Of Way at the rear of his residence. I further detailed ComEd's intent to adhere to all federal and state regulatory guidance and that all work would be done in accordance with establish arboriculture standards. An apology was given to Mr. Deking reference the need to remove the trees but these actions were in accordance with an established easement (which is dated 4 Dec. 1969). Additionally, I explained that the easement was procured prior to the installation of the transmission line and it also predated the planting of the trees. After a walk down of the work site and further explanation of what was to occur, Mr. Deking appeared to accept the situation at hand and asked if it was possible that we could remove an additional tree that was in the Right Of Way but did not directly interfere with the planned work. I concurred with his request that we would remove that tree as well.



**Customer Relations Department  
Escalated Complaint Response**

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**Referral Department:**  
**Resolved By:**  
**AR#:** 385698  
**Transformer #:** 461062D9  
**Feeder #:** W6917  
**Ops Center:** Aurora  
**Date Received:** 11-19-2012  
**1<sup>st</sup> Contact Date:** 11-19-2012  
**Date Completed:** 01-01-0001  
**Analyst:** JOHNSON, RYAN  
**Debit/Credit:** \$0.00  
**Follow Up Reason:**

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**ISSUANCE COMMENTS:**

ICC 17525/CASE 324633..Customer states he got a blue card on his door 6 weeks ago stating his trees in the easement will be cut down. Customer states the trees are not of a height that would interfere with ComEd lines overhead. Please investigate and contact Chet Deking 630-464-1452.

**RESOLUTION COMMENTS:**

**Subject:**

ICC CSD Informal Complaint

**Posted At:**

11/19/2012 2:47:58 PM

**ICC ID:**

2012-17525

**Account #:**

67341-09003

**ComEd\_ID:**

324633

[ELECTRONIC COMPLAINT HEADER] ICC COMPLAINT ID: 2012-17525

CONTACT NAME: BUECHLER, ERIN  
COMPANY NAME: COMMONWEALTH EDISON COMPANY  
ADDRESS: 440 S. LASALLE  
SUITE 3300  
CITY, ST, ZIP: CHICAGO, IL 60605

[COMPLAINT INFORMATION]  
COMPLAINT INFORMATION

COMPANY: COMMONWEALTH EDISON COMPANY

PRIORITY: NORMAL

OPEN DATE: 11/19/2012

COUNSELOR: SCHAUB, JOHN

PHONE NUMBER: (217) 557-5558

EMAIL: JSCHAUB@ICC.ILLINOIS.GOV

ILCC FILE #: 17525

RATE CLASS: RESIDENTIAL

CUST NAME: DEKING, CHET

CUST CONTACT:

STREET: 44W 071 HAZEL CREST DR

CITY/ST/ZIP: SUGAR GROVE, IL 60554

COUNTY: KANE

TELEPHONE #: (630) 464-1452

CAN BE REACHED #: ( ) - EXT.:

ACCOUNT #:

SERVICE STATUS: SERVICE ON

SERVICE TYPE: ELECTRIC

CASE ORIGIN: CONSUMER TELEPHONE

CONTACT CODE: INFORMAL COMPLAINT (CSD REFERS COMPLAINT TO COMPANY)

OPEN PROBLEM CODE: SERVICE

BRIEF EXPLANATION: THE CUSTOMER SAYS APPROXIMATELY SIX WEEKS AGO HE FOUND A BLUE CARD ON HIS DOOR THAT SAID THE COMPANY WILL BE CUTTING DOWN HIS TREES, WHICH ARE IN THE COMPANY EASEMENT. THE BLUE SPRUCE TREES ARE IN THE EASEMENT, BUT ARE NOT OF A HEIGHT THAT THEY INTERFERE WITH THE HIGH VOLTAGE LINES RUNNING OVERHEAD. THE CUSTOMER SAYS HE RECEIVED NO WRITTEN NOTICE THAT THE COMPANY WILL BE CUTTING DOWN THE TREES. THE CUSTOMER WANTS THE TREES LEFT STANDING. PLEASE ADVISE.

[END OF COMPLAINT INFORMATION]

[COMPANY RESPONSE]

RESPONSE NAME:

(Freeform Text Response)

[END OF COMPANY RESPONSE]

[END]



AR No: 00395696      AR Type: EC      AR Due/Status: 05/19/2013 APPROVED

Assign No: 01      Assign Type:      Assign Due/Status:     

Owed To:      Owed To Grp: CED CUST-REL      Assign Owner: JOHN RZ

Assign To:      Pri Resp Grp:      Sec Resp Grp:     

Subject: TREE TRIMMING/67341-09003/RJ

Assign Type: EC      Due Date: 11/26/2012      Status/Date: NOTIFY/PRI 11/19/2012

Pri Resp Grp: CED CAP-VEGMGT      Aff Fac: CED      Pri:      Unit:      Sys:     

Sec Resp Grp:      Schd Ref:      UCR:      Rsch Chgs:     

Assigned To:      Org:      Daph:      Dept:      No. Subs:     

Last Name:      Est Comp:      Est Man Hrs:     

Subject: TREE TRIMMING/67341-09003/RJ

Prev      Next

Assignment Description	Update On	Updated By
1. Enter subject & Change due date - 7 CALENDAR Days	11/19/2012	JOHN RZ
2. Change Investigating group in Pri Resp Grp & Notify them	11/19/2012	JOHN RZ
3. Investigator-Accept & Enter LCR in In-Prog Notes	11/19/2012	JOHN RZ
4. Enter Cause Codes if any in AR TIC panel	11/19/2012	JOHN RZ

In-Progress:           Completion:

File Edit View Insert Format Tools Table Window Help

Send: Accounts Options... HTML

To: Hefin, Joseph M. (ComEd);

Cc:

Subject: AR 385698 DUE DATE 11-26-12

Attach: 324633PP.doc (30 KB) Attachment Options...

Please investigate and respond by due date 11-26-12.

Thanks,

Ryan Johnson  
ComEd - Customer Relations  
Senior Analyst  
630-684-3149  
[ryan.johnson@comed.com](mailto:ryan.johnson@comed.com)

AR No: 10385598  
 Due Date: 11/19/2012  
 Event: JOHNSON  
 Inge: EDP'S Dgr  
 Model:   
 Subject: TREE TRIMMING/67341-09403/R

Type: EC  
 Report To: CG  
 Priority:   
 Severity:

Status: COMPLETE  
 Orig Date: 11/19/2012 15:46  
 Descr Date: 11/19/2012  
 Event Date: 11/19/2012  
 Alt Fac:  AutoCs:

Ext:

Orig ID: JOHNEZ  
 Fact/Grp: CED  
 Dept: 01461  
 Org:

Owed To:  Cust-REL:  Dept:  Dspn:

Assignment Request Description

Order	Description	Order	Order	Order	Order	Order	Order	Order	Order	Order
1	BACKGROUND new AR 2. Describe complaint in sub line	11/19/2012	JOHNEZ							
3	Enter due date 5 months out & Charge Owed To to your grp	11/19/2012	JOHNEZ							
4	Insert Report & in Alt. Panel & Trend Codes: TC	11/19/2012	JOHNEZ							

Assignment Status Summary  
 No Assignments:   
 Total Assigns/Subs:  Open Assigns/Subs:  Overdue Assigns/Subs:

# Automated Complaint Tracking System

Illinois Commerce Commission  
327 East Capitol Avenue, Springfield, Illinois, 62701



Company: ComEd

UserName: Johnson, Ryan

[Logout](#)

[Introduction](#)

[Acknowledgements](#)

[Open Complaints](#)

[History](#)

[Contact Information](#)

[14 Day Warnings](#)

Open Complaints (16) - FILTERED | Complaint# 2012-17525 (DeKing, Chet) | Related Documents 2012-17525 (1) | [Initial Response](#) | [Final Response](#) | [Extension Request](#)

**Complaint Number: 2012-17525**  
ICC Counselor: SCHAUB, JOHN  
Customer Name: DEKING, CHET

Opened Date: NOVEMBER 19, 2012  
Extension Due Date:  
Days Open: 2

## Final Response:

On 19 Nov 12 at 09:00hrs, I (ComEd supervisor) met Mr. DeKing at his residence and explained ComEd proactive measures at reclaiming the transmission Right Of Way at the rear of his residence. I further detailed ComEd's intent to adhere to all federal and state regulatory guidance and that all work would be done in accordance with establish arboriculture standards. An apology was given to Mr. DeKing reference the need to remove the trees but these actions were in accordance with an established easement (which is dated 4 Dec. 1969). Additionally, I explained that the easement was procured prior to the installation of the transmission line and it also predated the planting of the trees. After a walk down of the work site and further explanation of what was to occur, Mr. DeKing appeared to accept the situation at hand and asked if it was possible that we could remove an additional tree that was in the Right Of Way but did not directly interfere with the planned work. I concurred with his request that we would remove that tree as well.

⊕ Indicates required field ⊕ Indicates validated field

## Attachments:

[Send Final Response](#)

Status: PENDING

[Add Attachment](#)

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