

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

For Commission Use Only:  
Case: 13-0415

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

**ORIGINAL**

Regarding a complaint by (Person making the complaint):

Marcela Guerrero (Hawaii<sup>Beauty</sup> Salon)

Against (Utility name):

ComEd

As to (Reason for complaint)

requesting proper credits of money paid (over-paid) due to meter mix-up at my building.

in Aurora Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City)

608 Oakwood Ave., Aurora IL 60505

The service address that I am complaining about is

666 High St., Unit M2 aka "SHOP,"  
Aurora, IL 60505

My home telephone is

(630) 439-6459

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

(630) 439-6459

My e-mail address is

marti567@yahoo.com

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

No

(Full name of utility company)

Commonwealth Edison

(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.

I do not know.

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

ILLINOIS COMMERCE COMMISSION  
Consumer Services Division  
2013 JUN 20 2:13 PM  
CHIEF CLERK'S OFFICE

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.

- I have been occupying + paying utilities at the salon since Nov 2010.
- I changed the billing to my name in Nov 2011
- In May 2012 ComEd realized + told me I had been billed for the wrong meter all along and essentially over-paid.
- In October 2012, they fixed the billing/meter mix-up but did not give me proper credit on the bill for all the money I had already paid.
- In 2012 they credited some payments + deposit to the wrong meter belonging to another tenant. (\$410.66)

Please clearly state what you want the Commission to do in this case: That ComEd give me credit for monies paid, including deposit made, to my meter and credit it

**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: 6-19-13  
(Month, day, year)

Complainant's Signature: Marcela Guerrero

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

N/A

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**

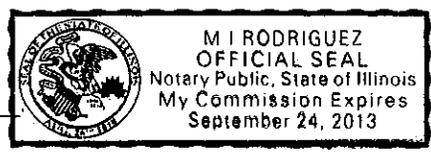
A notary public must witness the completion of this part of the form.

I, Marcela Guerrero, 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.

Marcela Guerrero  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) June 19, 2013

[Signature]  
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.