

ILLINOIS COMMERCE

2013 OCT 25 / A 10:54

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ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

For Commission Use Only:
Case: #13-0600

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

ORIGINAL
Complaint # 2013-04791

Regarding a complaint by (Person making the complaint): Barbara Rudolph

Against (Utility name): Commonwealth Edison Company

As to (Reason for complaint) Past due amount of \$117.45 as of 10/2013,
Amount of time it took for Comed rep to check meter,
Incorrect billing dates, different meter numbers given
Mail delivered to incorrect address, high kilowatt usage
No return calls from Comed reps/supervisors

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS: PO Box 29711 Chicago, IL 60629

My complete mailing address is (include City) 1240 W. 87th Street Chicago 60620 Apt 3C

The service address that I am complaining about is 2850 W. 65th Street Apt 1

My home telephone is (708) 305-5599

Between NOON 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (708) 305-5599

My e-mail address is N/A 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, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.
83-Code 200.150 (a), 5200.160

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. On 2-19-13, I applied for service to start on 3-1-13 at (2854 W. 65th Street Apt. 1). The service rep gave me an account #9520245031, and I gave her a password. This same day I called back later to ask how long it takes for service to come on. The rep said at least 3 business days, and service should be on 2/27/13 or 2/28/13, and someone need to be there to let come into building. My move in date was 3/1/13.
 2. On 2-21-13, I called come again to give the building owner's (AMG Properties) address and phone number for them to get in, because I didn't have access to meters. The service rep said, the lites were off at this apartment and when they come on, I wouldn't be charged until I start using the electricity regardless of whenever it comes on.
- Please clearly state what you want the Commission to do in this case: To have this past due amount cancelled and cleared from my accounts, due to the amount of time it took to get a rep out - the different meter nos. given - the incorrect billing dates - mailing bill to incorrect address - no return calls from supervisor.

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: October 19, 2013 Complainant's Signature: Barbara Rudolph
 (Month, day, year)

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

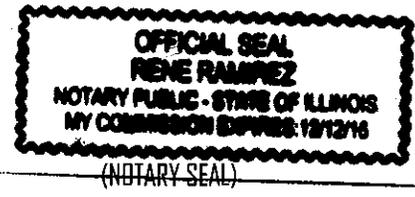
A notary public must witness the completion of this part of the form.

I, Barbara Rudolph, 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.

Barbara Rudolph
 Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 10/19/2013

[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.

Barbara Rudolph
1240 W. 87th Street
Apt. 3C
Chicago, IL 60620
#2013-04791
10/19/13

3. 3-1-13 - my self and fiancee officially moved to 2854 W. 65th Street Apt. 1, and electric services was on.
4. 3-29-13 - A Comed rep stated the light connections wasn't completed and the meter was broken
5. 4-8-13 - Comed rep said a meter investigation was on order and no date was indicated for a rep to come out.
6. 4-16-13 - Comed rep said a date was set for June but no exact day given and she would email a supervisor for an earlier month than June. This same day a supervisor gave me a date of June 20, 2013.
7. 4-19-13 - Comed rep said a bill will come to me for \$75.25 beginning At 2-25-13 (See copy), which was re-evaluated
8. 4-30-13 - Comed rep said the same date was set for June 20, 2013
9. 5-2-13 - I phoned Mr. Franklin Johnson (Icc), to get an earlier date than June 20, 2013.
10. 5-3-13 - I received a call from Mr. Fred Thornton, stating a rep would come out on 5-9-13
11. 5-8-13 - Mr. Thornton left message that meter will be tested on 5-9-13.
12. Comed rep came by on 5-8-13 to check meter and said my meter was disconnected and the wiring seems to be crossed up, and may be connected with (2850 W. 65th Street) Apt. 1, where someone else lived. He

12. said my meter #. was #090948905, however the meter that was disconnected, he took it with him.

13. Mr. Thornton contacted me to say, there was a mixed meter issue on 5-9-13

*NOTE: During May 2013, I received a four month bill that I didn't want, because of the time frame to get a rep to check my meter. I was given two different meter numbers during my contacts with Comed reps/supervisors. I never had access to any meters during my stay, and had given reps the bldg owner's contact info. I never resided at 2850 W. 65th Street, and disagree with the high kilowatt usage. My final bill was even mailed to an incorrect address. Since 3/2013, and now I'm still disputing this bill amount, which is now \$117.45, plus late fees I'm disputing.

Thank You
Lubna Randolph