

For Commission Use Only:
Case: 13-0620

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT
Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint): CARLA STREET; Beauty Solution Supply

Against (Utility name): COMMONWEALTH EDISON - COM ED

As to (Reason for complaint) REVENUE PROTECTION FEE ON BILL

in Chicago Illinois.

Handwritten initials
CHIEF CLERK'S OFFICE
2013 NOV - 8 AM 11:13
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 10710 S. MORGAN, Chicago, ILL 60643

The service address that I am complaining about is 8706 SOUTH LOOMIS, Chicago, ILL 60620

My home telephone is (773) 233-5974

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 779-7100

My e-mail address is Bmslaystreet@aol.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.

83-11. Adm. PART 280.100 (c)

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

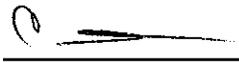
Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

SEE ATTACHED COMPLAINT

Please clearly state what you want the Commission to do in this case: \$488.61- REVENUE PROTECTION FEE 7-29-2013
REMOVE THE REVENUE PROTECTION FEE FROM THE ACCOUNT, CREDIT THE 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: 10-24-13
(Month, day, year)

Complainant's Signature: 

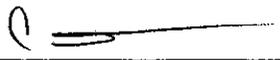
If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

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).

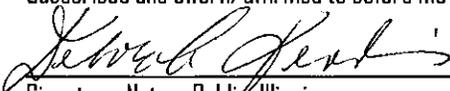
VERIFICATION

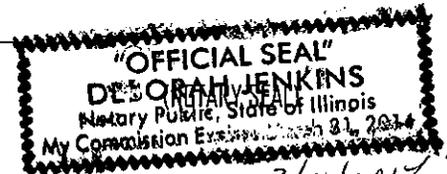
A notary public must witness the completion of this part of the form.

I, Carla M. Slay-Street, 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.


Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 10-24-2013


Signature, Notary Public, Illinois



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

October 24, 2013

**ACCOUNT #:9118002019
FROM: CARLA STREET**

To Whom It May Concern:

- 1. On June 6, 2013, Com Ed came out to my place of business (Beauty Solutions Salon) to turn the lights/electricity off.**
I asked the Driver/Com ED to give me the opportunity to go to the currency exchange and pay the bill so that I could show him the receipt. He stated to me, "I can't, they told me to cut your lights off so I'm cutting them off!" I told him I have a salon full of people--some with chemicals on their hair and could he please just give me 15 minutes because the currency exchange was on the next block but he said no and cut the electric service off.
- 2. I called Com Ed inquire about the proper amount, and immediately I went to the currency exchange paid the bill (\$332.56). I phoned-in the receipt number, however, the Com Ed customer agent said they could not restore service until the next day. I explained again about my customers in the salon and she basically told me too bad, " we will be there tomorrow". However, since the bill was paid and I have a right to service, I called a certified electrical contractor to come to turn my lights back on.**
- 3. The next day, June 7, 2013, Com Ed came to turn the lights ON.**
However, the Driver turned the lights/electricity OFF. I ran out to inform him the bill was paid, he then turned them back on. I explained that I'd paid my bill the day before, but was told no one could come back to restore until the next day. I couldn't afford that luxury.
- 4. I got a disconnection notice and called on August 26, 2013. I called Com Ed to find out why the bill was so much (\$846.00). They informed me that they were charging me \$488.61 for revenue protection tampering with electricity and that I would have to pay the entire amount. I explained my situation to the customer service rep and she referred me to her supervisor Mr. Ernesto and he stated that the whole amount must be paid.**

5. I called Illinois Commerce Commission and spoke with Mr. Franklin. He stated the same that I would have to pay the entire bill. I asked to speak with his supervisor and he gave me to Fred. Fred was adamant about me paying the whole bill and I asked to speak to his supervisor. Fred told me his supervisor was Mr. Koch. I called Mr. Koch who was not available and explained my situation to his secretary. She informed me that Mr. Koch was not Fred's supervisor-that Fred was an executive specialist at Com Ed but she would have Mr. Koch call me anyway.
6. When I finally spoke with Mr. Koch on August 28, 2013 (who was the first person to speak respectful to me) told me he would send me dispute forms to fill out which is why I'm writing this letter. He informed me to pay \$359, which I paid at the currency exchange August 28, 2013
7. I paid my Com Ed bill within minutes after my service was disconnected. I had a salon full of clients, some with chemicals on their hair and could not wait for Com Ed to come back the next day. I did what was proper and best for my customers and business.
8. It appears that they have been applying my payments to the revenue protection fee. In July Com Ed place \$488.61 revenue protection fee on the bill
9. There has been no lost revenue, to protect.
Payments:
 10. On June 6, \$332
 11. June, 19 \$155
 12. July 1, \$76
 13. August 7, 266.57
 14. August 29, \$359

Therefore I need Com Ed to credit the my account and return the \$488.61

Carla Street

