

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 13-0626

FORMAL COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Linda Maldonado

Against (Utility name): ComEd

As to (Reason for complaint) Re-billed Bills

in Chicago Illinois.

ILLINOIS COMMERCE COMMISSION
2013 NOV 12 1 A 10:53
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

60056

My complete mailing address is (include City) 7810 W Foster Ave CHGO IL

The service address that I am complaining about is Same as above

My home telephone is (773) 351-1064

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

My e-mail address is maldomerc@msn.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) ComEd (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 Attach letter
Paragraphs 1-6.

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

ILLINOIS

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: 11/9/13
(Month, day, year)

Complainant's Signature: Linda Maldonado

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, Linda Maldonado, 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.

Linda Maldonado
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 11-09-2013

Theodora Anguelova
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.

1. My complaint is based on some irregularities I noticed thru this process of rebilling. To begin, I never had an initial meter reading. Therefore, the previous owner didn't have a final reading. Which by the way, this owner, happens to own the house for **ONLY 2 1/2 months**. And it was the contractor who had a construction going on from March 21, 2011 thru June 05, 2011. This house was a foreclosure and was empty for quite a while before he purchase it. **This is the reason I believed that the overage of kilowatts that ComEd claims belongs to me, is more likely to belong to the previous owner.**
2. On Aug 9 2012, I called ComEd regarding the rebilling and I complained as to why I never had an actual reading and took one year and a half to finally get a reading. They said because there were notes in their account that there was a gate on my property. And I just questioned right away how the technician manage to get an actual readings in order to rebill, and they said didn't know. Which is totally incorrect because there has never been a gate on my property. They also explained that the meter itself was changed on 7/11/12. And that my first reading was on 7/27/12 for 9440 kwh. When questioning my reading, I asked when was the last time a reading was done on this property and they say it was on March 11, 2011. I obviously complaining and request to explain how in fact the knew I used all that overage but they said I need it to wait until next billing cycle since the technician now had access to the meter and take an actual reading to I prove my month average usage. Next billing came, and was an estimated bill again!
3. On 9/13 I called again, and complained about receiving another estimated and insisted this needs to be resolved. They said will escalate, but they also mentioned that the notes indicated of a possible new meter change as need it to be done due to "a constant turn over on a 4 dime meter". For this reason and for the last previous reading in 2011 is what made me think that the meter might it be altered before I purchase and move in in June 2012 and because ComEd wasn't doing actual readings which lead to this discrepancy as they didn't catch the problem with the meter. Also, another important fact is that my next actual reading was done on 10/27 for 10823 and from there all were actual readings which proves that my monthly average usage in dollars ranges from \$45 to \$80 until today and not from \$130 to \$150 as stated on the re bill.
4. Moreover, when negotiating with ComEd Customer Relations I didn't have anything to compare and no proof for them that my montly usage avergare was less than what they were billing me because simply there was no actual readings before 10/27/12. Feeling hopeless, I didn't had a choice but to accept their supposed discount and agree to the Special Payment Agreement. It was not until late 2012 and all this year that months pass and I keep noticing that my actual bills were not that high as they were billed orriginally in 2011 – mid 2012 . And for that reason I decided to go back to Illinois Comission and submit a new complain.
5. Unfortunately, ComEd, denied my request to look into my concerns and close the case once again. On their letter, dated September 5, 3013, they stated that Oct 30 reading confirmed that the previous readings on 7/27 confirming that the re-billed was correct. And

showed as an example for the month of June 2011 which was never re-billed. When I called back to The Customer Relations looking for mediation, my calls were not returned. And never had the change to challenge this example. Or tell them to look my current bills with actual readings, which will show my real monthly kwh average. Also, when comparing June month in 2013 (keep in mind not actual reading was done in 2012) it not that a big of a difference. In 2011 was \$37.16 ,estimated and taking in consideration that begun in 6/6/11-6/27/11. (not a full cycle). And in 2013 was \$46.97, actual, from 5/24 to 6/26/13. (a full cycle). And not much going on on that month.

- 6 . In conclusion, I believed that there was a problem with the meter before I moved in into this house and that for that reason I should not be responsible for any of these over payments due to the improper way that this situation was handled. For this reason, I ask to please be fair and review this issue and reverse the overpayments to me.