

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

