

From: mdj123197 <mdj123197@aol.com>

To: erin.buechler <erin.buechler@comed.com>

Cc: steague <steague@icc.illinois.gov>

Subject: meter read follow up

Date: Thu, Nov 14, 2013 9:58 pm

Attachments: 101813_comed_follow_up.docx (35K)

EXHIBIT 1-Log of events for 10/18 Meter Read

FROM THE DESK

Of

MARY MADISON...

November 14, 2013

This is a follow up to the meter reader attempt of 10.18.13. First and foremost let me apologize for not addressing this sooner; however, my email had been compromised and could not be accessed along with me having been away out of town and unable to respond to this matter and just returned on this week.

Below is a recap of the events that have transpired.

The email received from you stated the following:

"On Oct 17, 2013, at 6:27 PM, "Buechler, Erin M:(ComEd)" < > wrote:

I may have been unclear. The reader will be there at 8. Please leave me a voice mail with the contact persons number.

Sent from my iPhone"

It is safe to say that this message was more accurate:

The reader will call your phone at 8am. Please also provide me with the number of the person meeting the reader. Thanks. Please call me at 312-394-3866 and leave the number on my voice mail in case there is an issue with email.

Sent from my iPhone

EARL FROM COMED CALLED AT 8:00 LEFT MESSAGE AT 8:01 AM SAID HE WAS TRYING TO READ THE METER.

CALLED HIM BACK AT 2X AT 8:04 and 8:05 am

LEFT MESSAGE ASKING HIM TO CONFIRM WAS HE THERE

EMAILED YOU AT 8:06 STATING THAT A MESSAGE WAS LEFT FOR HIM

EMAILED WAS RECEIVED from Erin Bechuler AT 8:07 STATING HE WOULD BE THERE IN A MINUTE

MESSAGE FROM Erin Bechuler AT 8:09 STATING THAT THERE WAS NOT A DOOR BELL

EXHIBIT 1-Log of events for 10/18 Meter Read

EMAIL FROM YOU AT 8:12 STATING THAT HE WOULD BE BACK

METER READER EARL DID NOT RETURN CALL UNTIL 9:04 AM

METER READER CALLED AGAIN AT 11:13 AM NO MESSAGE LEFT

CALLED METER READER AT: 2:13, 2:15, AND 2:19 LEFT MESSAGE NO RETURN CALL

The contact person was there and was on a limited schedule, as they had work obligations to attend to and could not prolong the stay, especially when there was no return call and no sighting of him. The meter reader was not there at 8:00 as stated in the aforementioned email and did not answer or return the calls to him until 9:04 am.

Likewise, I have work obligations and the beginning of the mornings are hectic with meetings, conference calls, and resolutions to last evenings opportunities; requiring my full attention to detail. However, in the midst of that, I tried to continue to facilitate and be in the loop until it was no longer permissible. In addition, my job functions and task are very strict, rigorous and demanding; therefore, it becomes extremely taxing when deviations occur because there is no room to mitigate those deviations. Consequently, after my email to you, I had to drop out of the loop and could not circle back to this matter until after 2 pm.

Moreover, there is not normally a door bell at a commercial place; therefore, I am not certain where he was, as well as, where he was looking for a door bell at that specific time that information was disseminated.

Today, I had an opportunity to read your last two (2) emails. In response: It seems to me that there is and was no consideration for the fact that the meter reader was not there at the agreed upon time by your own admission in your email of 10.18.13 at 8:07 am. Within (3) three minutes of him leaving the message at 8:01 am, the meter reader was called twice (2) at 8:04 and 8:05 am and he never answered or responded to the message that was left. How does that occur? Unless he was somewhere that perhaps prevented him from answering his phone. Matter of factly, he did not call back until 9:04 an hour later. How does that occur? Especially, when it was stated that he would be there in a minute, inferring that some type of communication was ensuing with him immediately following the time he was called twice (2).

It seems that our lives should relegate around the convenience of the meter readers discretion. Understandably, the meter reader is at work and perhaps promptness is not paramount; but for those of us where promptness is required this is an issue when time has to be managed. Therefore, the emails at best are offensive and distasteful. How is it that another error on that side

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becomes the burden of mine? It seems as if the belief is that we work for Com Ed and serve at that company's pleasure. Perhaps that is a rhetorical statement, as we, the consumers, are at the mercy of this monopolistic provider.

Considering, the following factors: if this matter had of been addressed when initially brought to the table several years ago, by following the proper protocol of Preventative Maintenance, site visiting, load calculations, making appropriate determinations, then if needed, testing meters, review results and make appropriate determinations and deployment of determinations as needed; this situation would not be.

Next, since you all took the liberty, without my authorization, to remove the meters in question in the overbilling, they should have been replaced with (ARM) remote readable meters, just alone on the premise that it is housed within the building, coupled with the fact that it had been established in August 2012 that the scope of the business had changed and access would now be limited.

Unfortunately, the scope of my work is not flexible and nimble where one could accommodate the pliability of a meter reading department. Furthermore, the nature of the business scope that engages me spans the continent and is a multi-unit 24/7 operation in which my attention is required. Consequently, when the meter reader is not prompt and/or does not show it presents itself as a real problem and concern for several reasons: the meter again did not get read and someone was inconvenienced and their time was unproductive. For me, it is not reasonable or untenable for anyone to compromise their wellbeing or place an undue burden on ones employer for others inadequacies and ability to deliver as promised and agreed upon. In short, you all lack basic respect for your consumers and the fact that people have additional priorities, like work, to maintain ones wellbeing, that may not be in line with your company's priorities.

What is more untenable is this undertone of not having access to reading the meter and because of that now a imposed time frame and sanction has been spindled, when in fact, your people were not there. What a way to do business. Moreover, it is safe to say this is business as usual, as for the past three (3) or so years, since this matter arose, no one ever came to read the on a regular and ongoing basis, despite repeated request for such.

As you make such demands of me, you were emailed previously about meter reading dates and there was no response, you were also emailed about the removal of the meters and how you planned on correlating the previous meters with the current meters for accuracy of consumption, you were also emailed about the test results of the removed meters, as well as, various other issues and you failed to disseminate the requested information despite my request and/or at the very least acknowledge the request.

It is still mind boggling how obtaining a reading from a brand new meter will address the issue from a previous meter.

As stressed previously this blank meter reading mission is burdensome and taxing.

For the next (2) weeks, I will be traveling again for work and will not be available. Tomorrow, 11.15.13, there will be a small window of time that I will be available in the morning before I will have to make my departure. If you can coordinate something please advise.

Exhibit 1a-Disposition of Meter Reader/Erin

From: Erin.Buechler <Erin.Buechler@ComEd.com>
To: mdj123197 <mdj123197@aol.com>
Subject: RE: Delivery Status Notification (Failure)
Date: Fri, Oct 18, 2013 8:07 am

He will walk back.

, coupled with him being in three (3) different states of being according to Erin, He will walk back Exhibit 1a, He will be there in one minute. Exhibit 1b, He is right there. Exhibit 1d all within the same minute, but within two minutes of these multi-states of existence he did not answer his phone nor return the calls made to him; simultaneously supplying play by play of his movements. This is an anomaly as human matter cannot co-exist in multi-states of being.

From: Mary []
Sent: Friday, October 18, 2013 8:07 AM
To: Buechler, Erin M:(ComEd)
Cc: Buechler, Erin M:(ComEd); Mark Goldstein
Subject: Re: Delivery Status Notification (Failure)

He's there called reader back left message!

sent from my iPad

On Oct 17, 2013, at 6:27 PM, "Buechler, Erin M:(ComEd)" < > wrote:

I may have been unclear. The reader will be there at 8. Please leave me a voice mail with the contact persons number.

Sent from my iPhone

On Oct 17, 2013, at 6:23 PM, "Buechler, Erin M:(ComEd)" < > wrote:

The reader will call your phone at 8am. Please also provide me with the number of the person meeting the reader. Thanks. Please call me at 312-394-3866 and leave the number on my voice mail in case there is an issue with email.

Sent from my iPhone

Exhibit 1a-Disposition of Meter Reader/Erin

On Oct 17, 2013, at 5:32 PM, "Mary" < > wrote:

Received your email a little bit ago and perhaps the below mentioned caption is why there was not a reply to my response of 10.15.13.

The times that were given were as follows: 8:00 am or 3:00

Realizing the lateness of the hour upon receipt of a confirmed time, coordination with the contact person will be made in an order to facilitate the read.

Mary

sent from my iPad

Begin forwarded message:

From:
Date: October 17, 2013 at 5:20:30 PM CDT
To:
Subject: Delivery Status Notification (Failure)

-----Original Message-----

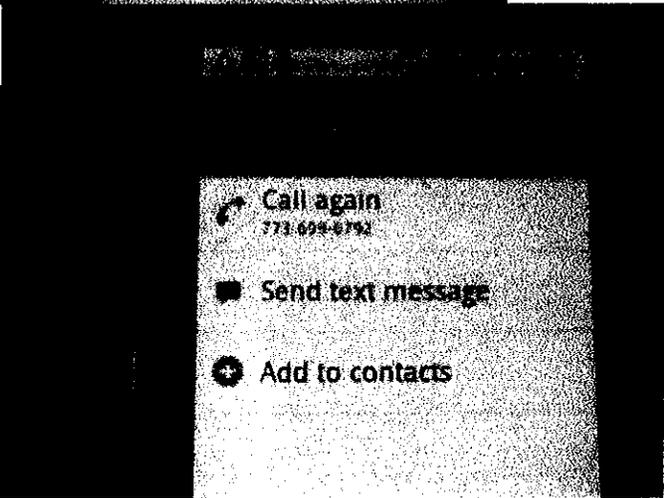
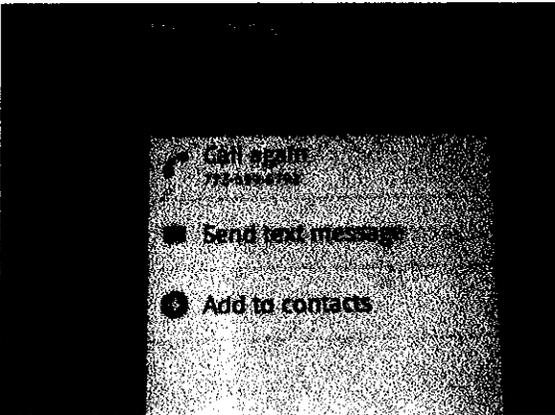
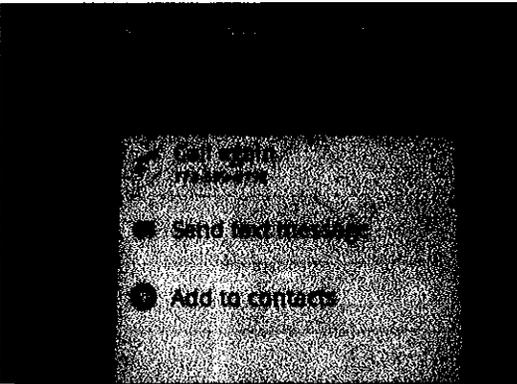
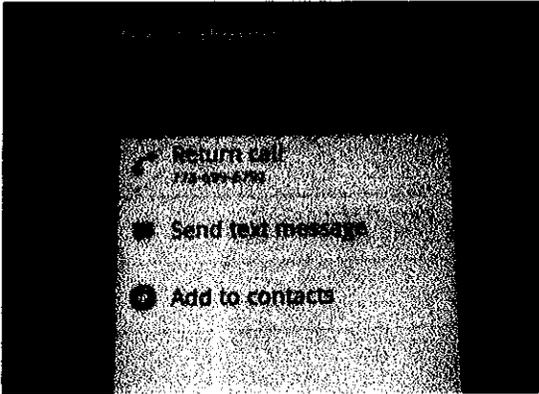
From: Mail Delivery System < >
To: lagniappe26 < >
Sent: Tue, Oct 15, 2013 11:42 am
Subject: Delivery Status Notification (Failure)

The following message to Erin.Buechler < > was undeliverable.

The reason for the problem:
5.1.0 - Unknown address error 501-'5.1.3 Invalid address'

This e-mail and any attachments are confidential, may contain legal, professional or other privileged information, and are intended solely for the addressee. If you are not the intended recipient, do not use the information in this e-mail in any way, delete this e-mail and notify the sender. --EXCIP

Exhibit 1a1
Madison vs. Com ed



From: mdj123197 <mdj123197@aol.com>
To: steague <steague@icc.illinois.gov>; mglawoffices <mglawoffices@aol.com>
Subject: Fwd: ComEd exhibit1a2
Date: Fri, Dec 20, 2013 4:02 pm

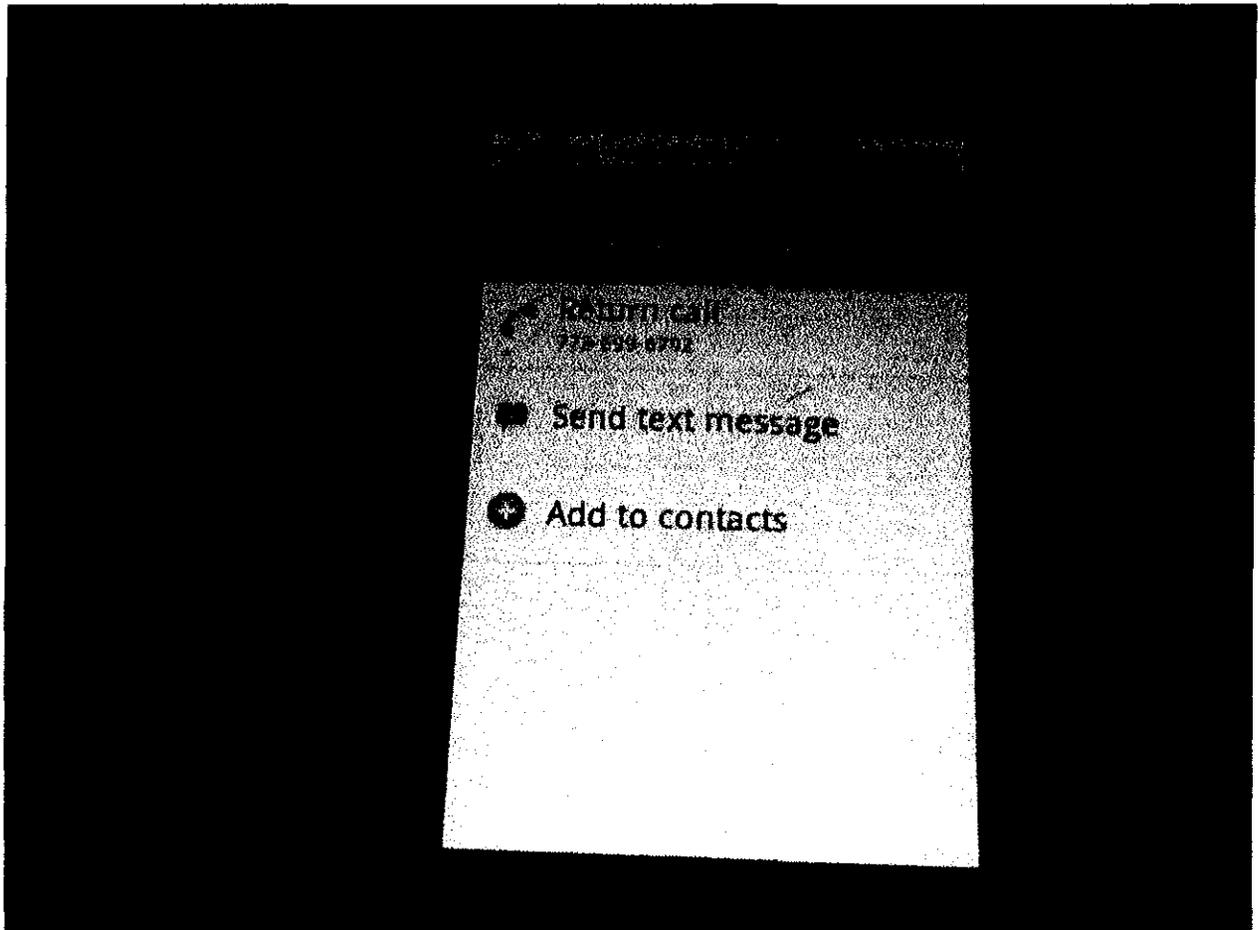
-----Original Message-----

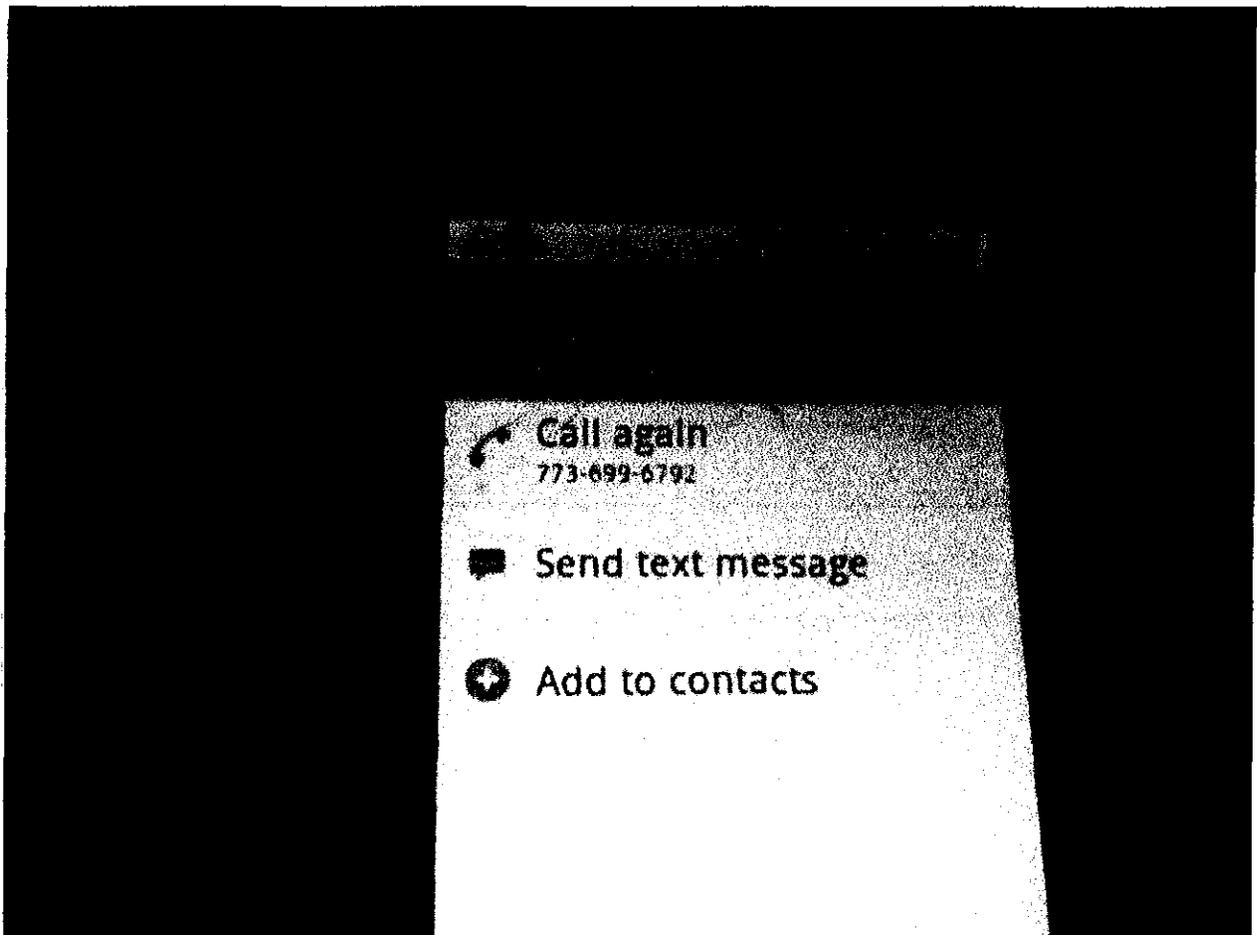
From: Mary <mdj123197@aol.com>
To: Mary <mdj123197@aol.com>
Sent: Fri, Dec 20, 2013 1:10 pm
Subject: Fwd: ComEd exhibit1a2

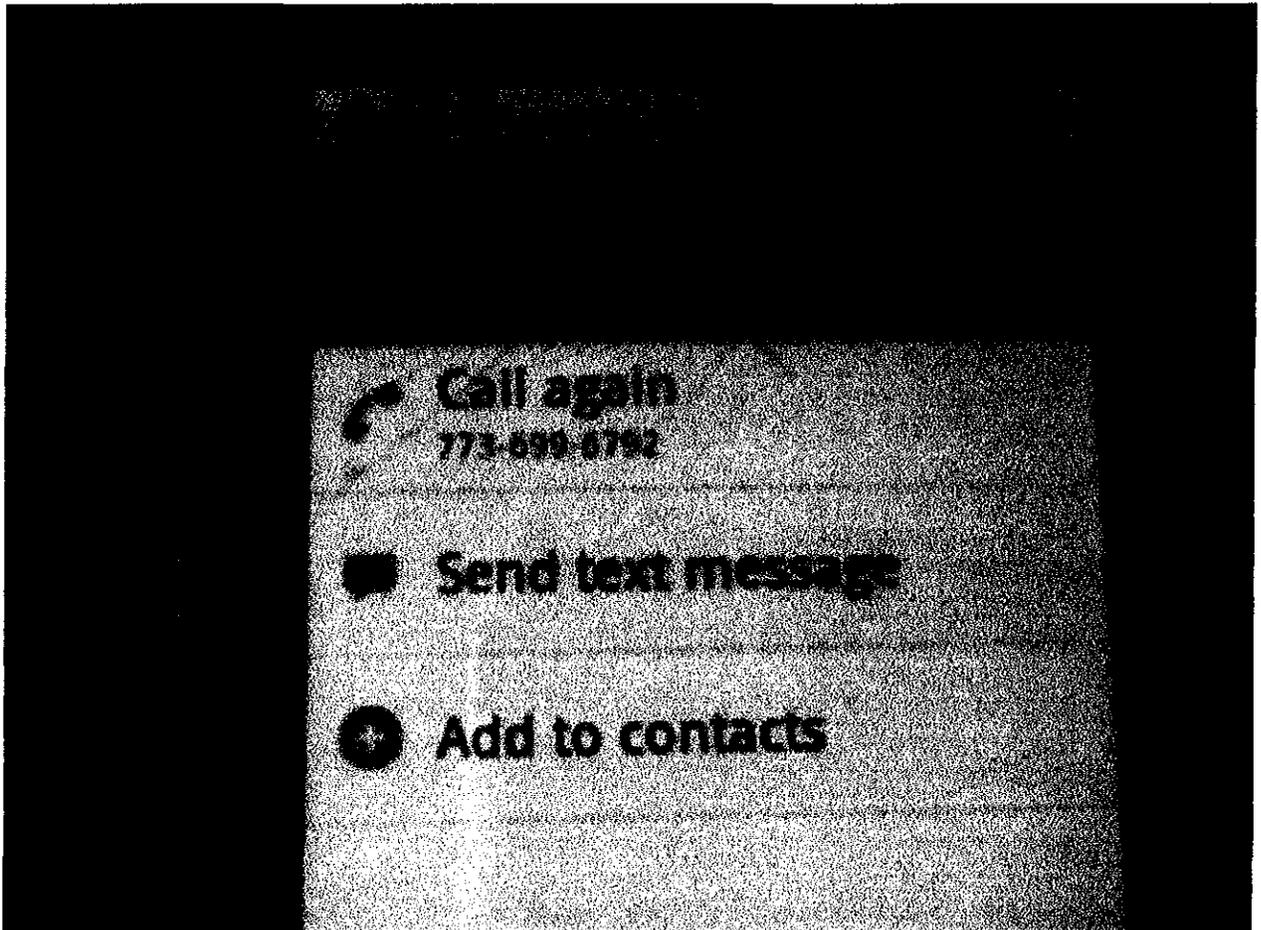
sent from my iPad

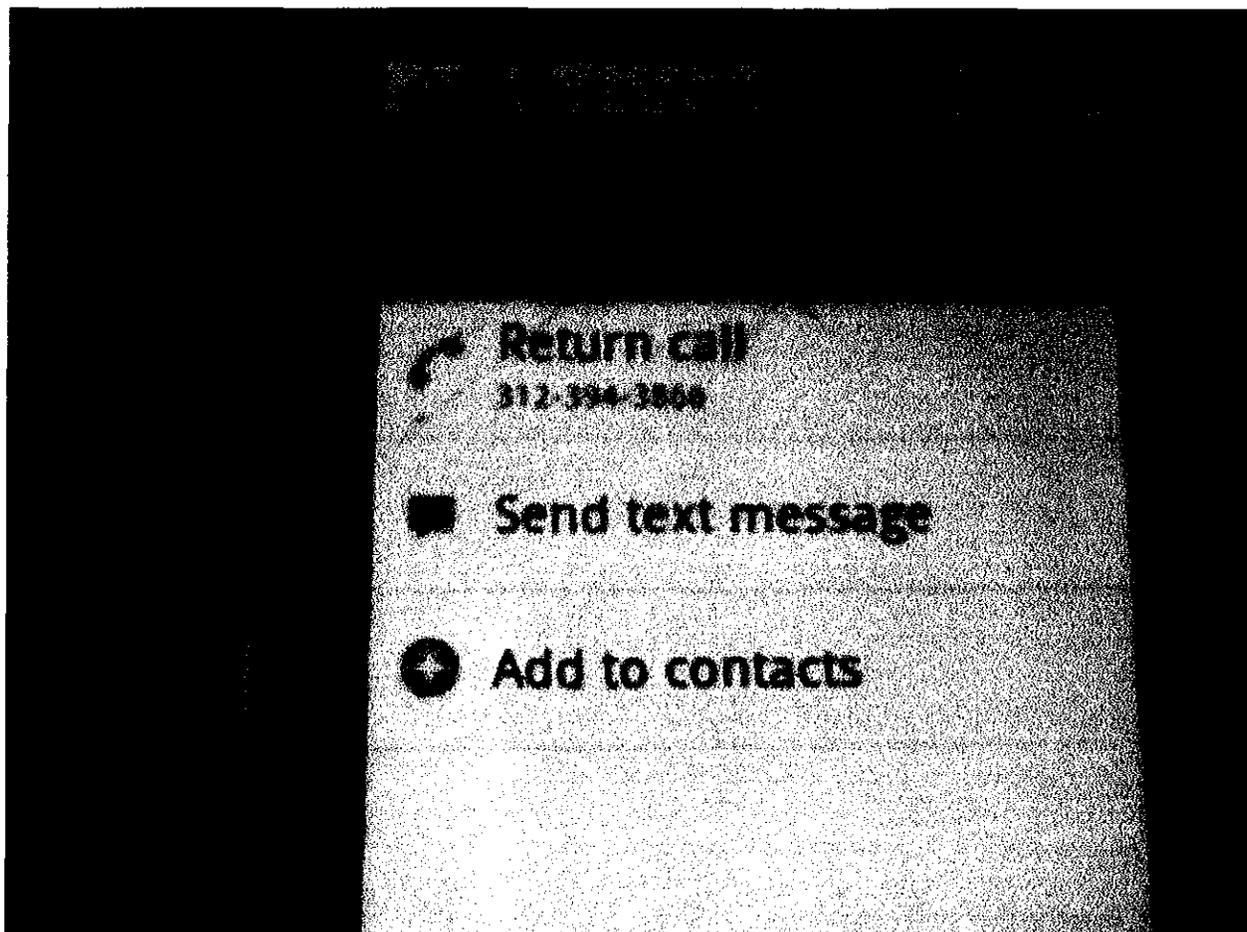
Begin forwarded message:

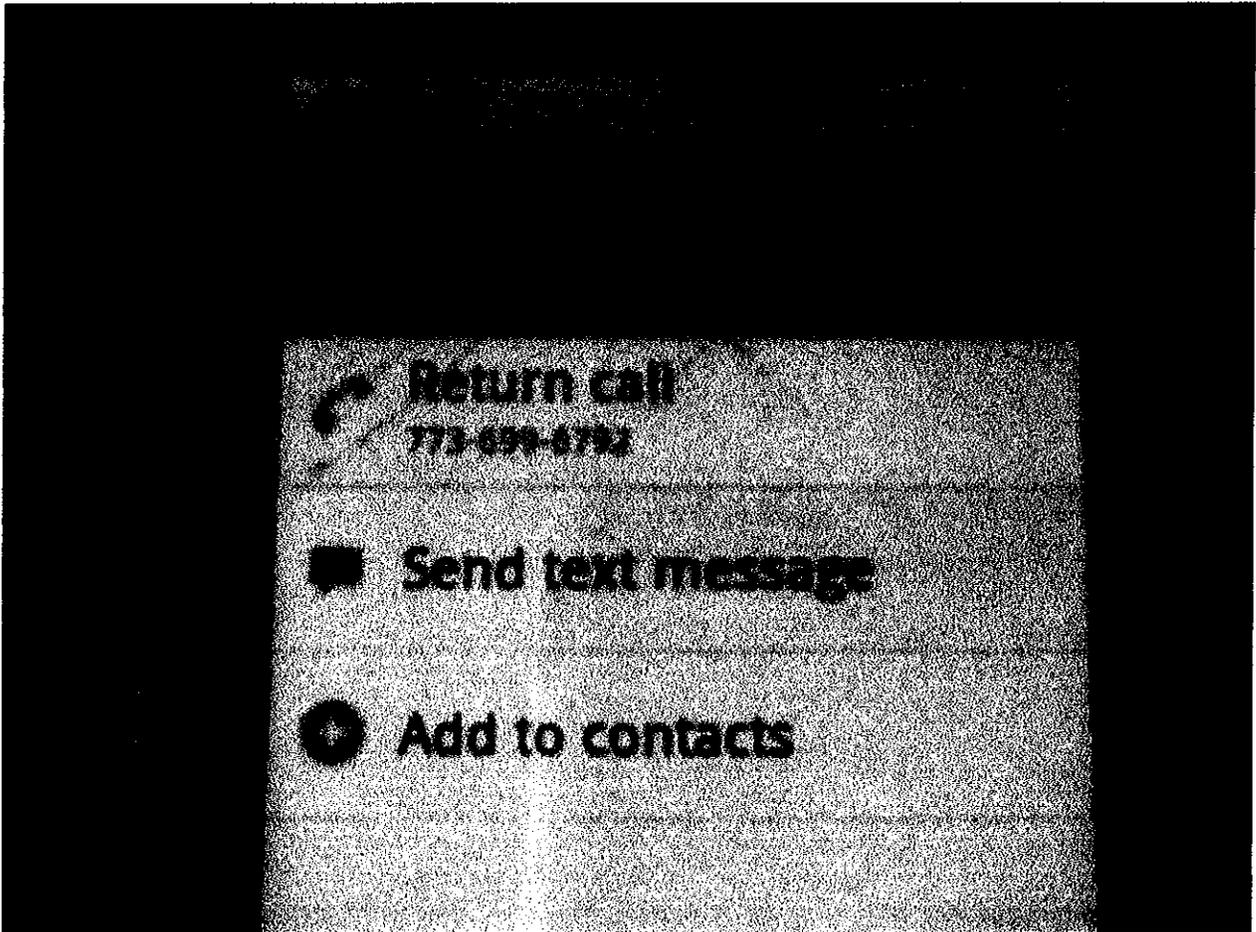
From: Mary <mdj123197@aol.com>
Date: December 20, 2013 at 9:43:02 AM CST
To: Mary <mdj123197@aol.com>
Subject: ComEd exhibit1a











sent from my iPad

Exhibit 1b-Additonal Disposition of Meter Reader/Erin

From: Erin.Buechler <Erin.Buechler@ComEd.com>
To: mdj123197 <mdj123197@aol.com>
Subject: RE: Delivery Status Notification (Failure)
Date: Fri, Oct 18, 2013 8:07 am

He will be there in one minute.

From: Mary []
Sent: Friday, October 18, 2013 8:07 AM
To: Buechler, Erin M:(ComEd)
Cc: Buechler, Erin M:(ComEd); Mark Goldstein
Subject: Re: Delivery Status Notification (Failure)

He's there called reader back left message!

sent from my iPad

On Oct 17, 2013, at 6:27 PM, "Buechler, Erin M:(ComEd)" < > wrote:

I may have been unclear. The reader will be there at 8. Please leave me a voice mail with the contact persons number.

Sent from my iPhone

On Oct 17, 2013, at 6:23 PM, "Buechler, Erin M:(ComEd)" < > wrote:

The reader will call your phone at 8am. Please also provide me with the number of the person meeting the reader. Thanks. Please call me at 312-394-3866 and leave the number on my voice mail in case there is an issue with email.

Sent from my iPhone

On Oct 17, 2013, at 5:32 PM, "Mary" < > wrote:

Exhibit 1b-Additonal Disposition of Meter Reader/Erin

Received your email a little bit ago and perhaps the below mentioned caption is why there was not a reply to my response of 10.15.13.

The times that were given were as follows: 8:00 am or 3:00

Realizing the lateness of the hour upon receipt of a confirmed time, coordination with the contact person will be made in an order to facilitate the read.

Mary

sent from my iPad

Begin forwarded message:

From:
Date: October 17, 2013 at 5:20:30 PM CDT
To:
Subject: Delivery Status Notification (Failure)

-----Original Message-----

From: Mail Delivery System < >
To: lagniappe26 < >
Sent: Tue, Oct 15, 2013 11:42 am
Subject: Delivery Status Notification (Failure)

The following message to Erin.Buechler < > was undeliverable.

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Exhibit 1c-Meter readers additional availability 10/18

From: Erin.Buechler <Erin.Buechler@ComEd.com>
To: mdj123197 <mdj123197@aol.com>
Cc: MLGLAWOFFICES <MLGLAWOFFICES@aol.com>
Subject: RE: Delivery Status Notification (Failure)
Date: Fri, Oct 18, 2013 8:13 am

He has other appointments he has to make as well. He is going to keep trying to connect with you. Please reach out to him.

From: Mary []
Sent: Friday, October 18, 2013 8:07 AM
To: Buechler, Erin M:(ComEd)
Cc: Buechler, Erin M:(ComEd); Mark Goldstein
Subject: Re: Delivery Status Notification (Failure)

He's there called reader back left message!

sent from my iPad

On Oct 17, 2013, at 6:27 PM, "Buechler, Erin M:(ComEd)" < > wrote:

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Sent from my iPhone

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Sent from my iPhone

Exhibit 1c-Meter readers additional availability 10/18

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Mary

sent from my iPad

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From:
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-----Original Message-----

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Exhibit 1d-Meter Readers Disposition 10/18

From: < >
Date: October 18, 2013 at 8:07:50 AM CDT
To: < >
Subject: RE: Delivery Status Notification (Failure)

He is right there.

From: Mary []
Sent: Friday, October 18, 2013 8:07 AM
To: Buechler, Erin M:(ComEd)
Cc: Buechler, Erin M:(ComEd); Mark Goldstein
Subject: Re: Delivery Status Notification (Failure)

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sent from my iPad

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Exhibit 1d-Meter Readers Disposition 10/18

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