

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

February 04, 2014
Raymond E. La Vigne, DDS
637 First Bank Dr.
Palatine, IL 60067

Com Ed Suite 637 acct# 4151168002
P O Box 805379
Chicago, IL 60680 -5379 643 4151172006

*Application
for Rehearing*

Illinois Commerce Commission Re: ICC Complaint Docket 13-0606
527 E Capital Ave
Springfield, IL 62701

Mark L. Goldstein Attorney for Com Ed
3019 Province Circle
Mundelein, IL 60060

Terrance Hilliard, JJD
Administrative Law Judge Illinois Commerce Commission
160 N. LaSalle St. Suite c-800
Chicago, IL 60601

Dear Sirs and Madams;

There are discrepancies with the recent "settlement". I will therefore not deposit the refund check I received from Com Ed. This problem needs further investigation and correction.

Also there continues to be errors made by Com ED. My December 2013 payment was applied to the wrong account once again in spite of separate checks clearly marked with account numbers.

For further details refer to the next page. Let me go on notice to all parties: If I do not receive the proper and agreed to refund of \$737.56 and credit on account of \$344.53; I will deduct that total amount from my future payments over the next 6 months.

Please see that my accounts are corrected and that I receive the proper refund by no later than February 28, 2014.

Most Sincerely,

Raymond E LaVigne, DDS
Raymond E. La Vigne, DDS

ILLINOIS COMMERCE
COMMISSION
2014 FEB 10 P 1:27
CHIEF CLERK'S OFFICE



An Exelon Company

www.comed.com

Customer Service / Power Outage

English - Residential
1-800-Edison-1 (1-800-334-7661)

English - Commercial
1-877-4-ComEd-1 (1-877-426-6331)

Español
1-800-95-LUCES (1-800-955-8237)

Hearing/Speech Impaired
1-800-672-5789 (TTY)

Account: 4151172006
Customer: DR RAYMOND LAVIGNE
Address: 637 FIRSTBANK DR
UNIT 637
PALATINE, IL 60067

Refund Reason: Customer Request Refund
Refund Amount: \$402.84
Check Number: 00002046079
Date Issued: January 22, 2014

If you have any questions, please contact us at 1-800-Edison-1 (1-800-334-7661).

*I am holding not depositing this check
I expect a refund \$ 737.56
and credit on current balance
of \$344.53 minimum
assuming no added late fees after 12/03/2011.
Actual credit without compromise would be
\$531.04*

Customer's Statement of Refund
Please detach and save for your records



An Exelon Company

Commonwealth Edison Company
P.O. Box 805379
Chicago, IL 60680-5379

Pay to the Order of

January 22, 2014

DR RAYMOND LAVIGNE
637 FIRSTBANK DR
UNIT 637
PALATINE, IL 60067

62-4
311 No. 00002046079

****\$402.84

Pay
Four hundred two and 84/100 Dollars

Stacie M. Franz
Authorized Signature

TO: Bank of New York - Mellon, Philadelphia, PA
Payable through Mellon Bank (DE) N.A. Wilmington, DE



One Hundred Forty-Seven and 01/100*****

Com Ed
P O Box 6111
Carol Stream, IL 60197-6111

4151172006 643 First Bank Dr

Com Ed 643
utility \business

4151172006

1/3/2014

147.01

Com Ed applied to 8002 see attached

This is roughly 15th error over 10 years
just happened this month
and I did send two separate checks 1/1
clearly designated:

business - Parkway B 4151172006 643 First Bank Dr

147.01

Com Ed 643
utility \business

4151172006

1/3/2014

147.01

I have always clearly indicated my payment
amount with meter account
regardless of sending one or two checks

business - Parkway B 4151172006 643 First Bank Dr

147.01

Today, 02/04/2014, I received the enclosed check (copied). I am not depositing the check at this time. This amount \$402.84 does not match the amount \$737.56 that needs to be refunded. This is my \$700 paid on 11/26/2012 on my Discover Card for deposits plus late fees up to that date (plus \$37.56 which Com Ed said was interest on my deposit). The settlement states that Com Ed will waive that amount. I made it clear that needs to be refunded since I paid that and only under force of having my power turned off that day. All actual electricity and service has always been paid in full by check.

My understanding was as follows:

- 1) Com Ed was to **refund** me the amount \$737.56 since they waived that deposit charged **prior**.
- 2) **credit** my account \$344.53 for additional charges for more deposit and late fees entered on my account **subsequent to 11/26/2012** when I had paid for the previous late and deposit charges on my credit card by phone in order to restore power.

Note that the total charges for late fees and for deposits was \$1231.04 as of 12/19/2013. That amount represents the current late and deposit balances of \$531.04 plus \$700. According to Com Ed, there is interest income from holding my deposits of \$37.56 as of 05/30/2013. This makes the total actually owed to me \$1268.60 (not including any additional late fees entered after 12/19/2013 and not including any additional interest on the deposit held of \$700.

My intention was to have every penny refunded and credited to my account. I also wanted apologies for the lies and mishandling by Com Ed employees. In addition, I asked for \$2,000 for my "pain and suffering" caused by over ten years of problems and lack of willingness by Com Ed to correct them.

I did agree to settle for the following:

\$737.56 paid as refund **and** \$344.53 credited toward current balance. Based on that compromise I would still be out of \$186.51. Since I have always paid for all electricity and service by check and on time, this would be late fees. Therefore I would be paying \$186.51 for late fees due to Com Ed errors.

It is hard for me to justify and walk away owing \$186.51 for late fees considering the manner in which I handled my payments. I certainly am not willing to compromise more than that.

Errors continue

Just two weeks after my hearing I received invoices from Com Ed that are wrong. I have been paying by two separate checks for roughly two years now. Even with that, Com Ed applied my December payment to the wrong account once again.

If they make a mistake I need them to correct it. I am accurate with my records as well as on time. I have made many calls, requested duplicate bills by fax a total of 9 times - 7 of which are just within the past 14 months when I have been paying by two separate checks. I do not have a

problem with the fact that mistakes have been made. I absolutely have a problem when they do not simply get corrected and then I get late charges because they underpaid one of my two meter accounts. I have a big problem when Com Ed cannot get a supervisor to make corrections and allow them to remain. It is a very big problem when the mistakes happen multiple times and despite my efforts to correct them my calls and letters are ignored and then my account receives deposits on top of unfair late fees.

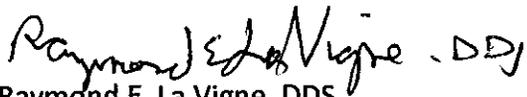
I am a small business with two meters on the same premises. I am absolutely certain that there are very large multi-office companies with many more than two. I am certain there are landlords with multiple apartments both business and residential. That is much more bookkeeping for both Com Ed and the big business customer. I doubt that large businesses would send one check for each utility bill. I would also doubt that Com Ed or the business would never make a mistake in paying or applying payments even if there were separate checks and invoices. The point is to admit making mistakes and then to correct them.

The \$700 charges on my account at time of power turn off were for late fees and deposits. I did unwillingly pay that \$700 on my Discover Card on 11/26/2012.

After that date, more deposit charges were entered on my account - \$145 each month. Late charges were added as I refused to pay these deposits. I protested from the start and demanded my \$700 be refunded.

I pointed out errors to Com Ed many times before when they applied my payments wrong between two accounts. When I did not receive one of my two monthly invoices, I paid on account clearly marking account number. I was right on top and on time with Com Ed all along I was never told that I needed to send separate checks. I did send one check for two meters for over ten years - 120 months. Mistakes were made 9 - 10 times but never corrected. Even once I began writing two checks each month there were still problems - 6 out of 12 months in 2012 I did not receive one of two monthly invoices. I have demonstrated here with the most recent bill that they did it again - even with separate checks my payment was applied to the wrong account by Com Ed employees.

It seriously is time to get my accounts corrected. It has been over 12 years since the first error was made over and under paying my two accounts. I have written, faxed, called and now gone to a hearing - twice because you had the wrong day.


Raymond E. La Vigne, DDS

Account Number 4151172006

Name **DR RAYMOND LAVIGNE**
 Service Location **645 FIRSTBANK DR 643 PALATINE**
 Phone Number **847-359-1292**

Bill Summary	
Previous Balance	\$697.57
Total Payments - Thank You	\$122.57
Amount Due on January 3, 2014	\$730.44

Issue Date December 19, 2013

Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Previous	Meter Reading Present	Difference	Multiplier X	Usage
12/18	141675860	General Service	Total kWh	26957 Actual	28258 Actual	1301	1	1301
12/18	141675860	General Service	kW	166.82 Actual	173.82 Actual	7.00	1	7.00

Service from 11/15/2013 to 12/18/2013 - 33 Days

Retail Delivery Service - 0 to 100 kW

Electricity Supply Services - Ambit Northeast LLC \$71.56

Usage Charge 1,301 kWh X 0.05500 71.56

Ambit Northeast LLC 1-877-282-6248 WWW.AMBITENERGY.COM
 Please refer to your supplier contract for details.

Delivery Services - ComEd \$59.41

Customer Charge 15.81
 Standard Metering Charge 8.65
 Distribution Facilities Charge 7.00 kW X 4.77000 33.39
 IL Electricity Distribution Charge 1,301 kWh X 0.00120 1.56

Taxes and Other \$16.04

Environmental Cost Recovery Adj 1,301 kWh X 0.00039 0.51
 Energy Efficiency Programs 1,301 kWh X 0.00347 4.51
 Franchise Cost \$54.11 X 1.85200% 1.00
 State Tax 4.29
 Municipal Tax 5.73

Total Current Charges

\$147.01

(continued on next page)

Return only this portion with your check made payable to ComEd. Please write your account number on your check.



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559 1 SP 0.480 0559000559000582 004 01 GXFNPA 123 01222014

DR RAYMOND LAVIGNE
 637 FIRSTBANK DR
 UNIT 637
 PALATINE, IL 60067



To pay by phone call 1-800-588-9477.
 A convenience fee will apply.

41511 7200 60000 0000

Account Number
4151172006

Payment Amount
147.01

Please pay this amount by 1/3/2014

\$730.44

00000147010000054789



ComEd
 PO Box 6111
 Carol Stream, IL 60197-6111

415117200600007304440030730440

www.comed.com

Customer Service / Power Outage

English

1-877-4COMED (1-877-426-6331)

1-800-955-8237

Spanish

1-800-955-8237

TTY

1-800-955-8237

Reliability

1-800-955-8237

Electric Usage Profile

12 Month Usage (Total kWh)



Electric Usage

Month	kWh
Dec-12	1139
Jan-13	1292
Feb-13	1157
Mar-13	1409
Apr-13	1218
May-13	1122
Jun-13	975
Jul-13	1503
Aug-13	1346
Sep-13	1431
Oct-13	1039
Nov-13	1057
Dec-13	1301

Average Daily

Month Billed	kWh	Temp
Last Year	35.6	41
Last Month	36.4	44
Current Month	38.2	29



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Page 1 of 2

Account Number **4151168002**

Name RAYMOND E LAVIGNE DDS
Service Location 637 FIRSTBANK DR 637 PALATINE
Phone Number 847-359-1292

Bill Summary

Previous Balance	\$145.51
Total Payments - Thank You	\$147.01
Amount Due on February 7, 2014	\$72.07

*NO YOU APPLIED
Wrong account*

Issue Date January 23, 2014

Again!

www.comed.com

Customer Service / Power Outage

English
1-877-4COMED1 (1-877-426-6331)

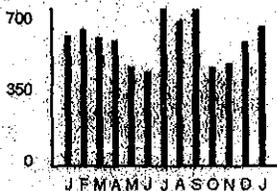
Espanol
1-800-95-LUCES (1-800-955-8237)

Hearing/Speech Impaired
1-800-572-5789 (TTY)

For Electric Supply Choices visit
www.plugintillinois.org

Your Usage Profile

13-Month Usage (Total kWh)



Electric Usage

Month	kWh
Jan-13	576
Feb-13	602
Mar-13	571
Apr-13	556
May-13	439
Jun-13	415
Jul-13	695
Aug-13	644
Sep-13	692
Oct-13	439
Nov-13	455
Dec-13	549
Jan-14	619

Average Daily

Month Billed	kWh	Temp
Last Year	18.0	30
Last Month	16.6	29
Current Month	17.7	21

Meter Information

Read Date	Meter Number	Load Type	Reading Type	Previous	Meter Reading Present	Difference	Multiplier X	Usage
1/22	999616876	General Service	Total kWh	56442 Actual	57061 Actual	619	1	619

Service from 12/18/2013 to 1/22/2014 - 35 Days

Retail Delivery Service - Watt-hour

Electricity Supply Services - Ambit Northeast LLC

\$34.05

Usage Charge 619 kWh X 0.05500

34.05

Ambit Northeast LLC

1-877-282-6248

WWW.AMBITENERGY.COM

Please refer to your supplier contract for details.

Delivery Services - ComEd

\$36.18

Customer Charge

14.49

Standard Metering Charge

2.83

Distribution Facilities Charge

619 kWh X

0.02930

18.14

IL Electricity Distribution Charge

619 kWh, X

0.00116

0.72

Taxes and Other

\$7.72

Environmental Cost Recovery Adj

619 kWh X

0.00039

0.24

Energy Efficiency Programs

619 kWh X

0.00347

2.15

Franchise Cost

\$30.88 X

1.85200%

0.57

State Tax

2.04

Municipal Tax

2.72

Total Current Charges

\$77.95

(continued on next page)

Return only this portion with your check made payable to ComEd. Please write your account number on your check.



An Exelon Company

To pay by phone call 1-800-588-9477.

A convenience fee will apply.

41511 6800 20000 0000

23296 1 SP 0.480 23307/023296/023426 087 01 GXFNWB

IC 01242014

RAYMOND E LAVIGNE DDS
637 FIRSTBANK DR
UNIT 637
PALATINE, IL 60067

Account Number

4151168002

Payment Amount

Please pay this amount by 2/7/2014

\$72.07

00000077950000000000

415116800200000720740380072076

ComEd
PO Box 6111
Carol Stream, IL 60197-6111