

ORIGINAL

**OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION**

BRIEF ON EXCEPTIONS

JAMES & LINDA DORN

-VS-

COMMONWEALTH EDISON COMPANY

12-0529

COMPLAINT AS TO BILLING
AND UNACCOUNTED FOR USAGE

CHIEF CLERK'S OFFICE

2014 FEB 18 P 1:02

ILLINOIS COMMERCE
COMMISSION

PRIOR TO FORMAL COMPLAINT OF SEPTEMBER 19, 2012 BEING FILED, COMMONWEALTH EDISON HAD SENT OUT TWO TECHNICIANS TO CHECK THEIR EQUIPMENT. IT WAS TWO SEPERATE OCCASIONS. COMMONWEALTH EDISON SENT THEM OUT BECAUSE OF 5 BURNED UP APPLIANCES. NEITHER OF THOSE REPORTS WERE EVER MENTIONED DURING PREVIOUS HEARINGS. BOTHE TECHNICIANS TOLD COMPLAINANTS THAT THE PROBLEM WAS WITH RESPONDENTS EQUIPMENT AND A REPORT WOULD BE FILED WITH CHICAGO OFFICE. THEY ALSO SAID THE PROBLEM WOULD BE FIXED. THEY FELT SURE COMMONWEALTH EDISON WOULD ALSO ADJUST THE BILL.

NOTHING HAPPENED.

WE WERE PAID APPROXIMATELY 700.00 DOLLARS FOR 5 APPLIANCES. THE PROBLEM NEVER GOT FIXED AND WE LOST ANOTHER MICROWAVE.

HEARINGS WERE SET UP AND THE PRELIMINARY WENT AS SCHEDULED. THEN PHONE CALLS WERE SET UP. A CELL PHONE IS UNRELIABLE AT BEST. CALLS WERE MISSED. COMPLAINANT CALLED COMMERCE COMMISSION AS SOON AS THEY REALIZED THE CALL WAS MISSED. THAT WAS JANUARY 8, 2013.

RESPONDENTS HAD PROMISED TO SET A MEETING WITH THEIR TECHNICIAN AND COMPLAINANTS ELECTRICIAN. THAT ONLY HAPPENED WHEN COMPLAINANTS ELECTRICIAN CALLED AND REPORTED AN EMERGENCY. COMMONWEALTH EDISONS' TECHNICIAN SAID THE GROUND WIRE PROBABLY SHOULD HAVE BEEN BURIED IN LAWN INSTEAD OF LIMESTONE.

IT NEEDS TO BE SAID THAT COMPLAINANT IS A PERSON THAT HAS BEEN DISABLED SINCE 1999. DURING THIS PROCESS, COMPLAINANT HAS BROKEN A FOOT AND HAD SURGERY. RESPONDENTS ATTORNEY WAS INFORMED OF ALL THE DIFFICULTIES . ALSO HOW SURGERY EFFECTS THE PROCESS OF HEARINGS AND GETTING TO AND FROM CHICAGO.

COMMONWEALTH EDISON HAS PLACED MONITORS ON THEIR EQUIPMENT WHICH SHOWED IRREGULARITIES. COMPLAINANTS HAD THEIR ELECTRICIAN PLACE MONITORS ONTHE INSIDE OF THE HOME, WHICH SHOWED NO IRREGULARITIES.

AS TO THE COMPUTER PROGRAM BILLING, IT MUST TAKE A CLASS TO COMPREHEND.

THE HEARING ON DECEMBER 11, 2013 WAS DURING A SNOW STORM. ATTORNEY GOLDSTEIN PER A PHONE CONVERSATION WITH COMPLAINANT, SAID IF IT WAS NOT POSSIBLE FOR COMPLAINANT TO ATTEND HEARING DUE TO DISABILITY TO CALL. COMPLAINANT CALLED ATTORNEY GOLDSTEIN AT 9:00 AM. BECAUSE OF SURGERY AND IN-ABILITY TO WALK WELL, IT WAS NOT RESPONSIBLE TO VENTURE INTO A SNOW STORM TO CHICAGO.

ATTORNEY GOLDSTEIN FAILED TO CHECK HIS MESSAGES. CONSEQUENTLY THE HEARING WAS WITHOUT COMPLAINANT. I ALSO NOTICE THERE WERE NO MENTIONS OF COMPLAINANTS HEALTH ISSUES IN PROPOSED ORDER SENT JANUARY 17, 2013.

DURING THE SUMMER AND FALL OF 2013 COMMONWEALTH EDISON REPLACED THE METER AND TRANSFORMER. I HAVE BEEN TRYING TO GET THEM TO PLACE MONITOR ON NEW EQUIPMENT, BUT THAT NEVER HAPPENED.

I HAVE TO ASK, IF THERE WAS NOTHING WRONG WITH THEIR EQUIPMENT WHY REPLACE IT? If they found it needed to be replaced AND COMPLAINANT RECEIVED SETTLEMENT FOR BURNED UP APPLIANCES, WHY WOULD RESPONDENT NOT ADJUST THE BILLING?

Commonwealth Edison is a public utility responsible to the welfare OF THE PUBLIC. NOT TO MIS-USE AND COLLECT MONIES UNWARRANTED OR UNEARNED.

SINCERELY

James A. Down Sr.
James A. Down

Certificate of Service

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