

**Subject:** Fw: ACCOUNT # 62641-59011  
**From:** RICH FOWLER (realtired@att.net)  
**To:** Erin.Buechler@ComEd.com;  
**Date:** Tuesday, February 4, 2014 8:22 PM

In reviewing my current ComEd bill, I note that it is estimated. It is my intent to pay the bill as it relates to the 665 Crest Drive location. The transfer dollars seem to change per bill and I believe this is the result of applying payments directed to 665 Crest. I should have added to the statements below that providing you with a copy of my closing statement would give private information which I will not do over the internet or other non secure methods.

Richard Fowler

----- Forwarded Message -----

**From:** RICH FOWLER <realtired@att.net>  
**To:** ERIN BUECHLER <Erin.Buechler@ComEd.com>  
**Sent:** Monday, January 27, 2014 8:26 PM  
**Subject:** ACCOUNT # 62641-59011

Erin, In response to several threats of disconnection of service, I have written, called and emails numerous personnel within ComEd.

I refer to you a letter dated January 3, 2014 from Erica Rios in which she states the Illinois Administrative Code 280.80. The contents does not meet the issues of my situation and of notice, the word "estimate" does not appear prominently of the face of the ComEd bills. The attachment was an "Account Activity Statement" which does not make reference to estimated bills and other requested information. The Statement makes reference to a 10/01/13 transfer in the amount of \$212.92 which differs from what was posted on the bill for our new and current service location.

Additionally, under Code 280.135, service can not be disconnected once a complaint is filed with the ICC.

Richard Fowler  
665 Crest Drive  
Cary, Illinois 60013

**RICHARD FOWLER  
665 CREST DRIVE  
CARY, ILLINOIS 60013**

January 17, 2014

Erica C. Rios  
ComEd – Customer Relations  
1919 Swift Drive  
Oak Brook, IL 60523-1502

Re: Your letter dated January 3, 2014

Dear Ms Rios:

I have reviewed your letter and the attachment and find that you have not addressed the issues outlined in my complaint to the Illinois Commerce Commission.

I requested copies of my month bills for the year and you provided a computer run which does not support your activity statements on estimated bills, etc. Copies of the original monthly bills will show if the bills were estimated, but you refused to provide these monthly bills.

We notified ComEd that we were moving and the payment of the latest bill with notation that a final bill should be issued to show a zero balance. ComEd issued a final bill based on an ESTIMATED READING. An ACTUAL BILL will not be issues as ComEd does not have the manpower or budget to close out customers' accounts.

We moved out of the house on August 12, 2014 when the movers scheduled their pickup and placing the content in storage. This was the date we notified ComEd. This was the same date for a final reading.

ComEd's performance and reputation is well documented on the internet and the hundreds of consumer complaints posted. Watchers of your performance grade ComEd as poor or the lowest possible performance rating. We are requesting a formal hearing in front of the ICC to present documentation to support our dispute and overcharges.



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# ComEd Customer Service

User Reviews, Ratings and Comments

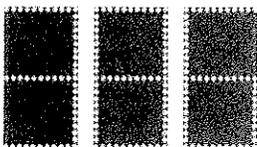
Submit Your Comments & Ratings For This Listing!

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ComEd customer service is ranked #607 out of the 692 companies that have a CustomerServiceScoreboard.com rating with an overall score of 22.70 out of a possible 200 based upon 400 ratings. This score rates ComEd customer service and customer support as Terrible.

### NEGATIVE Comments



386 Negative Comments out of 400  
Total Comments is 96.50%.

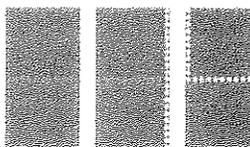
✓ **It's gone.** [Undo](#)

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### POSITIVE Comments



14 Positive Comments out of 400  
Total Comments is 3.50%.

### Awards



We are proud to recognize the companies providing the best customer service each year within their industry.

### Comparisons

Check out these popular comparisons of ComEd customer service versus other companies:

ComEd vs. Spark Energy

Compare

### Company Replies

Authorized representatives of ComEd can sign up to reply to any of the comments found on this page.

Sign Up | Sign In

### Contact Information

Customer Service  
800-334-7661

ComEd customer service phone number including steps to reach representatives, hours of operation, customer support links and more from ContactHelp.com.

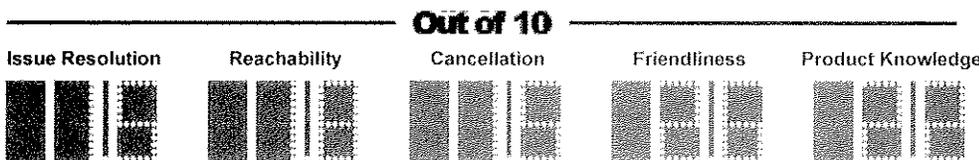


### Corporate Office

Locate the ComEd corporate office headquarters phone number, address and more at CorporateOfficeOwl.com.



### Hours of Operation



### Overall Rating (out of 200 possible)



●●●●●  
Terrible Disappointing Acceptable Satisfying Excellent

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Negative Comments (386)

Positive Comments (14)

Employee Comments (1)

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Viewing ComEd customer service complaints

1 - 25 out of 386  
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Wondering why no one has come to read our meter for two months now. Went to pay my bill and a very long story short (I have spent 45 min so far) come to find out the \$530.00 bill they insisted I pay in early oct or my electricity would not be turned off I really didn't owe. So I still have over \$365.00 credit. Go figure...if I could use any other electric company I sure would. What a scam, I wonder what they would do if I took their services and didn't pay.

Anonymous 12/20/13 12:15PM

com ed's outage alert system is a joke! I'm on it & have been without power for over an hour. Have not received an alert. Furthermore, it is also a joke that they offer to send you an email stating a loss of power. Over half of the customers I'm sure need power to have internet access to read their email. I just happen to have a battery backup for my laptop & wireless Wi-Fi. As usual, a dissatisfied customer. Given the choice, I can't think of many that would choose to have ComEd as a electric provider

Anonymous 12/20/13 5:20AM

Comed has the absolute worst customer service they treat their customers like we are stupid and unable to understand that they just rip people off! I wish that there was somewhere else I can use out here instead of them blood sucking

**bbrower** 11/27/13 9:21AM

I get calls non-stop from ComEd on our business phone number -- as often as four or five times a day. They leave a message saying that they are ComEd and they need to speak with us urgently about our account. The funny thing is: we don't have a physical office. Our team works remotely from their homes and none of us have ComEd as a service provider. I'm the company President and I actually live in another state. ComEd is truly a scam company.

**Amused Business Owner** 11/22/13 10:36AM

ComEd will shut off your energy service on a Friday. Reactivation of the service is next business day or Monday. A better policy would be to have shut off of service Mon-Thurs only.

I am off to the hotel with the wife and kids.

**spdoman** 11/15/13 2:40PM

Online Support Is Non-existent. It's Like Trying To Get In To Fort Knox, Or More! Why Can't ComEd Put In A Decent Response Site To Verify My E-mail?

**Anonymous** 11/11/13 1:01PM

Paid late bill when they turned my power off. They said it would take 5 days to restore. Are they still in the 1970's! 5 days! I am now on my sixth day still no power. They state that since I paid with credit card payment was considered pending unit CC paid and that 5 days started after CC paid. I can by a walk out with a TV from any store with a credit card payment but ComEd has to call it payment pending!

**HM** 11/6/13 1:42PM

In calling your customer service phone number, due to a large call volume, I had to put in a time for you to call back before 3:30 p.m.. No matter what time I entered, whether it was before 3:30, or after 4:00, the automated system stated that the time I entered was an 'invalid' time. Your automated customer service line needs some attention... as do I. Making it so the automated system actually works, would be of great of great value to everyone..

Thanks,  
The voice of many customers  
(I'm sure)

**Anonymous** 11/4/13 10:43AM

My wife made what she thought was an arrangement with Com ed for a past due electric bill. We paid the required amount that the person on the phone asked. my wife called back that day to confirm everything was in place, it's now a week later and they shut off our power and said in order to restore it we need to pay the past due amount. She said there was no note stating that an arrangement was scheduled. WTF I have Two kids and my wife is pregnant. why didn't they tell us on the two previous calls that the arrangement was not in place so we may do what was necessary for our power to stay on.

**rbgotee784** 10/30/13 2:53PM

I called to cancel service due to moving and start new service at my new homeOk got the new service. I called ComEd 3 months later can't remember for what. to my surprise I was told the service was still on at the old address in my name. I expressed I sold that house 3 Months ago and no longer live there. I went to tell them I had canceled the service there when I ordered new service. I was told I have to pay that bill.I said I can prove when the house was sold and when I moved. They told me it didn't matter unless the new owners call and pay the bill. What ???????????? Like that's really going to happen. Well I wait for the 3day up coming Holiday than had it turned off on a friday..it was cold outside still did I mention everything in the houses was electric. How can I held responsible for that bill I did EVERY thing right ????? Well I did pay the bill

**Anonymous** 10/5/13 6:46PM

Com Ed turned my electricity off due to none payment the only problem was that they were sending my bill to my X in Texas and I live in Aurora IL you would have thought that they would have tried to contact me in Aurora for payment before disconnecting my power. I have been told if a utility company is going to turn your service off that they leave a note on your door letting you know that if arrangements are not made by such and such date that you will be losing your service, but Com Ed does not do this there could be a individual in the house with serious medical problems that has to have electricity to survive and would not know this until they kill someone. Anyway my power was turned off on Thursday I paid the bill in full on Friday morning but will not have my power back on until Monday and I have an acute case of sleep apnea and sleep with a C-PAP which operates on electricity and keeps me from having a stroke or heart attack in my sleep but Com Ed could give less than a crap about my situation. The employees of Com-Ed are not very bright because I had the money to pay but I need an invoice with an account number or had I been pre warned they would have been paid but they would rather have me lose all my food in the refrigerator and go without sleep for four days why is it so easy to turn off the power and oh so difficult to turn it back on and I do agree with other people that have posted that Com-Ed's are rude.

**Ynotny** 9/27/13 1:56PM

Typical com ed, my bill was 2 weeks past do, I had no notice (they said they left message) with who, wife pd bill this morning Com Ed guy comes out 15 minutes later cuts power after my wife showed him confirmation that it was pd in full. Rude prik to my wife. they of course will turn it on in 1 business day, guess what its Friday and they don't work weekends. Cant change companies so I will now buy a windmill and place it in my back yard. may every neighbor get free power from me...

**dan** 9/6/13 2:53PM

The reps that answer your call are totally rude and ignorant! Awful company to do business with!

**amandac3808** 8/21/13 8:05AM

Find ComEd hours of operation for locations near you! You can also find ComEd location phone numbers, driving directions and maps.



## Get Help Online

Get immediate support for your ComEd questions from HelpOwl.com.



## Reviews & Ratings

View thousands of ComEd user reviews and customer ratings available at ReviewOwl.com.



## Company News

ComEd Seeks Customer Feedback on Three Potential Bill Designs  
24, 2013 /PRNewswire/ -- As part of its effort to improve customer service and satisfaction, ComEd today announced it is seeking feedback from customers on three possible residential bill designs to help determine what the final redesigned bill will ...

ComEd Earns LEED® Silver Certification for Facilities in Rockford and Oakbrook ...  
In December 2012, ComEd completed a total renovation of floors two through six of its Lincoln Centre Two facility in Oakbrook Terrace which included the construction of a newly consolidated customer call center. The project installed more efficient ...

ComEd customer on phone confuses fire drill for shots fired, calls 911  
At least 100 police officers from 30-plus law enforcement agencies responded to the 911 call. It was made, say police, by a woman calling ComEd's customer service line when a planned fire drill set off the alarms. It was not until the first officers ...

This lady is elderly and thought she had pay her bill, but it was in April. She is 79 years old and has a machine in case an emergency. She has high blood pressure diabbitis, back problems and 2 knee surgerys. But when the light was turn off so was the machine. Is been 5 day tomorrow and still no light. ComEd is not taking any excuse. Thank god is not hot other wise she would be dead. Help the elders no way not in Chicago.

**Anonymous** 8/8/13 3:36PM

11 customers in our area were without power for 14 hours On July 19 thru July 20. It did not take but a few hours to restore power, why is Com ED's service so slow to respond?

**Anonymous** 7/22/13 2:38PM

In late May, Comed came over and did work on the apartment building electricity and shorted out my TV. I filed a claim and was told a decision would be made on the claim in 30 days. I have furnished receipts for estimates as well as proof that the TV was not repairable. David Ramos, the adjuster, has not returned any of my numerous calls for the last three weeks. It is a joke. I wonder who his boss may be.

**Buckeyes** 2013 7/18/13 1:29PM

Why does my power go off, the same 82 houses , once or twice a year, last night 10.30pm. 7-16-13. the houses across the street have power this has been going on for a couple years. I AM 77 YEARS OLD MY WIFE 74. IT WAS HOT LAST NIGHT.

Richard Thompson

**Ad a coment** 7/17/13 5:36PM

could not believe when you have questions these woman think they can cut you off and then be rude,when you call them out on it i wasnt being rude! Their ignorant and rude the need and altitude adjustment. let the customer finish speaking before you rudely interrupt. So sad we spend billions a year on this company and still have the nerve to hire rude inpatient telemarketers since they sure don't know the first thing about CUSTOMER SERVICE! IF I HAD A CHOICE TO WHO SUPPLIED ME LIGHT IT WOULD NOT BE COMED

**NOCUSTOMERSERVICE** 7/17/13 3:07PM

Customer service is horrible trying to reach a supervisor/manager..holding for over 2hrs first day and now again...issues need to be resolved for months now!!

**Shirley** 7/16/13 8:40AM

I would like to know why we have so many power shortages in an area that we pay extremely high rates for your delivery service. In my opinion it absolutely SUCKS and we have to pay an outlandish fee to make money for you people to make your great profits and not give us the benefits that we deserve. You can either e-mail me at Please return with some type of response.

**inspector814** 6/27/13 11:57AM

I understand that there are a lot of people in different locations without power, but why should the people that are involved with less houses be penalized and forced to wait for service to be restored. Com-Ed should employ more crews so they can accommodate everyone when there are power outages. Anything over 8 hours is totally ridiculous. Nobody should have to wait longer than that for service unless there is a national disaster. A storm does not qualify as such!

**Diane** 6/25/13 11:54AM

we just had a power outage and it took (3) days to fix, my husband went out during the night of the outage and nobody was even out working on the power

**angel274** 6/25/13 11:09AM

I've been a customer for over 5 years, I've been on Autopay for at least 3 of those 5 years, yet, when I moved from one unit to another in the same building, I'm being re-asked for a deposit. This, even after I received my last deposit back for being in good customer standing.

**Anonymous** 6/17/13 10:57AM

Com end is the worst company to deal with. If you make payment arranges you better stick to them or you cannot get any extension or another arrangement .My Husband set up for payment arrangements and we then ended having financial problems due to me getting diagnosed with cancer my hubby had to take off work to run me to the doc in Wisconsin .My hubby called them and explained it to them but they are not sympathetic people .I know they have a job but people due have financial problems every now and then .They don't have to be so cold and heartless .I am sure before they got their job at Com Ed they struggled to not all people are rich or have good paying jobs so why don't you give people a break you charge enough .You probably owe the poor people anyway since you have a lawsuit against you .Think how you would feel if it was reversed and you was the poor person .

**flustrated one** 6/15/13 12:26AM

I received a call from ComED corporate said the service is going to turn off by 2 PM if I don't pay \$400 up front. It was on Saturday afternoon and the customer service office was closed. I called the number back and it stated that the number was ComED corporate number. It was a SCAM. .Don't believe it! I am so surprise a big company as ComEd have this kind of problems and it effective and hurt all ComED customers include me. Watch out everyone! you could be the next victim from ComED SCAM. Good Luck!

**Anonymous** 6/5/13 9:24AM

## Call Center

everymanbusiness.com

All You Need to Know  
About Call Center.

## Credit Card Processing

\$20/hr  
Weekend Gig

## File a Complaint

## Employee complaints