

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:  
Case: 14-0467

FORMAL COMPLAINT

2014 JUL 18 P 12:30  
CHIEF CLERK'S OFFICE  
Illinois Commerce Commission  
527 E. Capital Avenue  
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint): Mary Hirose

Against (Utility name): Com Ed

As to (Reason for complaint)

Erroneous meter readings including and up to April 22, 2014.

meter # 996407803

acct # 3056071001

in Hoffman Estates Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 1774 Westburg Drive Hoffman Estates, IL 60192

The service address that I am complaining about is 1774 Westburg Drive Hoffman Estates, IL 60192

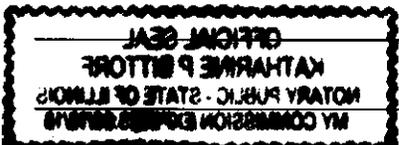
My home telephone is [847] 845-3060

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [847] 845-3060

My e-mail address is wearejedi@aol.com I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) Com Ed - an Exelon Company (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.



Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?  Yes  No

Has your complaint filed with that office been closed?  Yes  No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

I received a bill from Com Ed on April 17 that stated I used 4195Kw of Electricity in 30 days, a bill amount of \$580.59

I have photographs of my meter that show this is impossible - beginning from March 28th, 2014. I have contacted Com Ed several times to try and resolve at least two erroneous meter readings. They have refused to resolve this with me.

Please clearly state what you want the Commission to do in this case:

That I not be held responsible for erroneous meter readings - of up to \$250 I've already paid but I am not charged any late fees or penalties. April 22 2014 - And that my \$250 I've already paid be credited to my acct.

**NOTICE:** If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information (Social Security Number, Driver's License Number, Medical Records, etc.) contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: July 15, 2014  
(Month, day, year)

Complainant's Signature: Mya Hirose

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

**VERIFICATION**

A notary public must witness the completion of this part of the form.

I, Mya A. Hirose, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Mya Hirose  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 07/15/2014

Katharine P Bittorf  
Signature, Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing.