

Dated-09-15-14 From: ComEd Customer
Begin 08-04-14 in correct

I Luvenia MASSEY Verify Service incorrect
usage Billing for Actual Reading to Account only
Subject. Tampering from old meter until
03-29-14 new Smart Grid meter Charge to tenant
in the Amount of \$488.61; But 2, 3 yrs ago old meter
were on outside ground, I put in the hallway notify
owner. All I know is some one from ComEd worker/employee
put the old meter back in, that was not producing
enough feed back energy I were told from Nicol Massey-
Getter whom- is speaking on my behalf according to my

CASE. I disputes. Date Due Complaint Amount dollars

Charges Amount 07-02-14 I did not have no other Charges

I paid 07-09-14 to Com-Ed/59th currency Exchange \$39.60
Ashland

1. New Amt	Date Due	I dispute	
Past Bal.	07-24-14		\$ 701.90
New Charges			
2. Past Due	08-04-14	I dispute	\$ 688.36
3. New Charge	09-02-14	I dispute	\$ 725.50
4. Energy Amount	09- of 2013	Deposit Amt.	192.00 Apply

Up on the mercy and the Consideration
of my hearing to please Correct my customer
record I am a valuable Customer to Com.Ed.

A request of the Actual result of my utility.
No tampering. I do disputes the Charges

#11 NEW and Past Charges Address 5517 S. Justice St, Apt. 1 Rear
Cgo, IL. 60636. Thank You.

Cordially,
Luvenia Massey
Nicol Massey



An Exelon Company

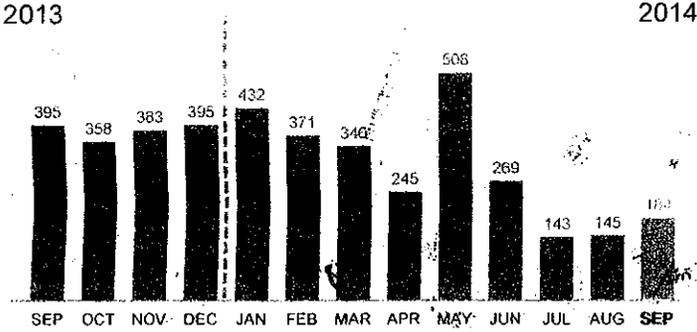
SERVICE FROM 8/8/14 THROUGH 9/10/14 (33 DAYS)

Retail Delivery Service - Res Multiple

Luvenia Massey
Unit 1r
5517 S Justine St
Chicago, IL 60636
773.863.1799

Past Balance Due Immediately	\$725.50
New Charges Due by 10/3/14	\$36.98
Total Amount Due	\$762.48

TOTAL USAGE (kWh)



Current month's reading is actual.

AVERAGE DAILY USE (monthly usage/days in period)

Current Month 73° avg. temp

5.6 kWh ↓ **54%** from last year

Last Month 71° avg. temp	Last Year 73° avg. temp
5.0 kWh	12.3 kWh

💡 Ten 100W light bulbs for 1 hour = 1 kWh

CURRENT CHARGES SUMMARY

See reverse side for details ↗



Illinois Gas & Electric provides your energy.

www.ILGandE.com
1.866.705.7291

You can choose at PlugInIllinois.org



DELIVERY
\$17.85

ComEd delivers electricity to your home.

ComEd.com
1.800.334.7661

TAXES & FEES \$3.18

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



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1358 1 AV 0.378 1361001358001369 007 01 GXG9YU 1478AB 09122014

LUVENIA MASSEY
APT 1R
5517 S JUSTINE ST
CHICAGO, IL 60636-1341



COMED
PO BOX 6111
CAROL STREAM, IL 60197-6111

Pay your bill online, by phone or by mail.

See reverse side for more info ↗

Account # 7194012066

Past Balance Due Immediately	\$725.50
New Charges Due by 10/3/14	\$36.98
Total Amount Due	\$762.48
Payment Amount:	

719401206600007624842760762487

For Questions, Support, and Outages visit ComEd.com

English 1.800.EDISON1 (1.800.334.7661)
 Español 1.800.95.LUCES (1.800.955.8237)
 Hearing/Speech Impaired 1.800.572.5789 (TTY)
 Federal Video Relay Services (VRS) Fedvrs.us/session/new

Past Balance Due Immediately	\$725.50
New Charges Due by 10/3/14	\$36.98
Total Amount Due	\$762.48

METER INFORMATION

Read Date	Meter Number	Load Type	Reading Type	Previous	Present	Difference	Multiplier	Usage
9/10/14	270138380	General Service	Total kWh	1113	Actual 1297	Actual 184	x 1	184

CHARGE DETAILS

Retail Delivery Service - Res Multiple 8/8/14 - 9/10/14 (33 Days)

 **SUPPLY** - Illinois Gas & Electric **\$12.40**

New Charge 184 kWh X 0.06741 \$12.40

 **DELIVERY** - ComEd **\$17.85**

Customer Charge \$8.38
 Standard Metering Charge \$3.41
 Distribution Facilities Charge 184 kWh X 0.03172 \$5.84
 IL Electricity Distribution Charge 184 kWh X 0.00118 \$0.22

TAXES & FEES \$3.18

Environmental Cost Recovery Adj 184 kWh X 0.00017 \$0.03
 Energy Efficiency Programs 184 kWh X 0.00223 \$0.41
 Franchise Cost \$0.98
 State Tax \$0.61
 Municipal Tax \$1.15

Service Period Total **\$33.43**

MISCELLANEOUS \$729.05

Revenue protection - Service charge \$488.61
 Charges from previous bill \$233.90
 Current late payment charge (s) - electric \$3.55
 Previous late payment charge (s) - electric \$2.99

Total Amount Due \$762.48

UPDATES

ComEd

- **SCAM ALERT:** Be aware and protect yourself from scams. Specifically, ComEd will never call you to ask you to purchase a prepaid credit card to make a payment on your bill.
- **TIPS, TOOLS and REBATES:** ComEd Smart Ideas Energy Efficiency Program can help you save energy and money throughout your home. Find out how you can start saving today at ComEd.com/HomeSavings.
- **CUSTOMER HANDBOOK:** Looking for ComEd phone numbers, resources and other helpful information? Download our new Customer Handbook at ComEd.com/Handbook.
- **Omit previous balance if paid.** Unpaid previous balances are subject to late charges.

OTHER WAYS TO PAY YOUR BILL

Visit ComEd.com/PAY for more information including applicable fees for some transactions.

 **Online**

Set up an automatic payment, enroll in paperless billing, or make a convenience payment at ComEd.com/Pay.

 **Mobile App**

Download the ComEd mobile app on your Apple® or Android™ device to view and pay your bill, or manage your account.

 **Phone**

Call us to make a convenience payment with a credit card, ATM card, or your bank account: 1.800.588.9477. (Fee Applies)

 **In-Person**

Pay your bill in-person at many ComEd authorized agents located throughout the region. Visit ComEd.com/Pay for details.



September 02, 2014

6368 1 AT 0.403 6368/006368/006743 014 01 GXG97B

09032014

LUVENIA MASSEY
APT 1R
5517 S JUSTINE ST
CHICAGO, IL 60636-1341Account Number 7194012066
Service Address UNIT 1R
5517 S JUSTINE ST
City, State, Zip CHICAGO, IL 60636Current Electric Supplier: Illinois Gas & Electric
New Electric Supplier: Sperian Energy Corp *N/A*
New Electric Supplier Telephone #: (888) 682-8082
Effective Date: October 09, 2014

Electric Supplier Choice Confirmation

Dear Customer:

We have received notice that your electric supplier of choice is being changed to Sperian Energy Corp. This change will take place within two business days of October 09, 2014. Please contact your new electric supplier, Sperian Energy Corp at (888) 682-8082, with any questions you may have about your supply agreement or your electric supply. You have the right to cancel this enrollment for any reason by September 12, 2014 by contacting Sperian Energy Corp at (888) 682-8082 or ComEd.

Your electric supplier may have been changed as part of a governmental aggregation program managed by your municipality, county or township. Please contact your governmental authority or check its website if you have any questions about the program.

Some suppliers may have an early termination fee while others may not. Please check your new supplier agreement for customer terms and conditions. If you are changing suppliers as part of an opt-out aggregation, your opt-out notice also provided information about any termination fee.

You will remain a ComEd residential customer for electric *delivery* services. ComEd will still deliver electricity to residential customers in Northern Illinois independent of electric supplier choice. ComEd will continue to maintain the electric system and restore service after storms or power outages. If you have any questions about your delivery services, such as power outages, metering, moving to a new address or service requests, please visit us at **ComEd.com** or at 1-800-EDISON-1 (1-800-334-7661).

ComEd supports electricity competition and customer choice. To learn more about customer choice, please visit **ComEd.com/muniag** or **PlugInIllinois.org**.

Respectfully,

Val Jensen
Senior Vice President, Customer Operations



An Exelon Company

Issued 8/11/14 Account # 7194012066

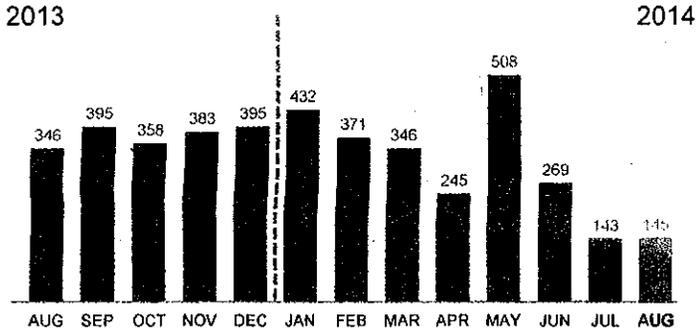
SERVICE FROM 7/10/14 THROUGH 8/8/14 (29 DAYS)

Retail Delivery Service - Res Multiple

Luvenia Massey
Unit 1R
5517 S Justine St
Chicago, IL 60636
773.863.1799

Past Balance Due Immediately <i>I Dispute ComEd</i>	\$688.36
New Charges Due by 9/2/14 - <i>2.99</i>	\$37.14
Total Amount Due	\$725.50

TOTAL USAGE (kWh)



Current month's reading is actual.

AVERAGE DAILY USE (monthly usage/days in period)

Current Month 71° avg. temp

5.0 kWh ↓ **60%** from last year

Last Month 71° avg. temp	Last Year 73° avg. temp
4.6 kWh	12.4 kWh

⚡ Ten 100W light bulbs for 1 hour = 1 kWh

(6) → 60W Bulbs for 5 yrs (No 100W) for 4-Rms & BATH

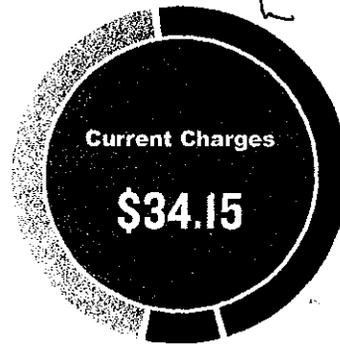
CURRENT CHARGES SUMMARY

See reverse side for details ↗



Sperian Energy Corp provides your energy.

www.sperianenergy.com
1.888.682.8082



DELIVERY \$16.55

ComEd delivers electricity to your home.

ComEd.com
1.800.334.7661

You can choose at PluginIllinois.org

TAXES & FEES \$2.53

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



An Exelon Company

7239 1 AV 0.378 7246/007239/007270 025 01 GXG7CU 15 08122014

LUVENIA MASSEY
APT 1R
5517 S JUSTINE ST
CHICAGO, IL 60636-1341



COMED
PO BOX 6111
CAROL STREAM, IL 60197-6111



Pay your bill online, by phone or by mail.

See reverse side for more info ↗

Account # 7194012066

Past Balance Due Immediately <i>I Dispute</i>	\$688.36
New Charges Due by 9/2/14 <i>2.99</i>	\$37.14
Total Amount Due	\$725.50

Payment Amount:

719401206600007255042450725508

For Questions, Support, and Outages visit ComEd.com

English 1.800.EDISONI (1.800.334.7661)
 Español 1.800.95.LUCES (1.800.955.8237)
 Hearing/Speech Impaired 1.800.572.5789 (TTY)
 Federal Video Relay Services (VRS) Fedvrs.us/session/new

Past Balance Due Immediately I Dispute →	\$688.36
New Charges Due by 9/2/14 " → 2.99	\$37.14
Total Amount Due	\$725.50

METER INFORMATION

Read Date	Meter Number	Load Type	Reading Type	Previous	Present	Difference	Multiplier	Usage
8/8/14	270138380	General Service	Total kWh	968 Actual	1113 Actual	145	x 1	145

CHARGE DETAILS

Retail Delivery Service - Res Multiple 7/10/14 - 8/8/14 (29 Days)

 **SUPPLY** - Sperlan Energy Corp **\$15.07**

CUSTOMER CHARGE \$4.93
 RES CHARGES 145 kWh X 0.06990 \$10.14

 **DELIVERY** - ComEd **\$16.55**

Customer Charge \$8.38
 Standard Metering Charge \$3.40
 Distribution Facilities Charge 145 kWh X 0.03170 \$4.60
 IL Electricity Distribution Charge 145 kWh X 0.00118 \$0.17

TAXES & FEES \$2.53

Environmental Cost Recovery Adj 145 kWh X 0.00036 \$0.05
 Energy Efficiency Programs 145 kWh X 0.00223 \$0.32
 Franchise Cost \$0.77
 State Tax \$0.48
 Municipal Tax \$0.91

Service Period Total **\$34.15**

MISCELLANEOUS I Dispute Com Ed → **\$691.35**

Revenue protection - Service charge I Dispute Amt → \$488.61
 Charges from previous bill → \$199.75
 Current late payment charge (s) - electric I Dispute → \$2.99

Total Amount Due **691.35 = \$725.50**
 BAL \$34.15

UPDATES

ComEd

- **CENTRAL AC CYCLING:** If you own your own home and have central air conditioning, you can earn summertime bill credits of up to \$40 for allowing ComEd to remotely and safely reduce air conditioning system use during peak electrical use days. Sign up today at ComEd.com/ACCycling or call 800-986-0070. It's easy and free!
- **CUSTOMER HANDBOOK:** Looking for ComEd phone numbers, resources and other helpful information? Download our new Customer Handbook at ComEd.com/Handbook.
- **eBILL ENROLLMENT:** Enroll in eBill today and say goodbye to paper bills. You can enroll in eBill at ComEd.com/eBill or your financial institution's website.
- **Omit previous balance if paid.** Unpaid previous balances are subject to late charges.

OTHER WAYS TO PAY YOUR BILL

Visit ComEd.com/PAY for more information including applicable fees for some transactions.

 **Online**

Set up an automatic payment, enroll in paperless billing, or make a convenience payment at ComEd.com/Pay.

 **Mobile App**

Download the ComEd mobile app on your Apple® or Android™ device to view and pay your bill, or manage your account.

 **Phone**

Call us to make a convenience payment with a credit card, ATM card, or your bank account: 1.800.588.9477. (Fee Applies)

 **In-Person**

Pay your bill in-person at many ComEd authorized agents located throughout the region. Visit ComEd.com/Pay for details.



Illinois Gas & Electric
P.O. Box 10163
Uniondale, NY 11555-0163



Bill to:

Luvenia Massey
5517 S Justine St Apt 1R
Chicago, IL 60636

Reference No : 0009418409I
Billing Date : 09/03/2014
Payment Due On: 09/28/2014

Total Due: \$ 122.80

Amount Enclosed: \$

Utility Account#: 7194012066

Make Check Payable to Illinois Gas & Electric

Please include your account number on your check or money order.

Energy Consolidated Invoice

Cut here and include the top portion with your remittance

Customer: Luvenia Massey

Address: 5517 S Justine St Apt 1R
Chicago, IL 60636

Utility Account#: 7194012066
Utility: CommEd

Service Address: 5517 S Justine St Apt 1R
Chicago, IL 60636

Account Activity:

Invoice Date	Invoice No	Transaction Type	Service From	Service To	Usage	Amount
07/02/14	0009418405I	Supply Charges	11/08/13	12/10/13	395 KWh	20.66
07/02/14	0009418406I	Supply Charges	12/10/13	01/14/14	432 KWh	22.59
07/02/14	0009418407I	Supply Charges	01/14/14	02/13/14	371 KWh	26.82
07/02/14	0009418408I	Supply Charges	02/13/14	03/13/14	346 KWh	25.02
07/02/14	0009418409I	Supply Charges	03/13/14	04/11/14	245 KWh	17.71
Total Supply Charges						\$112.80

Account Summary:

Previous Balance:	\$0.00
Less: Payments Received	\$0.00
Plus: New Supply Charges	\$112.80
Plus: Tax	\$0.00
Plus: Monthly Service Fee	\$10.00
Total Due:	\$ 122.80

Make a single payment using your credit or debit card through our secure, online website.

www.usgande.com/paymybill

To avoid late payment charges, your payment must be received no later than: 09/28/2014

If you have any questions, please call Illinois Gas & Electric at (888) 947-3260



An Exelon Company

Issued 6/10/14 Account # 7194012066

SERVICE FROM 5/13/14 THROUGH 6/9/14 (27 DAYS)

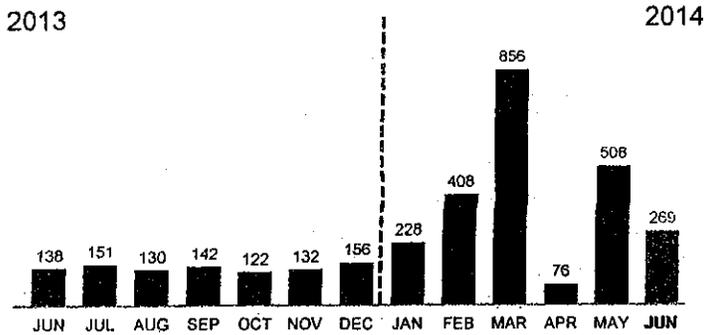
Retail Delivery Service - Res Multiple

Luvenia Massey
Unit 1r
5517 S Justine St
Chicago, IL 60636
773.863.1799

Total Amount Due by 7/2/14 **\$39.60**

Thank you for your payments totaling \$63.23.

TOTAL USAGE (kWh)



Current month's reading is actual.

AVERAGE DAILY USE (monthly usage/days in period)

Current Month 64° avg. temp

10.0 kWh ↑ **117%** from last year

Last Month 54° avg. temp	Last Year 62° avg. temp
15.9 kWh	4.6 kWh

💡 Ten 100W light bulbs for 1 hour = 1 kWh

CURRENT CHARGES SUMMARY

See reverse side for details ➡

TAXES & FEES

\$4.71

SUPPLY
\$14.26



DELIVERY
\$20.63

Sperian Energy Corp provides your energy.

www.sperianenergy.com
1.888.682.8082

ComEd delivers electricity to your home.

ComEd.com
1.800.334.7661

You can choose at PluginIllinois.org

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



An Exelon Company

640 1 AV Q.378 0640/000640/000649 004 01 GXG1ZS 145798 05112014

LUVENIA MASSEY
APT 1R
5517 S JUSTINE ST
CHICAGO, IL 60636-1341



Pay your bill online, by phone or by mail.

See reverse side for more info ➡

Account # 7194012066



COMED
PO BOX 6111
CAROL STREAM, IL 60197-6111

Total Amount Due by 7/2/14 **\$39.60**

Payment Amount: **\$39.60**

719401206600000396041830039601

For Questions, Support, and Outages visit ComEd.com

Total Amount Due by 7/2/14 \$39.6

English 1.800.EDISON1 (1.800.334.7661)
 Español 1.800.95.LUCES (1.800.955.8237)
 Hearing/Speech Impaired 1.800.572.5788 (TTY)
 Federal Video Relay Services (VRS) Fedvrs.us/session/new

METER INFORMATION

Read Date	Meter Number	Load Type	Reading Type	Previous	Present	Difference	Multiplier	Usage
6/9/14	270138380	General Service	Total kWh	556 Actual	825 Actual	269	x 1	269

CHARGE DETAILS

Retail Delivery Service - Res Multiple 5/13/14 - 6/9/14 (27 Days)

 **SUPPLY** - Sparlan Energy Corp **\$14.26**

RES CHARGES 269 kWh X 0.05300 **\$14.26**

 **DELIVERY** - ComEd **\$20.63**

Customer Charge **\$8.38**
 Standard Metering Charge **\$3.40**
 Distribution Facilities Charge 269 kWh X 0.03170 **\$8.53**
 IL Electricity Distribution Charge 269 kWh X 0.00118 **\$0.32**

TAXES & FEES \$4.71

Environmental Cost Recovery Adj 269 kWh X 0.00036 **\$0.10**
 Energy Efficiency Programs 269 kWh X 0.00223 **\$0.60**
 Franchise Cost **\$1.43**
 State Tax **\$0.89**
 Municipal Tax **\$1.69**

Service Period Total **\$39.60**

Thank you for your payment of \$63.23 on June 4, 2014

Total Amount Due \$39.60

UPDATES

ComEd

- **HOME ENERGY REBATES:** Take advantage of rebates to make your home more energy efficient. Whether you're looking to install a new, high-efficiency central air conditioning system and furnace or considering low-cost home improvements such as air sealing, insulation, duct sealing and more, you may qualify for these special savings. For complete details, visit ComEd.com/HomeEnergyRebates.
- **eBILL ENROLLMENT:** Enroll in eBill today and say goodbye to paper bills. You can enroll in eBill at ComEd.com/eBill or your financial institution's website.
- Past due balances are subject to late charges.

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 **Phone**

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