

**83-II.Adm. Chap. 1, Sub Chapter b. Part 280. Section 280.80 (a).
Section 280.80 (b)1**

Subject: Complaint against ComEd for 5 (five) Consistent Months of Estimated Reading Meter Inconsistencies/Errors and Billing Manipulations

#1. This letter is in protest to the electric bill that ComEd has submitted to me for 6803 S. Throop St., Chicago, IL. ComEd, without any notice to me and without my knowledge, stated that I owed additional electric fees from October, 2013 to April, 2014. Even though, each month I paid the total bills that were mailed to me for 6803 S. Throop St., Chicago, IL 60636.

#2. In April, 2014 ComEd issued an exorbitant bill for this property. Prior to this notification, I received nothing addressing this. This is so odd, this \$857.63 past due bill is for the 1st floor; even though the building has a 2nd floor but its past due bill is \$83.00, while the basement has a past due bill of \$70.88; and each month late fees will accrue. Further, the building is empty as it is undergoing renovation. It is impossible for these bills to have accumulated to these amounts. I paid the full electric bill each month; therefore, to have this sent to me at this time is unacceptable.

#3. Since the building is undergoing renovation, I hired Tyrone Mack as a watchman to be at the building during the day, only. He was there for the Water Department, Construction Inspections, but it is odd that ComEd was the only utility that claims that there was no one there or its meter readers could not gain access. Mack acknowledged that ComEd did not do any meter readings during the months in question. Additionally, the general contractor, Odell Keys, and a construction worker, Larry Bragg, both signed statements that while they worked at the site, they saw no evidence of ComEd technicians reporting for meter readings; they saw no evidence of post cards or other mail notices that may have been left on the premises. As the owner, I know ComEd never telephoned, wrote, or notified me in any form of their inability to gain entrance for meter readings.

#4. However, ComEd says that a representative was out and unable to gain entrance. This is a lie. Further, Com Ed never sent any type of notification to me addressing this problem as is directed in the above administrative code. ComEd made no appointment, ComEd offered no times outside of normal business hours, ComEd provided no post cards for meter readings. **As the owner, after two consecutive estimates, according to 83.II Section 280.80 (a), (b), ComEd should have contacted me.** There were five months of consecutive instances of estimated readings. ComEd made no effort to contact me at all. There is a pattern here. The five months in question are winter months; and, ComEd service techs just did not go by the property and read the meters. Period! Please note table below.

Month Read	Reading	Amount Billed	Amount Paid
9/16/2013-- 1 st Flr. (Acct.7677829067)	Estimate	37.08	37.08
10/14/2013 – 1 st Flr. (Acct.7677829067)	Actual	85.82	85.82
11/13/2013 –1 st Flr. (Acct.7677829067)	Estimate	25.69	25.69
12/16/2013—1 st Flr. (Acct.7677829067)	Estimate	28.25	28.25
1/17/2014 – 1 st Flr. (Acct.7677829067)	Estimate	33.74	33.74
2/18/2014—1 st Flr. (Acct.7677829067)	Estimate	34.67	34.67
3/19/2014—1 st Flr. (Acct.7677829067)	Estimate	15.96	15.96
4/15/2014—1 st Flr. (Acct.7677829067)	Actual	15.96	15.96
5/14/2014 –1 st Flr. (Acct.7677829067)	Actual	15.96	15.96
6/14/2014—1 st Flr. (Acct.7677829067)	Actual	15.86	15.96

#5. When I received the bill in question, I immediately called ComEd. Julie Mangum (630-437-2176), Assistant to Anne R. Pramaggiore, stated that ComEd's bills are not refutable. Consumers must pay what

has been assessed, period; yet ComEd makes no effort to contact consumers when it needs to clarify bills or express concern over property access?

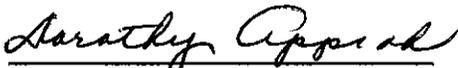
#6. On Monday, May 19, 2014. I was promised a technician would be out. No one came out. In the meantime, I received a letter dated May 22, 2014 indicating that new meters would be installed. Further, ComEd called the week of May 26, 2014 and said that new meters would be installed during the week of June 2, 2014. **I had someone on site that entire week to assist ComEd. No technician came. No one called to cancel.** After that I called again to set up a meeting to discuss my bills and meters. I was told that I could not set up a meeting to review the bill. I was told that nothing of that nature could be done—Julie Mangum. I then requested that a technician come out and replace the meters, because they must be malfunctioning and no one had come during the week of June 2, 2014 or any time prior. I was told that on June 25, 2014 between 12 noon and 4 pm a Field Investigator would come to the site to inspect the meters. Why aren't ComEd customers allowed to meet with representatives to refute electric bills? This gives leverage to ComEd and none to the customer. **As is evident from these missed dates, ComEd does not respect its customers. This type of action is proof positive that ComEd lied about not having access to the property. ComEd never attempted to read the meters during the winter months.**

#7. June 26, 2014, Energy Tech, Mr. Page, stated that after examination of the old meters there was a possibility of tampering. While he was there, the meter on the second floor was fluctuating even though on one was in the building. He noted this malfunction; and restated that the meters could have been tampered with during the winter. Add this to the fact that ComEd selectively omitted meter readings at 6803 S. Throop is the most reasonable reason for the skyrocketing bills that have been sent to me—outside of plain meter malfunctioning.

#8. When there is a problem with the meters, rather than summarily billing me \$838.94 +\$83.00+\$70.88 totaling \$992.82 there needs to be a reduction in bills due to malfunctioning meters or tampering. I cannot afford this type of billing manipulation. What is ComEd doing--spiking customer bills and asking for a rate hike simultaneously—in case the authorization for rate increases is not forthcoming? Personally, I feel that ComEd has squeezed enough money from consumers; and, a rate hike should be denied. Finally, to bill me and ask for total payment without even coming to the building to check the meters is insulting. Is this the type of customer service that is provided to those who live in zip code 60636? This leads me to believe that the zip code determines the accuracy of ComEd bills, the frequency of meter readings, the response rate for customer complaints, and the level of respect customers are accorded when voicing concerns.

#9. This matter needs to be corrected immediately without electrical service being terminated. I will pay the bills that are justified; I cannot pay ComEd thousands of dollars on a whim—bill today and pay tomorrow!! Further, it is insolent and patronizing to have Julie Mangum deny me or any customer the opportunity to meet with ComEd officials to discuss concerns as ComEd continues to leave faulty meters on site that rack up electric rates beyond measure!

#10. I want the Commission to cancel **(1) the overage and all late fees (\$857.63 + late fees) for the first floor (7677829067); (2) cancel late fees for the basement (4863081041); and (3) cancel late fees for the 2nd floor (767783105).**



Dorothy Appiah, Ed.D.

Property Location in Question: 6803 S. Throop, Chicago, IL 60636

Mail all correspondence to:

Dorothy Appiah, Ed.D.; 19912 Everett Lane; Mokena, IL 60448; 708-479-3701

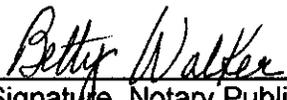
Illinois State Commerce Commission

I, Odell Keys, General Contractor at 6803 S. Throop, did not see ComEd come on site to read the meters, November, 2013, December, 2013, January, 2014, February, 2014, and March, 2014. ComEd did not leave any notices on the premises stating that representatives had been on the property to gain access to the meters.


Odell Keys, General Contractor
708-712-4761

I , read the complaint and know what it says. The contents are true to the best of my knowledge.

Subscribed and sworn/affirmed to before me on (month, day, year) Sept 29, 2014


Signature, Notary Public Illinois



Illinois State Commerce Commission

I, Larry Bragg, construction worker, 6803 S. Throop., Chicago, IL during November, 2013, December, 2013, January, 2014, February, 2014, March, 2014 did not see ComEd come on the premises to read the meters. ComEd did not leave any notices on the premises that its representatives had been on the property to gain access to the meters.

Larry Bragg
Larry Bragg
1-872-230-9278

Larry Bragg, read the complaint and know what it says. The contents are true to the best of my knowledge.

Subscribed and sworn/affirmed to before me on (month, day, year) Sept 29, 2014

Betty Walker
Signature, Notary Public Illinois

