



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.

Sheet enclosed

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

HAVE COMED RETURN THE PAYMENT OF 1074.90 I MADE TO THEM

**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: 03/02/2015  
(Month, day, year)

Complainant's Signature: Maher Jarad

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

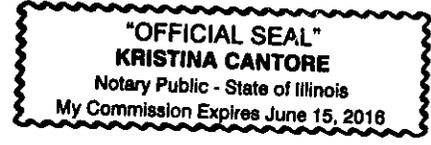
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

**VERIFICATION**

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

I, Maher Jarad, 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.

Maher Jarad  
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) MARCH 2 2015

Kristina Cantore  
Signature, Notary Public, Illinois

(NOTARY SEAL)

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

Before starting construction of my home I called COMED New Business Department and asked if there would be any charges in respect to the installation of my new electric service. I was informed there are no charges for the new service. I asked the COMED employee to ask a supervisor to make sure, employee said a second time no charges. THAT WAS NOT THE CASE. I called COMED and spoke with Maureen, she said I was billed \$1074.90 because of the overhead to underground conversion. Keep in mind COMED did NOT install the underground wires. I informed Maureen that her Business Department said I would not have any additional charges and my decision to install the underground wires was based on that. I also mentioned to her that the underground wires were installed by my contractor NOT COMED, AND my contractor said all COMED has to do is connect the wires to the pole. None of that mattered to Maureen and she did NOT want to explain or discuss what I said to her. Her only concern was to make it clear to me THAT IF I do NOT pay the bill in full COMED would NOT turn on my electricity.

I decided to file a complaint against COMED. A few days after I filed the complaint I received a call from ERIN at COMED. She asked me to hold off on submitting my complaint. She was going to look in getting me some type of credit and

Would call me back within one week.  
 Erin did NOT call back. Over the next 4 weeks  
 I left her many messages to please call me  
 with a update, still no return call from Erin.  
 I decided to call her from a different  
 number and she answered the phone. She seemed  
 very surprised I was on the other line. I asked  
 her the same question 3 times because she would  
 not respond with a answer - How could you  
 tell me to wait for your return call, then I leave  
 you over 8 messages during a 4 week period,  
 yet you completely ignore my calls and when you  
 finally answer my phone call it's because I  
 am calling you from a different phone therefore  
 you are not expecting me. All she could say  
 is she understands I am angry.  
 Erin goes on to tell me she was waiting for  
 higher-up management to respond and they just  
 responded today that there is nothing Comed  
 will do.

Interesting how her respond happened to come  
 in the day I called from a different phone number  
 is this how Comed works: No Accountability.  
 Tell the customer whatever because the  
 bottom line is Comed will always get paid  
 because the customer needs electricity.  
 Therefore in the end the customer will pay.  
 I do not feel I should be responsible for  
 the bill I received from Comed for \$1074.90

Thank you for your time  
 Maher (Mike) JARAD  
 MaherJarad