

CASE # 467334

Issued 10/8/14

Account # 1951174049

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

Final Balance Due Immediately	\$179.87
New Charges Due by 10/30/14	\$155.11
Total Amount Due	\$334.98

METER INFORMATION

Read Date	Meter Number	Load Type	Reading Type	Previous	Present	Difference	Multiplier	Usage
10/6/14	142017369	General Service	Total kWh	74812	Actual 75867	Actual 1055	x 1	

CHARGE DETAILS

Retail Delivery Service - Res Single 9/9/14 - 10/6/14 (27 Days)

 - IGS Energy Inc.	\$92.73
ELECTRIC ENERGY CHARGES 1,055 kWh X 0.08790	\$92.73

 - ComEd	\$46.15
Customer Charge	\$15.77
Standard Metering Charge	\$3.41
Distribution Facilities Charge 1,055 kWh X 0.02439	\$25.73
IL Electricity Distribution Charge 1,055 kWh X 0.00118	\$1.24

TAXES & FEES	\$13.53
Environmental Cost Recovery Adj 1,055 kWh X 0.00017	\$0.18
Energy Efficiency Programs 1,055 kWh X 0.00223	\$2.35
Franchise Cost \$45.58 X 3.46300%	\$1.58
State Tax	\$3.48
Municipal Tax	\$5.94
Service Period Total	\$152.41

MISCELLANEOUS	\$182.57
LIHEAP Pledge \$307.00	
Charges from previous bill	\$179.87
Current late payment charge (\$) - electric	\$2.70
Thank you for your payment of \$300.00 on September 22, 2014	
Total Amount Due	\$334.98

UPDATES

IGS Energy Inc.

- Sign up for MyAccount to view your plan and usage at myaccount.igsenergy.com.

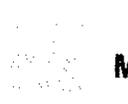
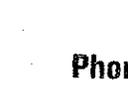
ComEd

- LIGHTING DISCOUNTS: With Daylight Savings Time ending soon, it's a great time to take advantage of instant in-store discounts on ENERGY STAR(R) certified CFLs and LEDs. Look for the ComEd "Lower Price" sticker at participating retailers. Find a store near you at ComEd.com/LightingRetailers.
- CUSTOMER HANDBOOK: Looking for ComEd phone numbers, resources and other helpful information? Download our new Customer Handbook at ComEd.com/Handbook.
- ENVIRONMENTAL DISCLOSURE STATEMENT: ComEd's Environmental Disclosure Statement can now be found online at ComEd.com/EnvironmentalDisclosure.
- YOUR COMED BILL: Need help understanding your bill line item definitions? Please visit us at ComEd.com.
- Omit previous balance if paid. Unpaid previous balances are subject to late charges.

*Liheap
877 411 9276*

OTHER WAYS TO PAY YOUR BILL

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

 Online	 Mobile App	 Phone	 In-Person
Set up an automatic payment, enroll in non-usage billing, or make a convenience payment at ComEd.com/Pay.	Download the ComEd mobile app on your Apple® or Android™ device to view and pay your bill, or manage your account.	Call us to make a convenience payment with a credit card, ATM card, or your bank account: 1.800.588.9477. (Fee Applies)	Pay your bill in-person at many ComEd authorized agents located throughout the region. Visit ComEd.com/Pay for details.

When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.



CHASE #
467334

Issued 11/6/14 Account # 1951174049

An Exelon Company

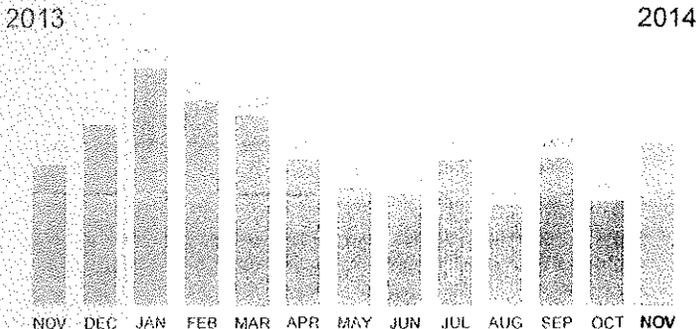
SERVICE FROM 10/6/14 THROUGH 11/5/14 (30 DAYS)

Retail Delivery Service - Res Single

Rita Williams
3615 214th St
Matteson, IL 60443
708.248.5987

Past Balance Due Immediately	\$334.98
New Charges Due by 12/1/14	\$186.16
Total Amount Due	\$521.14

TOTAL USAGE (kWh)



Current month's reading is actual.

AVERAGE DAILY USE (monthly usage/days in period)

54.8 kWh per day (15% increase)

Last Month 39.1 kWh	62° avg. temp	Last Year 47.2 kWh	52° avg. temp
-------------------------------	---------------	------------------------------	---------------

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

CURRENT CHARGES SUMMARY

See reverse side for details ↪

Energy Plus Holdings LLC provides your energy.

1.877.580.3916



DELIVERY \$43.95

ComEd delivers electricity to your home.

ComEd.com
1.800.334.7661

You can choose at PlugInIllinois.org

TAXES & FEES \$18.29

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

Pay your bill online, by phone or by mail.

See reverse side for more info ↪

Account # 1951174049

Past Balance Due Immediately	\$334.98
New Charges Due by 12/1/14	\$186.16
Total Amount Due	\$521.14

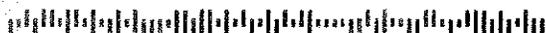
Payment Amount:

195117404900005211443350521141



21252 1 AT 0.403 21285/021252/021424 081 01 GXGEYF 145678C 11072014

RITA WILLIAMS
SONJIA WILLIAMS
3615 214TH ST
MATTESON, IL 60443-2552



COMED
PO BOX 6111
CAROL STREAM, IL 60197-6111



CASE # 467334

Issued 11/6/14

Account # 1951174049

For Questions, Support, and Outages visit ComEd.com

English 1.800.EDISON (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	\$334.98
New Charges Due by 12/1/14	\$186.16
Total Amount Due	\$521.14

METER INFORMATION

Read Date	Meter Number	Load Type	Reading Type	Previous	Present	Difference	Multiplier	Usage
11/5/14	142017369	General Service	Total kWh	75867	Actual 77496	Actual 1629	x 1	

CHARGE DETAILS

Retail Delivery Service - Res Single 10/8/14 - 11/5/14 (30 Days)

 - Energy Plus Holdings LLC **\$118.92**

Commodity Charge 1,529 kWh X 0.07300 \$118.92

 DELIVERY - ComEd **\$43.95**

Customer Charge \$15.77
 Standard Metering Charge \$3.41
 Distribution Facilities Charge 1,629 kWh X 0.02439 \$39.73
 M. Electricity Distribution Charge 1,629 kWh X 0.00118 \$1.92
 2007 Rate Case Refund 1,629 kWh X -0.01036 -\$16.88

TAXES & FEES \$18.29

AMP Refund -\$2.23
 Environmental Cost Recovery Adj 1,629 kWh X 0.00017 \$0.28
 Energy Efficiency Programs 1,629 kWh X 0.00221 \$3.60
 Franchise Cost \$60.26 X 3.46300% \$2.09
 State Tax \$5.38
 Municipal Tax \$9.17

Service Period Total **\$181.16**

MISCELLANEOUS \$339.98

LIHEAP Pledge \$307.00
 Charges from previous bill \$332.28
 Current late payment charge (s) - electric \$5.00
 Previous late payment charge (s) - electric \$2.70

Total Amount Due \$521.14

UPDATES

Energy Plus Holdings LLC

- Visit www.energypluscompany.com/IL/Environment or call 877-580-3916
- for environmental information.

ComEd

- November bill reflects refunds from agreed-upon settlement of actions brought by the Office of Illinois Attorney General Lisa Madigan, Citizens Utility Board, and Illinois Industrial Energy Consumers. For more information, visit us at ComEd.com/ComEdRefunds.
- 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**

• automatic payment, paperless billing, or one-time payment

 **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.

As payment, you authorize us to use information from your check either to make a one-time electronic fund transfer or process the payment as a check transaction.



CASE # 467334

Issued 10/8/14

Account # 1951174049

An Exelon Company

SERVICE FROM 9/9/14 THROUGH 10/6/14 (27 DAYS)

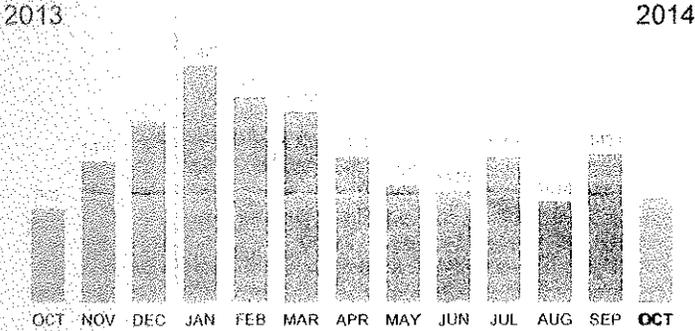
Retail Delivery Service - Res Single

Rita Williams
3615 214th St
Matteson, IL 60443
708.248.5987

Past Balance Due Immediately	\$179.87
New Charges Due by 10/30/14	\$155.11
Total Amount Due	\$334.98

Thank you for your payments totaling \$300.00.

TOTAL USAGE (kWh)



Current month's reading is actual.

AVERAGE DAILY USE (monthly usage/days in period)



Last Month 45.0 kWh 75° avg. temp	Last Year 32.4 kWh 68° avg. temp
------------------------------------------------	-----------------------------------------------

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

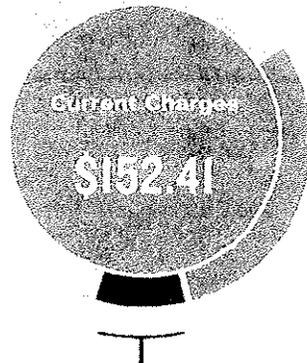
CURRENT CHARGES SUMMARY

See reverse side for details →

IGS Energy Inc. provides your energy.

1.888.993.0997

You can choose at PluginIllinois.org



DELIVERY \$46.15

ComEd delivers electricity to your home.

ComEd.com
1.800.334.7661

TAXES & FEES \$13.53

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

Pay your bill online, by phone or by mail.

See reverse side for more info →

Account # 1951174049

Past Balance Due Immediately	\$179.87
New Charges Due by 10/30/14	\$155.11
Total Amount Due	\$334.98

Payment Amount:



21489 1 AT 0.403 21495/021489/021626 095 01 GXGC85 148898C 10092014

RITA WILLIAMS
SONJIA WILLIAMS
3615 214TH ST
MATTESON, IL 60443-2552



COMED
PO BOX 6111
CAROL STREAM, IL 60197-6111

195117404900003349843030334981

0171

March 24, 2015

CASE # 467334

3019 1 AT 0.403 3019/003019/003120 008 01 GXH07Z 03252015

RITA WILLIAMS
SONJIA WILLIAMS
3615 214TH ST
MATTESON, IL 60443-2552



Account Number: 1951174049
Service Address: 3615 214TH ST
City, State, Zip: MATTESON, IL 60443

Electric Supplier Choice - Confirmation of Drop

Dear RITA WILLIAMS:

We have received notice that effective May 08, 2015, Energy Plus Holdings LLC will no longer be your electric supplier of choice. Your electric supplier is being changed to ComEd. For questions or information regarding your previous electric supplier, please contact Energy Plus Holdings LLC at (877) 580-3916.

If you would like to switch to a new electric supplier other than ComEd, please visit ComEd.com/customerchoice for a list of eligible Retail Electric Suppliers that are able to serve you in ComEd's service area. *(Note: you cannot return to your previous supplier for the next 6 billing periods.)* If you have any questions or would like to learn more about customer choice, please visit ComEd.com/customerchoice.

You will remain a ComEd customer for electric *delivery* services. ComEd will still deliver electricity to 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) for Residential customers or at 1-877-4-ComEd-1 (1-877-426-6331) for Commercial customers.

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

Sincerely,

Val Lanson

Senior Vice President, Customer Operations



2

INGALLS

CASE #
467334

Ingalls Home Care
1 Ingalls Drive
Harvey, IL 60426
708-331-0226

TO: Commonwealth Edison
FAX: (830) 684-2692

RE: Account # 1951174049
Contact # (708) 248-5987 Hm , (847) 826-4620 Cell

To whom it may concern:

I am writing to ask you not to disconnect electric service to the home where my patient resides. My patient is Sonja Williams and she lives with her daughter Rita Williams at 3615 214th Street, Matteson, IL 60443. Disconnection of electric services would aggravate Ms. Williams' health issues and pose a threat for re-hospitalization.

Sonja Williams is a renal dialysis patient who is dependent for care, transfer and ADL's. In addition she has history of stroke, lower leg amputation, diabetes and active wounds requiring treatment. She is being treated in the home by our homecare agency and electricity is imperative to that treatment.

Thank you in advance for your cooperation. If you have any further questions do not hesitate to contact me.

Sincerely,



Lisa A. Cole, LCSW
(708) 331-0226
(773) 219-7831

CASE #
467334**Better Business Bureau®**

Start With Trust | Online Complaint System

Your Information

Title: Ms.**First Name:** Rita**Last Name:** Williams**Country:** UNITED STATES**Address:** 3615 214th street**City/Town:** Matteson**State/Province/Region:** IL**ZIP/Postal Code/Postcode:** 60443**Daytime Phone:** 708-200-3936**Evening Phone:** 708-248-5987**Email:** ritastrong@netzero.net**Age:** 40**Gender:** Female

Business Information

Name: Energy Plus Holdings LLC**Address:** 3711 Market Street 9th floor**City:** Philadelphia**State:** PA**Zip/Postal Code:** 19103

Complaint Information

Complaint Type: Product Issues

Description of Complaint: Sonja Williams has a Southwest credit card. As a cardholder she was offered reward points for traveling. She was baited into enrolling with Energy Plus Holdings never fully understanding that our residence account was being set up with a completely different provider. In a very short time our utility bill has drastically changed and spiked high from November 2014 to March 2015 from an average of \$120 to \$2157.78. In the short months every Billing cycle has increased greatly. Due to the Company's deception of hidden costs my family is surviving barely and suffering and scared of imminent disconnect from our utility company. Unfortunately my research on this deceiving company's practices was done later than sooner. I'm asking for assistance from the States Attorney General's office to help my family seek retribution for an outrageous utility bill. When I called the Company seeking some answers concerning the matter I was told there was nothing the company could do to assist us. They relented and agreed to send a \$40 check toward credit to us for our troubles... What an insult! Our account is already on a lifeline alert due to my Mother needing electricity to survive medically. These matters are not taken into consideration when a company is allowed to overcharge ridiculous rates. This company has not shown Integrity and Good Business Practice. Please help our family regain a sense of balance and fairness in this whole situation. Right now we feel cheated and bullied.

Desired Settlement: Refund

Desired Outcome Description: Family is seeking full retribution of a refund of the ridiculous charges on our account.

HELP

Please review your complaint. If any information is inaccurate, you may return to the step in question and make corrections. All your information will be saved when you go back through the process. To go back to a previous step, click the step you want to go to in the progress bar at the top of this page.

The BBB serving Metro Washington DC & Eastern Pennsylvania will handle your complaint.

You may print this page for your records. You will also receive an email confirmation of your complaint.

You may print this information for your records. You will also receive an email confirmation of your complaint.

NOTICE

THE TEXT OF YOUR COMPLAINT MAY BE PUBLICLY POSTED ON THE BBB WEB SITE (BBB reserves the right to not post in accordance with BBB policy). PLEASE DO NOT INCLUDE ANY PERSONALLY IDENTIFIABLE INFORMATION IN DESCRIBING THE NATURE OF YOUR COMPLAINT. BY SUBMITTING YOUR COMPLAINT, YOU ARE REPRESENTING THAT IT IS A TRUTHFUL ACCOUNT OF YOUR EXPERIENCE WITH THE BUSINESS. BBB MAY EDIT YOUR COMPLAINT TO PROTECT PRIVACY RIGHTS AND TO REMOVE INAPPROPRIATE LANGUAGE.

CASE #
467334



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

Dear Consumer:

Thank you for contacting my office concerning your consumer problem. Enclosed you will find a complaint form which I ask you to fill out completely and return to my office. Also, please enclose copies of any documents relevant to your complaint. Please do not send any original documents.

Upon receipt of your complaint, a staff person will first review your complaint to determine if the complaint pertains to a matter better addressed by another agency. If so, your complaint will be referred. If your complaint is retained by this office, a staff person will forward your complaint to the business involved requesting a response. Any response will be forwarded to you.

If this informal dispute resolution process does not result in a satisfactory conclusion, this office cannot require a business to respond to or adjust your complaint. Illinois law does not permit the Attorney General's Office to represent private citizens in legal actions.

Where evidence indicates that a business is engaging in substantial and systematic violations of consumer protection laws, we do bring legal actions on behalf of the State of Illinois that are in the public interest. If your complaint supports a pattern of deceptive practices, it may be included in future investigations or litigation.

I appreciate your interest in bringing this complaint to our attention. One of the most valuable ways we can learn of problems existing in the marketplace is by receiving complaints from concerned citizens.

Sincerely,

ATTORNEY GENERAL
State of Illinois



CASE #
467334 **LISA MADIGAN**

Illinois Attorney General
Consumer Fraud Bureau
100 West Randolph Street, 12th Floor
Chicago, IL 60601
312-814-3000
1-800-386-5438 (Toll free in IL)
TTY: 1-800-964-3013
www.IllinoisAttorneyGeneral.gov

Office Use Only	
CLMS:	_____
AG:	_____

YOUR INFORMATION: NAME OF SELLER OR PROVIDER OF SERVICE:

Name: Mr., Mrs., Ms. (circle one) <u>Rita Williams / Williams</u> / <u>SONJIA</u> Address: <u>3615 214th St.</u> City: <u>Matteson IL</u> State: <u>IL</u> Zip code: <u>60443</u> County: <u>COOK</u> Your Telephone Number: Daytime <u>(708) 200 3936</u> Evening <u>(708) 248 5987</u> Your e-mail address (optional): <u>Ritastrong@Netzero.net</u> Are you a senior citizen? Yes <input checked="" type="radio"/> No <input type="radio"/> Are you a veteran? Yes <input type="radio"/> No <input checked="" type="radio"/> Are you a service member? Yes <input type="radio"/> No <input checked="" type="radio"/>	Name: <u>Energy Plus Holdings LLC</u> Address: <u>3711 Market Street 9th Floor</u> City: <u>Philadelphia PA</u> State: <u>PA</u> Zip code: <u>19103</u> Telephone <u>(877) 580 3916</u> Website: <u>www.energyplus.com</u> Additional seller or provider of service involved in transaction: Name: Address: City: State: Zip code: Telephone () Website:
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? Yes No
 If yes, please give name, address, telephone number #. Illinois Commerce Commission
 Is court action pending? Yes No 1 800 524 0795

INFORMATION ABOUT THE TRANSACTION

Date of Transaction:	Did you sign a contract? Yes <input type="radio"/> No <input checked="" type="radio"/> (If yes, please attach a copy)	Date contract was signed:
----------------------	--------------------------------------------------------------------------------------------------------------------------	---------------------------

Was the product or service advertised? Yes No When? _____ (Please attach a copy of the advertisement, if available)

How was the service advertised? <input type="checkbox"/> Newspaper/magazine <input type="checkbox"/> Radio advertisement <input type="checkbox"/> Television advertisement <input type="checkbox"/> Internet advertisement <input type="checkbox"/> E-mail solicitation <input type="checkbox"/> Direct mail solicitation <input type="checkbox"/> Telephone solicitation <input type="checkbox"/> Yellow pages of the telephone book <input type="checkbox"/> Facsimile solicitation <input type="checkbox"/> Door-to-door solicitation <input type="checkbox"/> Display at merchant's place of business <input type="checkbox"/> Display at a trade show/convention, etc. <input type="checkbox"/> Other _____	Total Cost of product/service: \$ <u>2100</u> Amount paid to date/down payment: \$ _____ Method of payment (circle one) (Please attach a copy) Cash <input type="radio"/> Check <input type="radio"/> Money Order <input type="radio"/> Credit Card <input type="radio"/> Debit Card <input type="radio"/> Bank Draft <input type="radio"/> Wire Transfer <input type="radio"/> Automatic Debit <input type="radio"/> Other _____ If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes <input type="radio"/> No <input type="radio"/> (Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

CASE # 467334

Where did the transaction take place?

- At my home
- Over the telephone
- By mail
- Over the Internet
- Trade show/convention/home show
- At the firm's place of business
- By facsimile
- Other (please specify) _____
- There was no transaction

Have you complained to the company or individual?

Yes No

If yes, provide name and phone number of the individual(s):

FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:

Make:	Model:	Year:	New: Yes No	As-Is: Yes No
Warranty: Yes No Expiration Date:	Name of Extended Warranty:	Purchase Date:	Current Mileage:	Mileage at Purchase:

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. PLEASE DO NOT SEND ORIGINALS.

Senjia Williams has a Southwest Credit Card. As a cardholder she was offered Reward points for traveling. She was baited into enrolling with Energy Plus Holdings never fully understanding that our residence account was being set up with a completely different Provider. In a very short period of time of utility Bill has drastically changed and spiked high from November 2014 to March 2015 from average of \$20 to \$2100. In the short months every Billing cycle has increased greatly. Due to the Company's deception of hidden costs my family is surviving barely and suffering and Scared of imminent disconnect from our Utility Company. Unfortunately my research on this deceiving Companies practices was done later than sooner. I'm

What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.)

1) Reasonable and Substantial Adjustment to our Residential ComEd Account for the Period of Service that Energy Holdings, LLC overcharged our family

READ THE FOLLOWING BEFORE SIGNING BELOW:

- In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or the person the complaint is directed against, unless the box below is checked.
- By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters concerned with this complaint.

Signature: Rita Williams

02/20/2015

Senjia L. Williams

Please do not send this complaint to the business complained about.

Please return the completed form to the address at the top of this complaint form. Incomplete forms may be returned.

3/30/2015

CASE #
467334

Asking for Assistance from the
States Attorney General Office
to help my family seek retribution
for an outrageous utility bill.

When I called the company seeking
some answers concerning the matter
I was told there was nothing
the company could do to assist us
They relented and agreed to send
a 40 dollar credit check to us
for our troubles.

Our Account is already on a
lifeline Alert due to my mother
Sonjia Williams needing electricity
to survive medically. These matters
are not taken into consideration
when a company is allowed to
overcharge ridiculous rates. This
company has not shown Integrity
and Good Business practices.

Please help our family regain a sense
of balance and fairness in this whole
situation; Right now we feel Cheated and Bullied.

CASE #
467334

3/30/2015

Please be aware that I am
taking the time to file an
official complaint with the
Better Business Bureau

April 17,2015

On April 9,2015 I was blessed to receive assistance from the Army Emergency Relief fund to ensure our electricity was not disconnected. I think it is shameful that our family had to endure such stress and worry because the Energy Plus Holdings company did not practice better business practices. Sonjia Williams a resident in the home is disabled and the organization feared for her health and ruled that it was a life or death situation concerning our utilities. I am very disappointed with the companys response to us as clients. The unconcern that was displayed toward us is terrible and a horrible example of customer service.

I am attaching a copy of our bill even after receiving assistance from imminent danger of disconnect. We still have a elevated bill. This company seriously needs to be investigated.

Rita Williams

Sonjia Williams

NATIONAL HEADQUARTERS
ARMY EMERGENCY RELIEF
200 STOVALL STREET
ALEXANDRIA, VIRGINIA 22332-0600
(703) 428-0000
WWW.AERHQ.ORG

GEN RAYMOND T. GIERNO
CHIEF OF STAFF, UNITED STATES ARMY
CHAIRMAN, BOARD OF ADVISORS

GEN DENNIS J. REIMER
UNITED STATES ARMY, RETIRED
PRESIDENT

LTG ROBERT F. FOLEY
UNITED STATES ARMY, RETIRED
DIRECTOR

April 17, 2015

Sonia Williams
3615 214th St.
Matteson, IL 60443

Subject: Repayment of Army Emergency Relief Client I.D. 5962077

Dear Ma'am:

Thank you for contacting Army Emergency Relief. Our records indicate that you received a loan in the amount of \$2,157.78 on 9 April 2015 for assistance with paying your utility bills. This assistance was provided in the form of a grant with no repayment.

If you have any questions please contact this Headquarters at 1-866-878-6378 or e-mail at Repayments-Allotments@aerhq.org.

Sincerely,



Donald W. Vincent
Sergeant Major, US Army, Retired
Loan Management Supervisor

For Official Use Only

AER — Helping the Army Take Care of Its Own



An Exelon Company

Issued 4/13/15 Account # 1951174049

SERVICE FROM 3/12/15 THROUGH 4/10/15 (29 DAYS)

Retail Delivery Service - Res Single

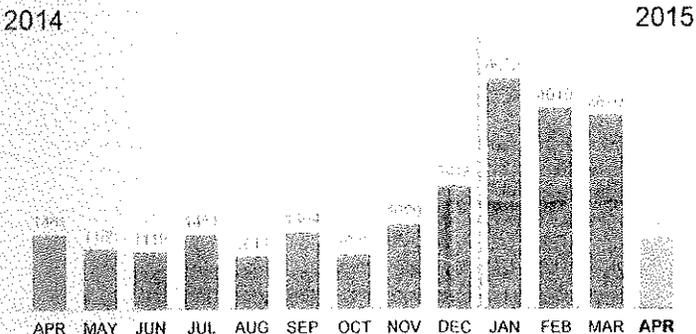
Rita Williams
3615 214th St
Matteson, IL 60443
708.248.5987

Total Amount Due by 6/5/15

\$258.62

Thank you for your payments totaling **\$2,157.78.**

TOTAL USAGE (kWh)



Current month's reading is actual.

AVERAGE DAILY USE (monthly usage/days in period)



Last Month 21° avg. temp

133.4 kWh

Last Year 38° avg. temp

50.4 kWh

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

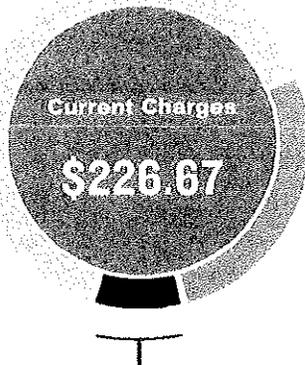
CURRENT CHARGES SUMMARY

See reverse side for details ↗

Energy Plus Holdings LLC provides your energy.

1.877.580.3916

You can choose at PluginIllinois.org



DELIVERY \$61.79

ComEd delivers electricity to your home.

ComEd.com
1.800.334.7661

TAXES & FEES \$19.18

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

Pay your bill online, by phone or by mail.

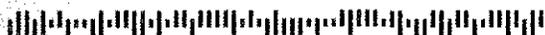
See reverse side for more info ↗

Account # **1951174049**



9948 1 AV 0.378 9948/009948/010214 045 01 GXH234 15789AB 04142015

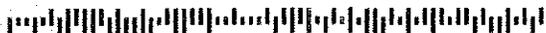
RITA WILLIAMS
SONJIA WILLIAMS
3615 214TH ST
MATTESON, IL 60443-2552



Total Amount Due by 6/5/15

\$258.62

Payment Amount:



COMED
PO BOX 6111
CAROL STREAM, IL 60197-6111

195117404900002586251250258621

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

Total Amount Due by 5/5/15 **\$258.62**

METER INFORMATION

Read Date	Meter Number	Load Type	Reading Type	Previous	Present	Difference	Multiplier	Usage
4/10/15	142017369	General Service	Total kWh	92402	Actual 93803	Actual 1401	x 1	

CHARGE DETAILS

Retail Delivery Service - Res Single 3/12/15 - 4/10/15 (29 Days)

SUPPLY - Energy Plus Holdings LLC **\$145.70**
 Commodity Charge 1401 KWH @ 0.10 1,401 kWh X 0.10400 \$145.70

DELIVERY - ComEd **\$61.79**
 Customer Charge \$11.53
 Standard Metering Charge \$4.42
 Distribution Facilities Charge 1,401 kWh X 0.03226 \$45.20
 IL Electricity Distribution Charge 1,401 kWh X 0.00121 \$1.70
 Residual Refund 1,401 kWh X -0.00076 -\$1.06

TAXES & FEES **\$19.18**
 Environmental Cost Recovery Adj 1,401 kWh X 0.00030 \$0.42
 Energy Efficiency Programs 1,401 kWh X 0.00227 \$3.18
 Franchise Cost \$62.28 X 3.46300% \$2.16
 State Tax \$4.62
 Municipal Tax \$8.80
 Service Period Total **\$226.67**

MISCELLANEOUS **\$31.95**
 Current late payment charge (s) - electric \$31.95

Thank you for your payment of \$2,157.78 on April 9, 2015
Total Amount Due \$258.62

UPDATES

Energy Plus Holdings LLC

- Visit www.energypluscompany.com/IL/Environment or call 877-580-3916
- for environmental information.

ComEd

- **BEST TIMES TO CALL:** Experience shorter wait times from Tuesday to Friday between 10:00am and 3:00pm. Longer wait times can be expected on Mondays, the first business day after a holiday, and the first business day of the month.
- ComEd's CARE programs offer financial assistance to eligible residential customers and nonprofit organizations that have fallen behind on their electric bills. For information, call 888-806-CARE, or visit ComEd.com/CARE.
- **PLANTING A TREE THIS SPRING?** Find out which trees are safe to plant near power lines in our helpful smart planting guide at comed.com/smartplanting.
- **WANT TO BE IN THE KNOW?** Having your current phone number in the ComEd system will help when reporting outages, paying bills by phone and with your general inquiries. Update your phone number today by logging into ComEd.com/MyAccount or calling 1-800-Edison1
- **YOUR COMED BILL:** Need help understanding your bill's line item definitions? Visit us at ComEd.com
- **ENVIRONMENTAL DISCLOSURE STATEMENT:** ComEd's Environmental Disclosure Statement can now be found online at ComEd.com/EnvironmentalDisclosure
- Your April bill includes a credit related to the AMP and 2007 Rate Case refunds ordered by the Illinois Commerce Commission and included in your November monthly bill. This credit completes the refund process.
- Past due 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.



An Exelon Company

CASE # 467334

Issued 3/13/15 Account # 1951174049

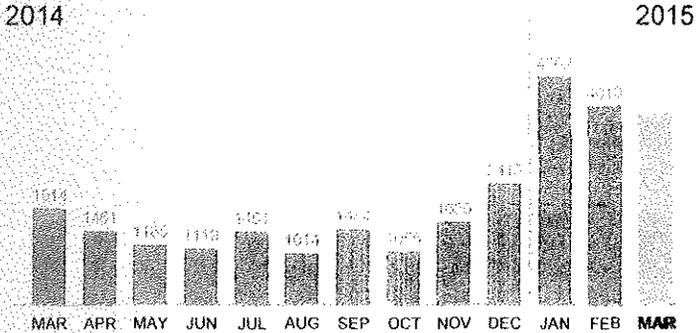
SERVICE FROM 2/11/15 THROUGH 3/12/15 (29 DAYS)

Retail Delivery Service - Res Single

Rita Williams
3615 214th St
Matteson, IL 60443
708.248.5987

Past Balance Due Immediately:	\$1,497.21
New Charges Due by 4/6/15	\$660.57
Total Amount Due	\$2,157.78

TOTAL USAGE (kWh)



Current month's reading is actual.

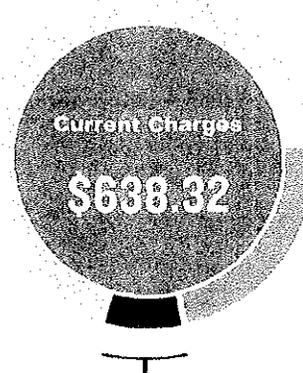
AVERAGE DAILY USE (monthly usage/days in period)



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

CURRENT CHARGES SUMMARY

See reverse side for details ↗



DELIVERY \$146.48

Energy Plus Holdings LLC provides your energy.

1.877.580.3916

ComEd delivers electricity to your home.

ComEd.com
1.800.334.7661

You can choose at PlugInIllinois.org

TAXES & FEES \$47.79

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

Pay your bill online, by phone or by mail.

See reverse side for more info ↗

Account # 1951174049



21453 1 AT 0.403 21458/021453/021609 091 01 GXGS7R 13568A 03142015

RITA WILLIAMS
SONJIA WILLIAMS
3615 214TH ST
MATTESON, IL 60443-2552



Past Balance Due Immediately:	\$1,497.21
New Charges Due by 4/6/15	\$660.57
Total Amount Due	\$2,157.78

Payment Amount:

195117404900021577850962157780

COMED
PO BOX 6111
CAROL STREAM, IL 60197-6111

6/180
cancellation #

CASE # 467334
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	\$1,497.21
New Charges Due by 4/6/15	\$660.57
Total Amount Due	\$2,157.78

METER INFORMATION

Read Date	Meter Number	Load Type	Reading Type	Previous	Present	Difference	Multiplier	Usage
3/12/15	142017369	General Service	Total kWh	88532	Actual 92402	Actual 3870	x 1	

CHARGE DETAILS

Retail Delivery Service - Res Single 2/11/15 - 3/12/15 (29 Days)

SUPPLY - Energy Plus Holdings LLC \$445.05

Commodity Charge 3,870 kWh X 0.11500 \$445.05

DELIVERY - ComEd \$145.48

Customer Charge \$11.53
 Standard Metering Charge \$4.42
 Distribution Facilities Charge 3,870 kWh X 0.03226 \$124.85
 IL Electricity Distribution Charge 3,870 kWh X 0.00121 \$4.68

TAXES & FEES \$47.79

Environmental Cost Recovery Adj 3,870 kWh X 0.00030 \$1.16
 Energy Efficiency Programs 3,870 kWh X 0.00227 \$8.78
 Franchise Cost \$144.91 X 3.46300% \$5.02
 State Tax \$12.57
 Municipal Tax \$20.26

Service Period Total **\$638.32**

MISCELLANEOUS \$1,519.46

Charges from previous bill \$1,475.67
 Current late payment charge (s) - electric \$22.25
 Previous late payment charge (s) - electric \$21.54

Total Amount Due \$2,157.78

UPDATES

Energy Plus Holdings LLC

- Visit www.energypluscompany.com/LEnvironment or call 877-580-3916
- for environmental information.

ComEd

- **LIGHTING DISCOUNTS:** CFLs and LEDs use about 75% less electricity than traditional incandescent light bulbs. Take advantage of instant in-store discounts from ComEd and replace those old bulbs. Find a participating retailer near you at ComEd.com/LightingRetailers.
- 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.





An Exelon Company

Issued 2/12/15 Account # 1951174049

SERVICE FROM 1/10/15 THROUGH 2/11/15 (32 DAYS)

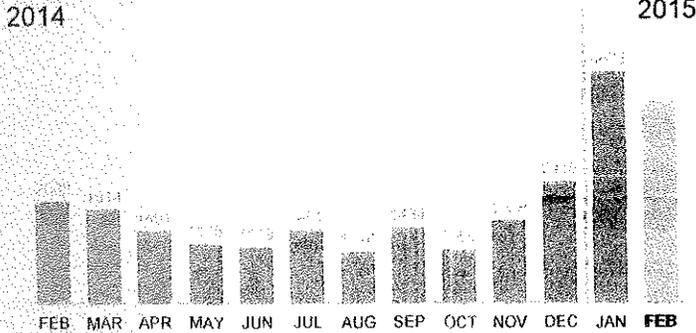
Retail Delivery Service - Res Single

Rita Williams
3615 214th St
Matteson, IL 60443
708.248.5987

Past Balance Due Immediately	\$917.90
New Charges Due by 3/6/15	\$579.31
Total Amount Due	\$1,497.21

Thank you for your payments totaling \$150.00.

TOTAL USAGE (kWh)



Current month's reading is actual.

AVERAGE DAILY USE (monthly usage/days in period)



Last Month 127.8 kWh 31° avg. temp	Last Year 64.4 kWh 18° avg. temp
-------------------------------------------------	-----------------------------------------------

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

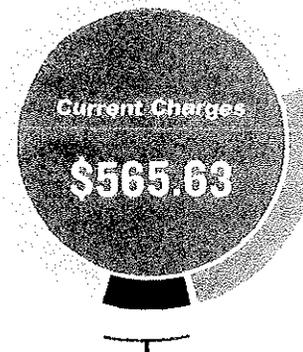
CURRENT CHARGES SUMMARY

See reverse side for details ➔

Energy Plus Holdings LLC provides your energy.

1.877.580.3916

You can choose at PluginIllinois.org



TAXES & FEES \$49.44



ComEd delivers electricity to your home.

ComEd.com
1.800.334.7661

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

Pay your bill online, by phone or by mail.

See reverse side for more info ➔

Account # 1951174049

Past Balance Due Immediately	\$917.90
New Charges Due by 3/6/15	\$579.31
Total Amount Due	\$1,497.21

Payment Amount:

195117404900014972150651497217



21267 2 AT 0.403 21271/021267/021433 086 01 GXGPMW 1267AB 02132015

RITA WILLIAMS
SONJIA WILLIAMS
3615 214TH ST
MATTESON, IL 60443-2552



COMED
PO BOX 6111
CAROL STREAM, IL 60197-6111

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	\$917.90
New Charges Due by 3/6/15	\$579.31
Total Amount Due	\$1,497.21

METER INFORMATION

Read Date	Meter Number	Load Type	Reading Type	Previous	Present	Difference	Multiplier	Usage
2/11/15	142017369	General Service	Total kWh	84513 Actual	88532 Actual	4019	x 1	1019

CHARGE DETAILS

Retail Delivery Service - Res Single 1/10/15 - 2/11/15 (32 Days)

 **Energy Plus Holdings LLC** **\$365.73**
 Commodity Charge 4,019 kWh X 0.09100 \$365.73

 **ComEd** **\$150.46**
 Customer Charge \$11.53
 Standard Metering Charge \$4.42
 Distribution Facilities Charge 4,019 kWh X 0.03226 \$129.65
 IL Electricity Distribution Charge 4,019 kWh X 0.00121 \$4.86

TAXES & FEES **\$49.44**
 Environmental Cost Recovery Adj 4,019 kWh X 0.00030 \$1.21
 Energy Efficiency Programs 4,019 kWh X 0.00227 \$9.12
 Franchise Cost \$149.89 X 3.46300% \$5.19
 State Tax \$13.04
 Municipal Tax \$20.88
Service Period Total **\$565.63**

MISCELLANEOUS **\$931.58**
 Charges from previous bill \$910.04
 Current late payment charge (s) - electric \$13.68
 Previous late payment charge (s) - electric \$7.86
 Thank you for your payment of \$150.00 on February 5, 2015
Total Amount Due **\$1,497.21**

UPDATES

Energy Plus Holdings LLC

- Visit www.energypluscompany.com/ILEnvironment or call 877-580-3916
- for environmental information.

ComEd

- ComEd's monthly Smart Ideas(R) Energy Efficiency Email offers tips, tools and rebates to help you save money and energy all year round. Sign up at ComEd.com/SignMeUp.
- 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.

 <p>Online</p> <p>Set up an automatic payment, make a convenience payment at ComEd.com/Pay.</p>	 <p>Mobile App</p> <p>Download the ComEd mobile Android™ device to view and pay your bill, or manage your account.</p>	 <p>Phone</p> <p>Call us to make a convenience payment with your credit card, or your bank account: 1.800.588.9477. (Fee Applies)</p>	 <p>In-Person</p> <p>Pay your bill in-person at many ComEd business agents located throughout the region. Visit ComEd.com/Pay for details.</p>
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------





CASE # 467334

Issued 1/13/15 Account # 1951174049

Account # 1951174049

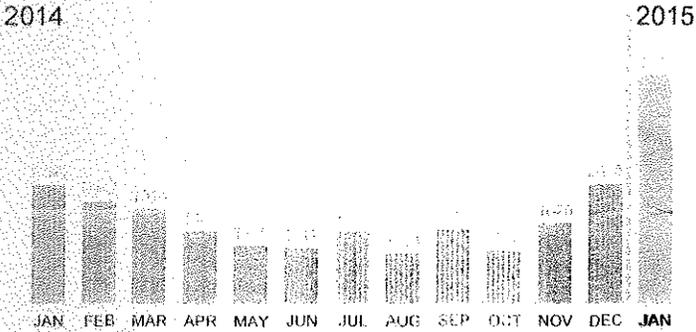
SERVICE FROM 12/5/14 THROUGH 1/10/15 (36 DAYS)

Retail Delivery Service - Res Single

Rita Williams
3615 214th St
Matteson, IL 60443
708.248.5987

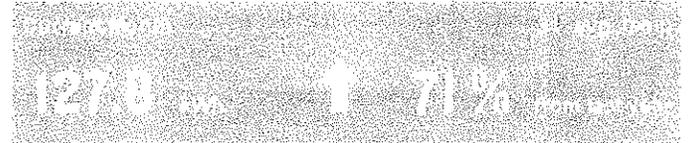
Past Balance Due Immediately	\$501.04
New Charges Due by 2/4/15	\$566.86
Total Amount Due	\$1,067.90

TOTAL USAGE (kWh)



Current month's reading is actual.

AVERAGE DAILY USE (monthly usage/days in period)



Last Month	34° avg. temp	Last Year	20° avg. temp
80.5 kWh		74.8 kWh	

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

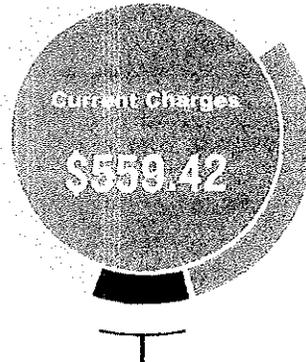
CURRENT CHARGES SUMMARY

See reverse side for details ➡

Energy Plus Holdings LLC provides your energy.

1.877.580.3916

You can choose at PlugInIllinois.org



DELIVERY \$169.90

ComEd delivers electricity to your home.

ComEd.com
1.800.334.7661

TAXES & FEES \$53.49

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



Pay your bill online, by phone or by mail.

See reverse side for more info ➡

Account # 1951174049

21348 1 AT 0.403 21355 021538702 313 109 01 5x2015 1432789 01142015

RITA WILLIAMS
SONJIA WILLIAMS
3615 214TH ST
MATTESON, IL 60443-2552



Past Balance Due Immediately	\$501.04
New Charges Due by 2/4/15	\$566.86
Total Amount Due	\$1,067.90

Payment Amount:

195117404900010679050351067900

COMED
PO BOX 6111
CAROL STREAM, IL 60197-6111

1/13/15

CASE # 467334

Issued 1/13/15 Account # 1951174049

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	\$501.04
New Charges Due by 2/4/15	\$566.86
Total Amount Due	\$1,067.90

METER INFORMATION

Read Date	Meter Number	Load Type	Reading Type	Previous	Present	Difference	Multiplier	Usage
1/10/15	142017369	General Service	Total kWh	79911	Actual 84513	Actual 4602	x 1	

CHARGE DETAILS

Retail Delivery Service - Res Single 12/5/14 - 1/10/15 (36 Days)

 - Energy Plus Holdings LLC	\$335.95
Commodity Charge 4,602 kWh X 0.07300	\$335.95
 DELIVERY - ComEd	\$169.98
Customer Charge	\$11.53
Standard Metering Charge	\$4.42
Distribution Facilities Charge 4,602 kWh X 0.03226	\$148.46
IL Electricity Distribution Charge 4,602 kWh X 0.00121	\$5.57

TAXES & FEES

Environmental Cost Recovery Adj 4,602 kWh X 0.00030	\$1.38
Energy Efficiency Programs 4,602 kWh X 0.00227	\$10.45
Franchise Cost \$169.41 X 3.46300%	\$5.87
State Tax	\$14.90
Municipal Tax	\$20.89

Service Period Total **\$559.42**

MISCELLANEOUS

Charges from previous bill	\$495.62
Current late payment charge (s) - electric	\$7.44
Previous late payment charge (s) - electric	\$5.42

Total Amount Due \$1,067.90

UPDATES

- Energy Plus Holdings LLC**
- Visit www.energypluscompany.com/ILEnvironment or call 877-580-3916 for environmental information.
- ComEd**
- TIPS, TOOLS and REBATES: Resolve to save money and energy in 2015. The ComEd Smart Ideas Energy Efficiency Program can help. Visit ComEd.com/HomeSavings for details.
 - YOUR COMED BILL: Need help understanding your bill line item definitions? Please visit us at ComEd.com.
 - ENVIRONMENTAL DISCLOSURE STATEMENT: ComEd's Environmental Disclosure Statement can now be found online at ComEd.com/EnvironmentalDisclosure.
 - 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.

When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer to your account or to process the payment as a check transaction.



CASE # 467334

Issued 12/8/14 Account # 1951174049

SERVICE FROM 11/5/14 THROUGH 12/5/14 (30 DAYS)

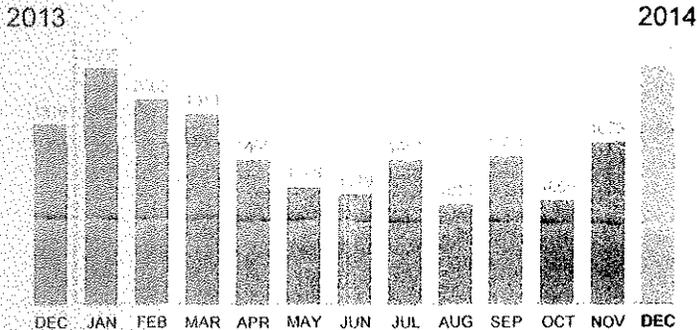
Retail Delivery Service - Res Single

Rita Williams
3615 214th St
Matteson, IL 60443
708.248.5987

Past Balance Due Immediately	\$214.14
New Charges Due by 12/30/14	\$286.90
Total Amount Due	\$501.04

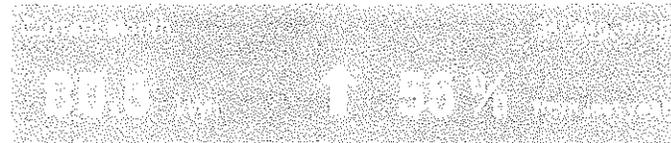
Thank you for your payments totaling \$307.00.

TOTAL USAGE (kWh)



Current month's reading is actual.

AVERAGE DAILY USE (monthly usage/days in period)



Last Month	54° avg. temp	Last Year	37° avg. temp
54.3	kWh	51.9	kWh

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

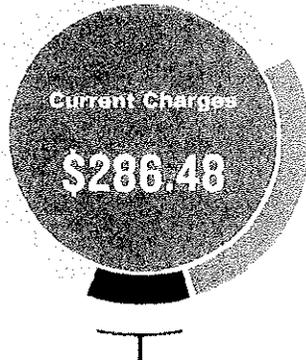
CURRENT CHARGES SUMMARY

See reverse side for details →

Energy Plus Holdings LLC provides your energy.

1.877.580.3916

You can choose at PluginIllinois.org



TAXES & FEES \$29.25

DELIVERY \$80.00

ComEd delivers electricity to your home.

ComEd.com
1.800.334.7661

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

Pay your bill online, by phone or by mail.

See reverse side for more info →

Account # 1951174049

Past Balance Due Immediately	\$214.14
New Charges Due by 12/30/14	\$286.90
Total Amount Due	\$501.04

Payment Amount:

195117404900005010443640501047



21227 2 AT 0.403 21230/021227/021356 096 01 GXGMZ6 1248BC 12092014

RITA WILLIAMS
SONJIA WILLIAMS
3615 214TH ST
MATTESON, IL 60443-2552



COMED
PO BOX 6111
CAROL STREAM, IL 60197-6111



CASE# 467334

Issued **12/8/14**

Account # **1951174049**

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	\$214.14
New Charges Due by 12/30/14	\$286.90
Total Amount Due	\$501.04

METER INFORMATION

Read Date	Meter Number	Load Type	Reading Type	Previous	Present	Difference	Multiplier	Usage
12/5/14	142017369	General Service	Total kWh	77496	Actual 79911	Actual 2415	x 1	

CHARGE DETAILS

Retail Delivery Service - Res Single 11/5/14 - 12/5/14 (30 Days)

 Energy Plus Holdings LLC	\$176.30
Commodity Charge: 2,415 kWh X 0.07300	\$176.30
 DELIVERY - ComEd	\$80.93
Customer Charge	\$15.77
Standard Metering Charge	\$3.41
Distribution Facilities Charge: 2,415 kWh X 0.02439	\$58.90
IL Electricity Distribution Charge: 2,415 kWh X 0.00118	\$2.85

TAXES & FEES

TAXES & FEES	\$29.25
Environmental Cost Recovery Adj: 2,415 kWh X 0.00017	\$0.41
Energy Efficiency Programs: 2,415 kWh X 0.00221	\$5.34
Franchise Cost: \$80.36 X 3.46300%	\$2.78
State Tax	\$7.92
Municipal Tax	\$12.80
Service Period Total	\$286.48

MISCELLANEOUS

MISCELLANEOUS	\$214.56
LIHEAP payment \$307.00	
Charges from previous bill	\$209.14
Current late payment charge (s) - electric	\$0.42
Previous late payment charge (s) - electric	\$5.00
Total Amount Due	\$501.04

UPDATES

Energy Plus Holdings LLC

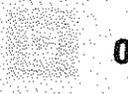
- Visit www.energypluscompany.com/ILEnvironment or call 877-580-3916
- for environmental information.

ComEd

- **GIFT CERTIFICATES:** Give the gift of energy this holiday season. A \$10, \$25, \$50, or \$100 ComEd gift certificate is a great gift for teachers, family or someone who might be experiencing financial hardship. Visit ComEd.com/Gift or call 888-784-5262 to purchase a gift certificate today.
- **YOUR COMED BILL:** Need help understanding your bill line item definitions? Please visit us at ComEd.com.
- 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.

 <p>Online</p> <p>Set up an automatic payment, enroll in paperless billing, or make a convenience payment at ComEd.com/Pay</p>	 <p>Mobile App</p> <p>Download the ComEd mobile app on your Apple® or Android™ device to view and pay your bill, or manage your account.</p>	 <p>Phone</p> <p>Call us to make a convenience payment with a credit card, ATM card, or your bank account: 1.800.588.9477. (Fee Applies)</p>	 <p>In-Person</p> <p>Pay your bill in-person at many ComEd authorized agents located throughout the region. Visit ComEd.com/Pay for details.</p>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

