

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 15-0341

FORMAL COMPLAINT

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2015 MAY -8 P 1: 04
CHIEF CLERK'S OFFICE
Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint): Chandra Shealey

Against (Utility name): ComEd

As to (Reason for complaint) Arbitrary back billing after installing a meter.

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 858 W Armitage Ave #230 Chicago IL 60614

The service address that I am complaining about is 2143 N Stave St Chicago IL 60647 and 14710 Dante Ave Dolton IL

My home telephone is (773) 544-2144

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 544-2144

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

(Full name of utility company) ComEd (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.

280.100, 280.90, 410.210

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.

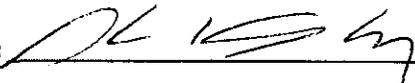
After responding to a card left on the gate in October or November 2013, Rich from ComEd, who indicated that they needed to install a meter, contacted me by phone. I let him know that he would need to coordinate a time with my then husband, Gerard Hartman. At no time did Rich or anyone else from ComEd provide advance notification, leave or mail a pamphlet, or personally disclose to me, their "back billing" practices nor that I should anticipate receiving one. An initial bill of \$63.06 was issued on 1/16/14, and then subsequently and arbitrarily, a bill was issued for \$3750.67 on the following day. When I called to question the erroneous billing, I was told that they'd investigate the error, and that I shouldn't worry about or pay the bill until they got back to me. When I followed up with a supervisor several days later, she told me that, although it wasn't fair or based on actual usage, ComEd was allowed to "back bill". When I asked what it was based on, she said that it was arbitrary. When I asked her to give me the policy in writing to evidence the veracity of her statement, she said that I could just pay the current bills until they did accurate meter readings for a year and then they would adjust the arbitrary bill. When I explained to her that still would be an inaccurate determination of past activity and that ComEd shouldn't be bullying customers into paying for service they never had, she told me that I could file a complaint with the ICC and just pay the bills for current usage. While the current bills were paid, ComEd left the balance of the arbitrary bill on the account. In October 2014, my ex-husband received a disconnection notice, and subsequently, to my knowledge put the bill in someone else's name. As a result, ComEd, without notification, transferred the balance of the previous bill he was fully responsible for to 14710 Dante, Dolton IL.

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

I would like the commission to only allow ComEd to collect on actual usage bills that accrued after the meter was installed, and bar them from receiving any payments for the arbitrary billing amounts on accounts # 6242126045 and 955205071.

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: April 23, 2015
(Month, day, year)

Complainant's Signature: 

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, CHANDRA SHEALEY, 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.


Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) April 23, 2015


Signature, Notary Public, Illinois



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