

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**

*formal Complaint*  
# 2015 - 00819

For Commission Use Only:  
Case: 15-0360

ILLINOIS COMMERCE  
COMMISSION

**FORMAL COMPLAINT**

Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

**ORIGINAL**

2015 MAY 18 P 12:49  
CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Malgorzata Szayna

Against (Utility name): ComEd

As to (Reason for complaint) low wires over parking lot, incorrect billing

in Joliet Illinois.

**TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:**

My complete mailing address is (include City) 3625 Becherer Rd Alexandria VA 22309

The service address that I am complaining about is 315-317 N. Chicago St. Joliet IL 60432

My home telephone is (815) 919 4956

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (815) 919 4956

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

(Full name of utility company) Commonwealth Edison (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.

- Section 460.610(a,b,c) Safety requirements
- " 460,370
- " 460,380
- 460,420

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.

*Please see attachment*

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

- 1) *investigate safety of 800 Amp connection*
- 2) *correct meter, billing*

**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: *May 12th, 2015*  
(Month, day, year)

Complainant's Signature: *Chalgora Gray*

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, *Chalgora Gray*, 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.

*Chalgora Gray*  
Complainant's Signature

Commonwealth of Virginia  
Ernest P. Nasir - Notary Public  
Commission No: 297611  
My Commission Expires 4/30/2016

Subscribed and sworn/affirmed to before me on (month, day, year) *05/12/2015*

*E. Nasir*  
Signature, Notary Public, ~~Illinois~~ VA.

(NOTARY SEAL)

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

May 11, 2015

Malgorzata Szayna  
3625 Becherer Rd.  
Alexandria VA 22309  
Phone 815 919 4956  
mszayna@yahoo.com

## **COMPLAINT AGAINST ComEd**

### **Count I**

#### **Inaccurate Electric Meter or Billing Errors**

After conversion of the heating system to electric heating in my apartment building located at 315-317 N. Chicago Joliet II, I've been receiving complaints from tenants of very high energy use for heating their apartments. Both I and my tenants have become suspicious about the accuracy of the electric meters readings.

Many tenants had requested ComEd to come and check their meters. I did the same in 2013, prompted by receiving an enormous electric bill for service of a few saver bulbs and 4 electric space heaters. After my inquiry to ComEd around the middle of May 2014, ComEd disconnected service by locking my electric meter, despite my payment of more than \$1100.

Electric service was not restored to my building until January 2015 when I managed to establish a new account through customer service. Even though the electric service was turned off, I was receiving bills for subsequent months showing ELECTRIC USAGE EACH MONTH. There was no electric service, yet my bill was showing electric usage each month, consistent with readings for comparable months from previous years. Most disturbing is that the electric meter was showing usage for electricity when the meter was locked and not spinning.

ComEd has refused to correct their billing errors.

How does inaccuracy of an electric meter influence meter readings when there is electric usage? Is it reflected in the bills from May to October? But then why was each month a different reading? How does this false reading scale when the meter is actually recording usage?

How much I was overcharged for the time this defective meter was installed? (the meter was installed on or about October 1<sup>st</sup>, 2010 ). When my meter is so inaccurate what about my tenants' meters? Their winter bills reach \$900 per month when apartments are barely warm.

The City of Joliet Building inspection report states that the heating installation is correct and approved.

### **Count II**

#### **Request for ComEd Statement Concerning 800-Amp Service Connection**

I have concerns prompted by an electric inspection performed on my apartment building located at 315-317 N. Chicago Street, Joliet IL 60432. The report from an independent, third-party contractor states that power lines running from the electric pole to the electric meter panel in my apartment building are too low and may pose a serious safety hazard to the public. According to a ComEd customer representative, these lines belong to ComEd; however, I was the one who paid an electric contractor for their installation.

I want to know the code and regulations governing the location of 800-Amp service to a commercial property, in particular, those which apply to my specific case. Electric service wires are hanging very low over parking lot and close to the building porches. Moreover, they are placed on the building wall between two rows of the windows and tenants can easily touch them. I was also warned that the conduit used for this connection is not for outside use and will eventually corrode exposing the bare wires to weather elements.

***It should be noted that the City of Joliet Building Department had approved the work done by the contractor and ComEd subsequently connected the service.***

I contacted ComEd several times to inspect this connection and issue a statement regarding compliance and safety, as I have witnessed a teenage youth using the 800-Amp wires as “monkey bars” to swing from one porch structure to the other. I did not receive any response until I filed informal complaint with ICC (***ICC No. 2015-00819***).

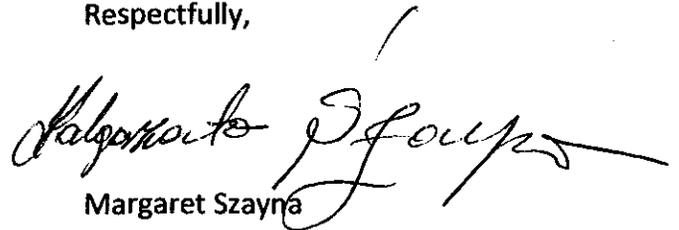
At the time I received a phone call from the ComEd worker who was at my building and after seeing the connection in question, he indicated that contractor should have attached the wires to the point below the roof line, and that the conduit should run just below the roof and later be taken directly down to the meters, not as it is now running between two building floors and below the tenant’s windows.

***Considering the possibility that the City inspector made a mistake approving the installation, does ComEd have the responsibility to connect the new 800-Amp service if the connection was not done correctly?***

Unfortunately I have not heard from ComEd anymore. At the same time the City Building Department is avoiding any statement whether the 800-Amp service meets code. My insurance inspector claims that installation is unsafe and against the code. My lending Institution is requesting in writing proof of compliance.

I ask this Commission to help resolve these concerns, because the connection may pose a serious safety hazard. This "game" shouldn't go on forever if human safety is of concern.

Respectfully,

A handwritten signature in black ink, appearing to read "Margaret Szayna". The signature is written in a cursive style with a long horizontal flourish extending to the right.

Margaret Szayna

Attachments:

Pictures of the location of 800-Amp service lines.