

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

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

For Commission Use Only:
Case: 15-0419

ORIGINAL

CHIEF CLERK'S OFFICE

2015 JUL -9 A 11: 22

Regarding a complaint by (Person making the complaint) Christopher DiGrazia

Against (Utility name): Commonwealth Edison Company

As to (Reason for complaint) I made a payment to my old resident when I bought my house. The final bill in June 2014. It somehow resulted in going to another acct from 2011, forcing collections agency in March 2015, They applied it wrong, then when I inquired Cheryl said their mistake I paid it no worries, in Buffalo Grove Illinois. (payment return)

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 344 S. Buffalo Grove Rd, Buffalo Grove, IL 60089

The service address that I am complaining about is 5749 N. Fairfield Ave, Chicago, IL 60659

My home telephone is (773) 541-0437

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 541-0437.

My e-mail address is monkeybean40a@aol.com. I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Commonwealth Edison Company (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.

See attached description. Not sure which section it applies

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.

1. on June 16, 2014 I Chase web bill payed 2 bills, 25.02 for my current address due 6-27-14, and 47.03 for 5749 N Fairfield Final bill due 6-26-14,
2. paid every comed bill asked, when I got my July bill it said I owed 47.03, so I called in July and inquired, they said yes you did well fix problem. Have a nice day,

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

I would like my \$47.03 returned to me.

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: 06/15/2015
(Month, day, year)

Complainant's Signature: Christopher DeGrazia

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

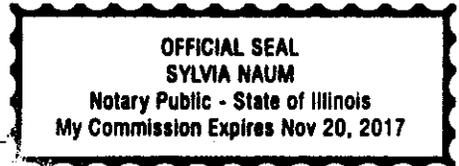
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

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

I, Christopher DeGrazia, 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.

Christopher DeGrazia
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) June 15, 2015

[Signature]
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.

3. continued to pay everything asked.

4. In March, I believe 3-12-15, or ~~3-13-15~~ ^(date 3-9-15), received a collection's notice stating that I owe com ed 47.03. I immediately called com ed talked w/ Sheryl a supervisor, who put me on hold to investigate what happened. She said no worries I don't owe it their mistake she'll have it fixed, and taken out of collections. She said she'd call Monday, she didn't.

5. It was removed promptly by Monday from collections.

6. on 3-17-15, Sheryl left a very fast message stating as of the day before that she had not called me on, 47.03 was going to be put in past due and added to my bill. She said they screwed it up in August 2014 and took it off my bill, didn't say that.

7. When I called back it was game after game, in next 2 weeks I had called several times asking for management to pull the call and talk to me, I think I requested 3 times, one of them being 3-19-15 @ 1035am w/ Tiffany. Saying no request was put in the Tues before as asked. Said she would do it within 48 hrs someone should call, which was a different answer from 3-5 days I was told on another call. Then after 3rd call, they said someone did call, and left message, I had nothing.

8. Finally com ed told me call ICC and gave me the number.

7. By this time my bill was due, and to keep it off my credit report was forced to pay due to lack of response to correct issue,

10. I feel like, since the representative called from comed () after ICC filed.

I have a message from her that says she pulled the call and sheryl did say their mistake don't worry. This was on _____, but said I was still gonna owe the money.

11. I believe after all my attempts to get answers and a possible neg on credit report if I hadn't got this corrected.

I did all my parts and they kept dropping ball. I was forced to pay it, without management calling.

So I deserve it back. I tried to correct it back in July 2014. The people were very rude in process that I did speak with a comed.

But since they admitted their faults,...

12. I have a voicemail from the original ICF sa. comed verifying this is correct, what if sa.