

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 15-0447

ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

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

2015 AUG -3 P 1:04
CHIEF CLERK'S OFFICE

ORIGINAL

Regarding a complaint by (Person making the complaint): Teola Mae McGee

Against (Utility name): Com Ed

As to (Reason for complaint) Request for reimbursement to account and removal of improperly transferred account balance.

in Kankakee Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 2200 E. Court Street # 1111 Kankakee, IL

The service address that I am complaining about is 1585 W Station Street # 2E Kankakee, IL

My home telephone is (773) 992-7835

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 992-7835

My e-mail address is _____ I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Com Ed (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.
83 - IL Adm. Part 280.50 (f), 83-IL Adm Part 280.110 (b)

KATHRYN THOMAS
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES ON _____

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.

- See attached -

Please clearly state what you want the Commission to do in this case: **Remove wrongful transfer and reimburse Complainant**

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: 07/31/2015
(Month, day, year)

Complainant's Signature: Teola McGee

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

Ketura Baptiste, Prairie State Legal Services
191 S. Chicago Ave Kankakee, IL 60901 kbaptiste@pslegal.org

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).

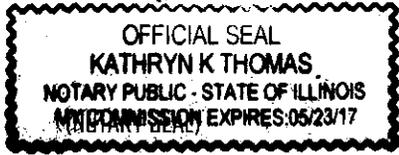
VERIFICATION

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

I, Teola McGee, 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.

Teola McGee
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) July 31, 2015
Kathryn K Thomas
Signature, Notary Public, Illinois



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

Customer Full Name: Teola Mae McGee
Street Address: 2200 E. Court Street, Unit # 1111
City/State/Zip: Kankakee, Illinois 60901
Home Phone: 773-992-7835
Email Address: N/A

Representative's Name: Ketura Baptiste
Representative's Firm: Prairie State Legal Services
Street Address: 191 S. Chicago Avenue
City/State/Zip: Kankakee, Illinois 60901
Business Phone: 815-935-2750 Ext 0
Email Address: kbaptiste@pslegal.org

FORMAL COMPLAINT INFORMATION

1. The Complainant, TEOLA MAE MCGEE, is a resident of the State of Illinois and has been a resident of Illinois for 73 years.
2. The utility in question, COMED, is a public utility company as defined the Illinois Administrative Code and the Illinois Public Utilities Act.
3. Complainant has maintained ComEd services in her name for more than fifteen years.
4. Since approximately April of 2011, Complainant has maintained ComEd services for the property commonly known as 2200 E Court Street, Apartment 1111 in Kankakee, Illinois.
5. Complainant is the resident of 2200 E Court Street, Apartment 1111 in Kankakee, Illinois.
6. Complainant is the ComEd utility user at 2200 E Court Street, Apartment 1111 in Kankakee, Illinois.
7. On or around July of 2014, ComEd transferred a \$672.32 balance from the property commonly known as 1585 W Station Street, Unit # 2E in Kankakee, Illinois to the Complainant's account on E Court Street.
8. Complainant has never resided at 1585 W Station Street, Unit # 2 in Kankakee, Illinois.
9. Complainant was never a user of ComEd services at 1585 W. Station Street, Unit # 2 in Kankakee, Illinois.
10. Prior to the July 2014 transfer of the \$672.32 Station Street balance, Complainant was not aware of the station street account. Complainant's daughter resided at 1585 W. Station Street, Unit # 2 in Kankakee, Illinois. Complainant's daughter passed away on May 16, 2013. Complainant never agreed nor acquiesced to anyone's use of her name and identifying information to obtain ComEd services at the Station Street address.
11. Upon receiving the July 2014 ComEd bill, Complainant contacted ComEd to dispute the charges.
12. Complainant initiated an informal Illinois Commerce Commission complaint against ComEd to seek resolution of the Station Street bill.
13. Complainant filed an Identity Theft Affidavit and proof of residency to ComEd.
14. Despite submission of the Identity Theft Affidavit and proof of residency, ComEd refused to subtract the Station Street balance from Complainant's account.
15. On or around September 2014, ComEd submitted a check allegedly written by Complainant to Complainant's counsel as support for ComEd's position that Complainant was responsible the account. Said check, allegedly written on June 2013, bears two sets of handwriting. The "pay to" section and the signature resemble Complainant's handwriting. The memo, which bears the Station Street address, is written in a handwriting unfamiliar to Complainant.
16. Following the unsuccessful ICC informal grievance process, ComEd threatened to shut off Complainant's utility services unless she entered a repayment agreement. Complainant informed ComEd that any payments made to the account which are credited towards the Station Street account are made under protest and that no accord and satisfaction could be claimed for the provision of such payments. Complainant is elderly and could not/ cannot risk having her electric services suspended.

REQUESTED RELIEF
Complainant requests that the 1585 W Station Street, Unit # 2 in Kankakee, Illinois balance be removed from her account and that ComEd be ordered to reimburse to the Complainant, in cash, the total dollar amount that has been credited to the 1585 W Station Street, Unit # 2 in Kankakee, Illinois balance.