



An Exelon Company

Commonwealth Edison Company
Commercial Center
1919 September 30, 2015
Oak Brook, IL 60521-1502

Cheapest LLC
55 Wildwood Ln.
Summit, NJ 07901

Dear Mr. Whitcomb:

Thank you for your recent inquiry from the Illinois Commerce Commission regarding the electric service account located at 1134 N Waller Ave, Chicago, Illinois. This letter serves as a resolution.

This letter is regarding your concerns relating to the bills issued in the name of Cheapest LLC at the service address 1134 N. Waller Ave, Chicago, Illinois. Our records indicate that Cheapest LLC was requested to be billed on the following ComEd accounts:

- 72431-82039; 1134 N Waller Ave. #1, Chicago, Illinois, service dates 9/7/11 to 8/5/14.
- 72431-83081; 1134 N Waller Ave. #2, Chicago, Illinois, service dates 9/7/11 to 8/5/14.
- 72431-84042; 1134 N Waller Ave. #3, Chicago, Illinois, service dates 9/7/11 to 8/5/14

A careful review of the meter reading history shows actual meter readings could not be obtained from 9/7/11 to 8/5/14 due to access issues. The meters are located in the basement and access to the meter was not provided when the meter reader visited the premise. The billed usage on the accounts listed above was compared to current usage obtained from actual meter readings. The usage billed on the above accounts are comparable to the usage currently recording on the meter.

Cheapest LLC requested service at the address listed above and ComEd provided service as requested. Based on the findings, the bills will not be adjusted on the ComEd accounts. I am enclosing a spreadsheet showing the billed usage as compared to usage billed based on actual meter readings.

A copy of your account activity statement is enclosed. If you have additional questions please contact me.

Sincerely,

Marilyn Widmer
ComEd-Customer Relations Business Analyst
Telephone: 630-684-3227; Fax: 630-684-3323

September 30, 2015

ComEd
Customer Care Group/Customer Relations Department
Chicago, IL

Via Fax 630-684-2692

Re:

Refund of amounts paid by Cheapest, LLC on ComEd Account Numbers
7243182039, 7243183081 and 78243184042 (1134 N Waller Ave. Units # 1, 2, 3,
Chicago, IL 60651)

To: Customer Care Group

I am once again contacting ComEd Customer Groups regarding the above captioned matter after being advised on September 12, 2015 that analyst would be contacting me within 24 hours to resolve the matter. To date there has been any response or contact by ComED.

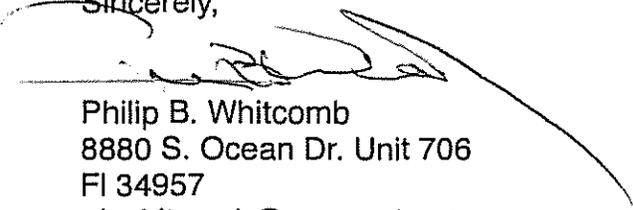
Is it at all possible for anyone at ComEd to respond to me in any manner to this matter which is now over one year old despite multiple communications and assurances by ComEd that I would receive a response.

A complaint has been filed and it was expected that the September 12 phone call (I have retained voicemails and copies of all correspondences) was ComEd's long awaited response so this matter could be concluded. Evidently not.

Kindly advise me what ComEd intends to do with this claim, any response sufficient, so that I can proceed with all complaint and legal processes. ComEd's file and notations on this matter are beyond substantial. ComEd has the information.

The amount currently due from ComEd is \$3402.39 on the N Waller Avenue accounts. As repeated stated, this matter is not complicated. Payments were made and received by ComEd for services never provided and billed at the N Waller Avenue address. ComEd has refused to acknowledge this fact and has engaged in a continuous series of delay and non recognition tactics evidently hoping that the matter "would go away." The matter "will not go away..

Sincerely,



Philip B. Whitcomb
8880 S. Ocean Dr. Unit 706
FI 34957
pbwhitcomb@comcast.net

cc: Katherine Hensel

PHILIP B. WHITCOMB
Counselor At Law
8880 South Ocean Dr. Unit #706
Jensen Beach, FL 34957

Member of FL, N.J. & N.Y. Bar
pbwhitcomb@comcast.net

Phone: (609) 577-1938
Fax: (772) 237-4182

August 14, 2015

ComEd
Customer Care Group
Chicago, IL

Via Fax 630-684-2692

Re:

Refund of amounts paid by Cheapest, LLC on ComEd Account Numbers
7243182039, 7243183081 and 78243184042 (1134 N Waller Ave. Units # 1, 2, 3,
Chicago, IL 60651)

To: Customer Care Group

On July 8, 2015 I forwarded fourteen (14) pages of supporting documentation to the Customer Care Group concerning this claim which was first brought to ComEd's attention in August 2014. To date, I have still not received any response from ComED although I was assured that a timely response would be provided after receipt (again) of the documentation .

The ComEd Customer Care telephone number 815-774-2860 is perpetually a busy signal. I have been unable to reach ComEd by telephone for over a month despite repeated efforts.

Since ComEd apparently has no intention whatsoever of ever providing any response to this claim, the customer is now forced to take all necessary actions to obtain the \$3402.37 (without interest) refund to which it is undisputedly entitled. If the customer does not receive the refund payment by August 19, 2015, complaints will be filed with the Illinois Commerce Commission, Citizens Utility Board, Cook County Courts, and social media outlets. The customer's address is Katherine Hensel Manager/Executrix 55 Wildwood Lane Summit, NJ 07901.

Frankly, ComEd's conduct has been deplorable. You have been repeatedly advised that this refund payment is for the beneficiaries of the Estate of Thomas Hensel, a surviving wife and two minor children. I await your payment and response.

Sincerely,


Philip B. Whitcomb

cc: Katherine Hensel

PHILIP B. WHITCOMB
Counselor At Law
8880 South Ocean Dr. Unit #706
Jensen Beach, FL 34957

Member of FL, N.J. & N.Y. Bar
pbwhitcomb@comcast.net

Phone: (609) 577-1938
Fax: (772) 237-4182

July 7, 2015

ComEd
Customer Care Group
Chicago, IL

Via Fax 630-684-2692

Re: Power of Attorney/Philip B. Whitcomb/Cheapest, LLC
Refund of amounts paid by Cheapest, LLC on ComEd Account Numbers
7243182039, 7243183081 and 78243184042 (1134 N Waller Ave. Units # 1, 2, 3,
Chicago, IL 60651)

To: Customer Care Group

I was advised by ComEd Customer Care Group to contact you regarding the above captioned matter and provide a Power of Attorney. I have enclosed the following:

1. Power of Attorney from Cheapest, LLC to Philip B. Whitcomb.
2. My original letter dated February 3, 2015 outlining the dispute and requesting a response from ComEd. Email letter from ComED dated February 6, 2015 confirming receipt of my communications regarding Cheapest, LLC N Waller Avenue charges.
2. Copies of Letters of Office to Katherine Hensel, Executrix of the Estate of Thomas Hensel, Letter from Illinois Secretary of State confirming Katherine Hensel as Manager of Cheapest, LLC., and Email letter from Katherine Hensel dated February 17, 2015 to ComEd indicating I am authorized to speak to ComEd as attorney for Account holder Cheapest, LLC and Estate of Thomas Hensel.
3. Copy of my letter dated February 18, 2015 to ComEd Revenue Management with enclosures regarding the refund due Cheapest, LLC on the N Waller Avenue charges.
4. Copy of letter dated May 8, 2015 to various ComEd Departments from Katherine Hensel, Manager of Cheapest, LLC, serving as Power of Attorney for Philip B. Whitcomb, attorney for Cheapest, to act on behalf of the ComEd account customer.

ComEd now has copies of all of the written communications submitted by Cheapest, LLC which are provided to a single Department of ComEd for decision.

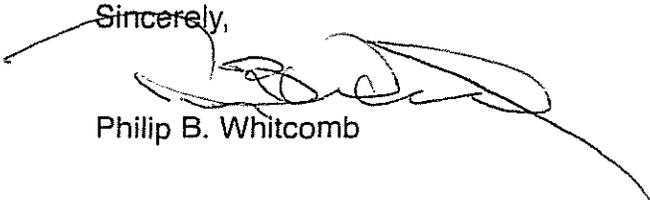
As previously stated in the numerous correspondence and telephone conversations, Thomas Hensel, the former Manager of Cheapest, LLC, was killed in a motor vehicle accident on November 1, 2011. This tragic event occurred one month after service was requested at the N Waller Avenue property three units by Mr. Hensel. Service was never provided by ComEd to this location. Katherine Hensel, the Executrix of the Estate of Thomas Hensel and successor Manager of Cheapest LLC paid invoices to ComEd on the three Waller Avenue accounts until September 2014 based upon estimated readings. No actual meter readings were ever performed as no service was ever provided by ComEd to this location. The three units at N Waller Avenue were never occupied at any time during the period September 2011 through September 2014. Ms. Hensel was not aware that no service was being provided to Waller Avenue and paid those invoices along with other Cheapest, LLC accounts with ComEd. ComEd has been aware of the details of this matter since September, 2014.

ComEd has also been made aware that that administration of the Estate of Thomas Hensel and distribution of Estate assets to the surviving wife and two minor children (one of whom is autistic) of Thomas Hensel requires accounting for the refund due from ComEd on the N Waller Avenue accounts.

The amount currently due from ComEd is \$3402.39 on the N Waller Avenue Cheapest accounts. The \$2722.18 amount demanded in my February 3, 2015 correspondence erroneously included a credit of \$680.21 which was never issued by ComEd. This matter is not complicated. Payments were made and received by ComEd for services never provided and billed at the N Waller Avenue address. ComEd has refused to acknowledge this fact and has engaged in a continuous series of delay and non recognition tactics evidently hoping that the matter "would go away." The matter "will not go away."

Kindly have a ComEd representative with authority to resolve this matter respond immediately to this letter with ComEd's definitive answer so that I may be guided accordingly on what further actions may be required on behalf of Cheapest, LLC.

Sincerely,



Philip B. Whitcomb

cc: Katherine Hensel

May 8, 2015

ComEd
CCG; Revenue Management; Accounts Payable; Customer Service
Customer Care Center
P.O. Box 805379 P.O. Box 6111
Chicago, IL 60680-5379 Carol Stream, IL 60197-6111

Re: Cheapest, LLC Power of Attorney to Attorney Philip B. Whitcomb

Refund of amounts paid by Cheapest, LLC to ComEd on Account
Numbers 7243182039, 7243183081 and 78243184042 (1134 N Waller Ave
Chicago, IL 60651)
Amount to be refunded to Cheapest, LLC \$2722.18

To: CCG/ ComEd Account Manager/ Accounts Payable Manager/Revenue Manager

Please be advised that I am the Manager of Cheapest, LLC, a multiple ComEd account customer. This letter is direct authorization to ComEd that Philip B. Whitcomb, Esq. has full Power of Attorney to act on behalf of Cheapest, LLC in all matters involving ComEd. This Power of Attorney specifically applies to the above referenced refund. Cheapest, LLC and Mr. Whitcomb have previously had numerous written communications and telephone conversations with ComEd representatives concerning this refund and Cheapest, LLC ComEd accounts since August 2014. In fact Mr. Whitcomb was advised directly by Revenue Management in March 2015 that Accounts Payable would be forwarding the refund to Cheapest, LLC within a 30-45 days processing period. Today in inquiring about the status and non-receipt of the refund check by Cheapest, LLC, Mr. Whitcomb was advised by a ComEd Customer Service Supervisor that ComEd refused to discuss any account matter with him without a Power of Attorney. Such written authorization for Mr. Whitcomb to act on behalf of Cheapest, LLC has previously been provided to ComEd.

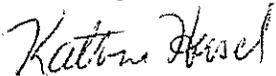
Now that this Power of Attorney has been provided to Mr. Whitcomb, could the appropriate ComEd Manager contact him directly ASAP to finally resolve this matter.

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Mr. Whitcomb may be contacted by telephone (609-577-1938), fax (772-237-4182) or email (pbwhitcomb@comcast.net). The files concerning ComEd and Cheapest, LLC should be well notated as there have been numerous communications and recorded conversations by Mr. Whitcomb as Attorney and myself as Manager since August 2014.

Mr. Whitcomb will be awaiting for an immediate response from ComEd.
Thank you for your anticipated prompt cooperation.

Sincerely,

A handwritten signature in cursive script that reads "Katherine Hensel".

Katherine Hensel

Manager, Cheapest, LLC

PHILIP B. WHITCOMB
Counselor At Law
8880 South Ocean Dr. Unit #706
Jensen Beach, FL 34957

Member of FL, N.J. & N.Y. Bar
pbwhitcomb@comcast.net

Phone: (609) 577-1938
Fax: (772) 237-4182

February 18, 2015

ComEd
Revenue Management
P.O. Box 805379
Chicago, IL 60680-5379

Re: Transfer of ComEd account balances to Account Number 0865616100
Refund of amounts paid on ComEd Account Numbers 7243182039, 7243183081,
and 78243184042

To: A ComEd Account Manager

I was advised by ComEd Customer Service to contact you regarding the above captioned matter. Pursuant to their instructions I have enclosed the following:

1. My original letter dated February 3, 2015 outlining the dispute and requesting a response from ComEd.
2. Copies of Letters of Office to Katherine Hensel, Executrix of the Estate of Thomas Hensel, Letter from Illinois Secretary of State indicating Katherine Hensel as Manager of Cheapest, LLC., and Email letter from Katherine Hensel indicating I am authorized to speak to ComEd as attorney for Account holder Cheapest, LLC and Estate of Thomas Hensel.

As previously stated in my February 3, 2015 correspondence, Thomas Hensel, the principal of Cheapest, LLC, was killed in a motor vehicle accident on November 1, 2011. This tragic event occurred within a month after service was requested at the Waller Avenue property, three units, by Mr. Hensel. Service was never provided to this location. Ms. Hensel, the Executrix, paid invoices on the three Waller Avenue accounts until September 2014 based upon estimated readings. No meter readings were ever performed as no service was ever provided to this location. Ms. Hensel was not aware that no service was being provided to Waller Avenue and paid those invoices along with other Cheapest, LLC accounts with ComEd. Kindly respond to my correspondences ASAP.


Philip B. Whitcomb

From: **Katherine Hensel** [mailto:khensel@cheapest.com]
Subject: **To whom it may concern - ComEd**
Date: **February 17, 2015 at 11:51 AM**
To: **Philip Whitcomb** [mailto:pwhitcomb@com.illinois.gov]

Please forward to ComEd.

To Whom It May Concern -

Philip Whitcomb is the attorney for Cheapest, LLC - owned by the Estate of Thomas W. Hensel. I, Katherine R. Hensel, am the executrix of the estate and Manager of Cheapest, LLC. My statements here can be corroborated with my letters of office conferred on January 10, 2012 by the probate division of the Cook County Circuit Court and my position as manager of the LLC corroborated by the online filing at the Secretary of State (Illinois). Philip Whitcomb has my permission to speak on behalf of Cheapest, LLC.

Sincerely,
Katherine Hensel

PHILIP B. WHITCOMB
Counselor At Law
8880 South Ocean Dr. Unit #706
Jensen Beach, FL 34957

Member of FL, N.J. & N.Y. Bar
pbwhitcomb@comcast.net

Phone: (609) 577-1938
Fax: (772) 237-4182

February 3, 2015

ComEd
Customer Care Center
P.O. Box 805379
Chicago, IL 60680-5379

Re: Transfer of ComEd account balances to Account Number 0865616100
Refund of amounts paid on ComEd Account Numbers 7243182039, 7243183081,
and 78243184042

To: A ComEd Account Manager

Please be advised that I represent Cheapest, LLC, a multiple ComEd account customer and Katherine Hensel, The Executrix of the Estate of Thomas Hensel, who is the deceased principal of Cheapest, LLC. This letter concerns ComEd's unauthorized and unlawful transfer of purported service account balances from one property to another separate and different ComEd account property owned by Cheapest, LLC noted in the caption above. Further Cheapest, LLC is entitled to a refund for electrical services paid for on the three above referenced accounts at the 1134 Waller Avenue, Chicago, Illinois property for which no electrical service was ever provided by ComEd. The facts involving this disputed matter are as follows:

1. Cheapest, LLC applied for and was billed for service provided by ComEd at 1134 Waller Street, Unit 1 (Account Number 7243182039) Unit 2 (Account Number 7243183081), and Unit 3 (Account Number 7243184082) commencing in October 2011. The foregoing accounts were closed in September, 2014. Thomas Hensel, the sole principal of Cheapest, LLC was killed in a motor vehicle accident on November 1, 2011.

2. No electrical service was ever provided by ComEd to the Waller Avenue property Units and no meter readings were ever performed by ComEd during the period October 2011 through September 2014. The property Units were never occupied during this period.

3. Total billed amounts since October 2011 on the Waller Avenue property are Unit 1 (\$772.98), Unit 2 (\$1312.38), and Unit 3 (\$1317.03) for a total of \$3402.39. Final billed amounts by ComEd were Unit 1(\$170.93), Unit 2 (\$254.64), and Unit 3 (\$254.64) for a total of \$680.21. This \$680.21 amount was transferred without customer authorization by ComEd to an entirely different account (Account Number 0865616100) maintained by Cheapest, LLC for a property located at 1967 Touhy, Park Ridge, Illinois. This amount plus late charges and other fees are currently being billed to the Touhy account.

4. Cheapest, LLC is entitled to a refund in the amount of \$2722.18 for amounts paid on the Waller Avenue Units. (\$3402.39-\$680.21). Cheapest,LLC is also entitled to a credit of \$680.21 exclusive of late charges and other fees on the transferred balances.

5. The transferred balances and any related charges to the Touhy property account should be removed and properly credited.

6. The refund payment and accounts reconciliation are required as an estate administration matter. The estate beneficiaries are the decedents wife and two minor children (one autistic).

There is really no dispute in this matter. It is uncontroverted that the Waller Avenue accounts never received electrical service and no meter readings were ever performed by ComEd. It is equally uncontroverted that Cheapest,LLC, by the Executrix of the Estate of Thomas Hensel, made erroneous payments in the amount of \$2722.18 in the mistaken belief that service was being provided. ComEd has been notified of this situation and has not responded to date.

Please refund the amount of \$2722.18 to Cheapest LLC and credit the Touhy account as specified above. Such action would serve to terminate this matter in the appropriate manner. Kindly advise me of ComEd's response by Email, telephone, and/or correspondence as soon as possible. Thank you in advance for your anticipated prompt cooperation.

Sincerely,

A handwritten signature in black ink, appearing to be "Katherine Hense", written over a horizontal line.

via email and regular mail
cc: Katherine Hense