

**FORMAL COMPLAINT**

2016 MAR -1 P 3:30  
Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701  
CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): KAREN SMITH

Against (Utility name): COMED

As to (Reason for complaint) FALSE COMED BILL FOR 2015 AND 1/8/2016.  
MY BILL IS TOO HIGH. (\$1,186.70)

(INFORMAL COMPLAINT # 2016-00762)

in CHICAGO Illinois.

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

My complete mailing address is (include City) 6927 SOUTH CALUMET AVE, CHICAGO, ILL 60637

The service address that I am complaining about is 6927 SOUTH CALUMET AVE, CHICAGO, ILL 60637

My home telephone is [312] 307-5936

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 307-5936

My e-mail address is kenn1@sbcglobal.net I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) COMMON WEALTH 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.

OVER CHARGES FOR YEAR 2015 AND 1/8/2016

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 1/8/2016 COMED CHARGED ME \$855.39 IN BACK CHARGES FOR YEAR 2015. STATING COMED DID NOT KNOW THE METER AT OUR HOME WAS MINE.
- 2.) ON 2/2016 I GOT A NOTER HIGH BILL FOR \$331.31. THE BILL IS INCORRECT.

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

**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: 2-27-2016  
 (Month, day, year)

Complainant's Signature: Karen D. Smith

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

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**

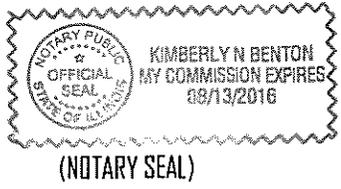
A notary public must witness the completion of this part of the form.

I, Karen D. Smith, 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.

Karen D. Smith  
 Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) Feb 27, 2016.

Kimberly N. Benton  
 Signature, Notary Public, Illinois



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



ILLINOIS COMMERCE COMMISSION

February 16, 2016

ATTN: ELIZABETH  
ROLANDO

Kenny Smith  
6927 S. Calumet Ave.  
Chicago, IL 60637  
Sent via e-mail: [kenni1@sbcglobal.net](mailto:kenni1@sbcglobal.net)

Re: Informal Complaint #2016-00762  
Utility of Record – Commonwealth Edison Company

Dear Sir/Madam:

In response to your request for formal complaint forms, we are enclosing information for filing a formal complaint:

- 1 blank formal complaint form
- 1 sample formal complaint form
- 1 Quick Reference Guide

A copy of the ICC Rules of Practice (Note Sections 200.150 & 200.170) can be found on the Commission's website  
@ <http://www.ilga.gov/commission/jcar/admincode/083/08300200sect>

Please return, to my attention, the original and one (1) copy of the form signed by you. One copy will be served on the respondent.

***Please note the signature block and verification paragraph on the form which must be signed by you and signed and notarized by the utility company. Both must be original signatures.*** Failure to complete the verification portion will result in the complaint form being returned to you.

I understand that you have advised the consumer counselor of your decision to file a formal complaint rather than seek resolution through mediation. Should you make this decision, please note that 83 Ill. Adm. Code Part 201 and Section 201 of the Public Utilities Act provide that you may request voluntary mediation upon the Commission's informal complaint process. **Voluntary mediation requires you and the utility company must agree to the mediation. You must contact the utility company directly to initiate mediation.** The utility company is not required