

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

For Commission Use Only:
Case: 16-0402

FORMAL COMPLAINT

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

2016 AUG 25 A 10:45

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): HOWARD KRADER

Against (Utility name): COM ED

As to (Reason for complaint) OVERCHARGED FOR OVER 15 MONTHS
BECAUSE OF FAULTY METER - CALLED
CONSTANTLY FOR 15 MONTHS & WAS STONAWALLED
METER WAS REPLACED WITH HELP OF TIC
ELECTRIC BILLS REDUCED BY 43%

in DEERFIELD Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 1319 CHARING CROSS RD

The service address that I am complaining about is 1319 CHARING CROSS RD

My home telephone is 847 267 8108

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at 847 494 8860

My e-mail address is HBKRADER@AOL.COM 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.

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. Jan. 2014 I began to notice that my Com Ed bills jumped dramatically . They began to exceed \$300.per mo. My home is less than 1500sq ft.- gas heat & cooking plus gas water heater & dryer. **Living alone.** I began calling Com Ed asking if someone had tapped into my system or I had a defective meter.. I presented my life style & valid comparisons. Upon every call I received the same scripted answer "everyone uses electricity differently & our meters never malfunction." This is stonewalling. (Dec. & Jan. no one was home to use service)
2. I called 6 times over a period of 7 months in 2014, receiving the same script.
3. March 2015, I contacted ICC. Com Ed phoned me soon after. A representative reluctantly arranged to send a tech. to check the meter's accuracy .
- 4 .April 9th a Com Ed tech. checked meter & stated it was NOT accurate & exchanged meter. The Com Ed representative, Annette stated that no one but Com Ed could check the meters. I demanded it be checked by an independent source she refused.
- 5 .With the new meter Com Ed bills were greatly reduced. 15 mo post meter exchange reduced 43% compared to 15mo. pre-exchange with NO changes to my living style.

Please clearly state what you want the Commission to do in this case: A refund of \$1559.36 The difference of 15mo. pre-exchange & 15mo. post exchange. Eradicate Com Ed's culture of ignoring, stonewalling & lying to their customers. Initiate procedures for Com Ed to HELP customers with Com Ed problems. **ADDENDUM NEXT PAGE**

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: Aug 22, 2016
(Month, day, year)

Complainant's Signature: [Handwritten Signature]

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

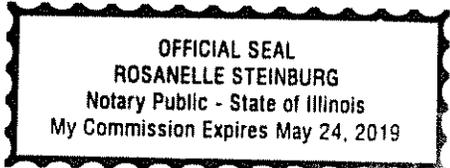
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

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

I, HOWARD FRADGER, 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.

[Handwritten Signature]
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) August 22, 2016

[Handwritten 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.

ADDENDUM

My motivation behind requesting that Com Ed 's company culture take a 180 degree turn is not vengeance but the realization that Com Ed operates very much as a monopoly and when you feel that you are abused you just have to bite the bullet or use candles.

*I **now** know that the Illinois Commerce Commission can furnish assistance dealing with Com Ed.*

I am an educated man of fair intelligence, during my frustrating 12month dealings with Com Ed. I felt I beating my head against the wall. I had no options.

*Now multiply my problem across the state with **seniors and citizens of meager means.***

What will they do?

When we receive inadequate service from a normal purveyor IE a dentist, auto mechanic or cleaners we are aware that we can switch to another purveyor or hold payment until the problem is remedied.

*With Com Ed we **can't** do that and they Com Ed's staff knows that!*