

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

STATE OF ILLINOIS
ILLINOIS COMMERCE COMMISSION

ILLINOIS
COMMERCE COMMISSION

2002 NOV -4 A 11: 10

SOUTH AUSTIN COALITION COMMUNITY COUNCIL)

vs.)

COMMONWEALTH EDISON COMPANY)

Complaint as to closing of)
service office at Austin Bank Service)
Center in Chicago, Illinois)

CHIEF CLERK'S OFFICE
NO.

02-0706

FORMAL COMPLAINT

South Austin Coalition Community Council by its attorney Allen W. Cherry complains against Commonwealth Edison Company as follows:

1. South Austin Coalition Community Council (hereafter "SACCC") is a community organization on the westside of Chicago.
2. Commonwealth Edison Company (hereafter "Edison") is a public utility under the Public Utilities Act.
3. Many of the members of SACCC are customers of Edison.
4. Some of the members of SACCC, who are customers of Edison, use, have used or will use (if it is open) Edison's Austin Service Center.
5. Some of the members of SACCC, who are customers of Edison, do not have a telephone in the home.
6. In the 1980s, on information and belief, Edison had 23 service offices in its service territory. A service office is defined as an office where customers can walk in and meet with an Edison customer service representative.

7. In 1985, Edison proposed to close its service office and other facilities located at 5059 W. Polk Street on the west side of Chicago. SACCC filed a formal complaint with the Illinois Commerce Commission asking that the Commission order Edison to keep that service office open. The parties in that case reached a settlement under which Edison relocated its service office to another location on the west-side but allowed Edison to close its other facilities at 5059 W. Polk Street.

8. In 1997, Edison proposed to close that relocated service office. The parties entered into negotiations regarding that closing. On February 27, 1997, Edison agreed to keep open that office, referred to as the Austin Bank Service Center; Edison further agreed (a) to staff that office with three Customer Service Representative positions plus a supervisor, (b) supplement those representatives when anticipated usage requires that, and (c) maintain five telephones with direct contact to Edison. A true and accurate copy of this agreement is attached to this complaint as Exhibit A and made part of this complaint.

9. In October, 2002, Edison closed its Austin Bank Service Center service office.

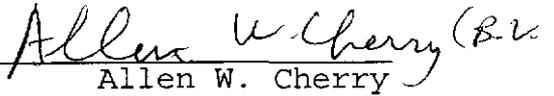
10. On information and belief, Edison maintains no service offices anywhere in its service territory.

WHEREFORE, Complainant prays that this Honorable Commission:

1. Order Edison to maintain its Austin Bank Service Center service office.

2. Order Edison in that service office to: (a) to staff that office with three Customer Service Representative positions plus a supervisor, (b) supplement those representatives when anticipated usage requires that, and (c) maintain five telephones with direct contact to Edison.

3. For such other relief as is just and equitable.


Allen W. Cherry

ALLEN W. CHERRY
711 South River Road #730
Des Plaines, Illinois 60016
847-298-2870

VERIFICATION

I, Robert Vondrasek, first being duly sworn on oath state the following:

1. I am an employee of South Austin Coalition Community Council. I certify that the statements set forth in this Complaint are true and correct, except as to matters therein stated to be on information and belief and as to such matters I certify that I believe the same to be true.

Robert Vondrasek
Robert Vondrasek

Signed and sworn before me
Oct. 29, 2002.

DELL
Notary Public

