

TESTIMONY OF ANNE TEAGUE
ON BEHALF OF SOUTH AUSTIN COALITION COMMUNITY COUNCIL
DOCKET NO. 02-0706

ILLINOIS
COMMERCE COMMISSION
2003 AUG -6- A 11: 12
CHIEF CLERK'S OFFICE

Q1 Please state your name and address.

A1 My name is Anne Teague. My address is 42 North Central, Chicago, Illinois 60644.

Q2 Please describe the problem you had with Commonwealth Edison Company.

A2 I have an account with Edison. Before it closed, I generally paid my bill by dropping off the payment at the Austin Bank Service Center. There was no additional charge when I paid the bill this way. I found out that the center was closed when I tried to pay my bill there after the October 14th closing. Edison posted a notice that listed agents where a person could pay a bill. The closest place was an agent located at Laramie & Chicago Ave. I went to that location and paid my bill and I was charged \$1.00. I thought this fee was a standard one authorized by Edison.

Q3 Have you been advised that Edison looked into this matter on your behalf?

A3 I presented my situation to a Chicago City Council subcommittee October 30, 2002 after an Edison representative told the subcommittee that the maximum that could be charged by an authorized agent was 50 cents. That representative, Mark Falcone, obtained some details from me and said Edison would look into it. I have been advised that the 50 cents limit applies only to authorized agents, those that sign an agreement with Edison. Edison has stated that because the currency exchange was not an authorized agent, there was no limit on how much I could be charged. At the time I paid the bill, I believed the currency exchange was an authorized agent as it was listed as such on Edison's poster. Also, I was never made aware of the importance of this distinction and had no way of determining whether an agent was authorized.

Q4 Does that end your concern regarding this matter?

A4 No, it does not. I still am upset that Edison did not notify the community to protect people from overcharging of this sort. Also, I am a senior citizen on a fixed income. My budget is stretched so thin that an additional expense of even 50 cents or a \$1.00 stretches my limited income and hampers my ability to pay essential expenses.

Q5 Where there any other respects in which the Austin Bank Service Center was superior

to the current alternatives?

- A5 Yes. The Austin Bank Service Center was in a safe location and had a security guard present. Also, it was easy to take public transportation or if I could get a ride, to park near the facility. Those features are very important to me as a senior citizen.

STATE OF ILLINOIS
ILLINOIS COMMERCE COMMISSION

SOUTH AUSTIN COALITION COMMUNITY)
COUNCIL,)

vs.)

COMMONWEALTH EDISON COMPANY)
COKE COMPANY.)

NO. 02-0706

AFFIDAVIT OF Anne Teague

I have personal knowledge of the facts in the attached testimony. If I were called as a witness before the Hearing Examiner in this matter and I were asked the questions contained in that testimony, I would give the answers set out in my testimony.

Under penalties as provided by law pursuant to Section 1-109 of the Code of Civil Procedure, the undersigned certifies that the statements set forth in this instrument are true and correct, except as to matters therein stated to be on information and belief and as to such matters the undersigned certifies that she believes the same to be true.

Anne Teague

Signed and sworn before me
31st day of JULY, 2003.

Regina Gillenwater
Notary Public

