

Smart Grid Advanced Metering Annual Implementation Progress Report

ATTACHMENT 6

Type	Count	Reason	Disposition
Formal ICC Complaints	2	1 Installation Access Issue	
		1 General Inquiry	Mitigated with customer - Closed
Informal ICC Complaints	16	5 Smart Meter Refusals - (2 "Health", 2 "Multiple Concerns",	Mitigated with customer - Closed
		2 Billing Questions/Concerns	Mitigated with customer - Closed
		2 General Inquiry	Mitigated with customer - Closed
		2 ComEd Communication Process	Mitigated with customer - Closed
		5 Installation Question	Mitigated with customer - Closed
Other Complaints	70	28 High Bill Complaints	Issue(s) Resolved - Closed
		7 ComEd Communication Process	Issue(s) Resolved - Closed
		7 Installation Quality	Issue(s) Resolved - Closed
		6 Billing Questions/Concerns	Issue(s) Resolved - Closed
		5 No Access Fee/Letter Questions	Issue(s) Resolved - Closed
		4 Meter Refusal / Refusal Fee Disputes	Issue(s) Resolved - Closed
		3 Appointment Issues	Issue(s) Resolved - Closed
		2 General Inquiry	Issue(s) Resolved - Closed
		2 Usage Information Request	Issue(s) Resolved - Closed
		2 Mixed Meter Concerns	Issue(s) Resolved - Closed
		1 Installation Access Issue	Issue(s) Resolved - Closed
		1 Usage Inquiry	Issue(s) Resolved - Closed
		1 Reconnect Request	Issue(s) Resolved - Closed
1 Mixed Meter Concern	Issue(s) Resolved - Closed		
Meter Installation Refusal Requests	1424	428 "No Reason"	938 closed and have been placed on the refusal list 15 are pending 471 have converted and either have or will receive the smart meter
		551 "Health Reasons"	
		169 "Other"	
		123 "Multiple Concerns"	
		83 "Privacy"	
		17 "Overheating"	
		15 "Security"	
38 "Cost"			
Total	1508*		

* All counts total up to 1,512, but due to duplication across categories to explain the reasoning behind each complaint there are 4 duplicates resulting in a true total of 1,508.