

*** Account Information ***

Account Number: 28690-88001
Account Status: Active
Customer Name: GARY T PIERCE

Mail To:
GARY T PIERCE
1940 E JACKSON ST
SPRINGFIELD IL 62703

Requested By:
GARY T PIERCE
(217)544-7680 Extension:

*** Current Account Status ***

Credit Amount: \$0.00
Deposit Requested: \$286.00
Deposit On-Hand: \$286.00
Suspended Charges: \$0.00
Service Address:
1940 E JACKSON ST
SPRINGFIELD IL 62703

New Charges: \$47.80
Current Bill: \$78.66
Billed Prior: \$1552.42
Balance Due: \$1678.88

Current Rate(s): 1. Rate 550 Small General Gas Service - Spc Ht
2.
3.
4.

5.
6.
7.
8.

TRANSACTION DATE	TRANSACTION	BILLING PERIOD	CHARGES/DEBITS	PAYMENT/CREDITS	TOTAL BILL	PREVIOUS BALANCE	DOE DATE	Usage: KWH/THERM/CCF	BILL KW/DEM
01/19/2004	DEPOSIT	01/18/03 TO 01/19/04	\$95.33		\$319.36	\$0.00	02/03/04	242	
01/19/2004	Bill Amount - Canceled Service								
02/03/2004	Payment			\$319.36					
02/18/2004	DEPOSIT		\$95.33		\$139.66	\$0.00	03/04/04	21	
02/18/2004	Bill Amount - Canceled Service								
03/02/2004	Payment			\$139.66					
03/18/2004	DEPOSIT		\$95.34		\$130.38	\$0.00	04/02/04	10	
03/18/2004	Bill Amount - Canceled Service								
03/31/2004	Payment			\$130.38					
04/21/2004	Bill Amount - Canceled Service				\$1469.70	\$0.00	05/06/04	1899	
04/29/2004	Adjustment								
04/29/2004	Adjustment								
04/29/2004	Adjustment								
04/29/2004	Adjustment								
04/29/2004	GAS SERVICE	03/17/04 TO 04/16/04	\$201.05					229	
04/29/2004	GAS SERVICE	12/16/03 TO 01/19/04	\$611.49					727	
04/29/2004	GAS SERVICE	02/17/04 TO 03/17/04	\$346.27					401	
04/29/2004	GAS SERVICE	01/19/04 TO 02/17/04	\$697.01					815	
04/29/2004	Bill Amount - Rebill				\$1552.42	\$0.00	05/14/04		
05/18/2004	GAS SERVICE	04/16/04 TO 05/17/04	\$78.66		\$1631.08	\$1552.42	06/02/04	65	
05/18/2004	Bill Amount - Regular Bill								
05/19/2004	Late Payment Charge		\$23.31						
06/07/2004	Late Payment Charge		\$24.49						

Write off 6/15/04 Jm

OFFICIAL FILE

ILL. C. G. DOCUMENT NO. 05-0151

Complaint's Exhibit No. I

Witness _____

Date 5/17/05 Reporter CB

June 17, 2004

Mr. Gary T. Pierce
1940 E. Jackson
Springfield, IL 62703

Dear Mr. Pierce:

This letter summarizes our telephone conversation last week regarding incorrect meter data entry for the time period of December 2003 – April 2004.

The property at 1940 E. Jackson, Springfield, IL, has both residential and commercial meters associated with it. The residential service is meter number 00061175 and the commercial service is meter number 00061176.

The commercial service went into customer's name 12/16/04. The Company meter reader performed regular monthly readings for both the commercial and residential property on the same day of each month. Unfortunately, the Company meter reader incorrectly entered these monthly readings into the billing system.

The residential gas meter reading was placed on both the residential bill and the commercial bill. Therefore, all residential bills were correct and all commercial bills were incorrect since 12/16/04.

After several months of incorrect billing for the commercial account, an inspector was sent to re-read the commercial meter, and the data-entry mistake was discovered. The commercial billing was corrected and re-billed by month for the period of January, 2004 – April, 2004 as follows:

Billing Date	Actual Commercial Therms	Incorrectly Billed Commercial Therms	Actual Commercial Charges	Incorrectly Billed Commercial Charges	Difference Therms/Charges
1/19/04	727	242	\$611.49	\$224.03	-369.42
2/17/04	815	21	\$697.01	\$ 44.33	-652.58
3/18/04	401	10	\$201.05	\$ 35.04	-166.01
4/16/04	229	1899	\$346.27	\$1,469.70	\$1,123.43

These are actual readings for this commercial meter which were maintained in our billing system despite not being initially used.



Keep This Portion For Your Records

ACCOUNT NUMBER	28690-88001
NAME	GARY T PIERCE
SERVICE ADDRESS	1940 E JACKSON ST SPRINGFIELD, IL 62703

BILL DATE	Oct 18, 2004
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TOTAL AMOUNT DUE BY	Nov 1, 2004	\$1,334.75
AMOUNT PAYABLE AFTER DUE DATE		\$1,354.80

Payment Received on Sep 21, 2004 \$45.00

TYPE OF READING	METER NUMBER	SERVICE FROM TO	NO. DAYS	METER READING PREVIOUS	METER READING PRESENT	READING DIFFERENCE	METER MULTIPLIER	THERM FACTOR	USAGE	UNIT
total Therm	20412085	09/15-10/14	29	23.0000	58.0000	35.0000	1.0000	1.000000	35.0000	A

Service To				SUMMARY				Service To			
Sales Therm				35.0000				10/14/2004			

NATURAL GAS SERVICE BILLING

	Service From 09/15/2004	To 10/14/2004
late 550 Small General Gas Service - Spc Ht		
Delivery Chg-Company Supplied Gas	35.00	\$4.92
Total PGA Charge	35.00	\$20.98
Com Gas Env Factor TAR	35.00	-\$0.01
Customer Charge		\$27.05
Total Service Amount		\$52.94
Illinois State Gas Revenue Tax		\$0.84
Illinois State Commerce Commission Tax		\$0.05
Total Tax Related Charges		\$0.89

MISCELLANEOUS CHARGES

Gas Late Payment Charge	\$18.49
Illinois State Commerce Commission Tax	\$0.02
Payment Agreement	\$45.00
Late Pay @ 1.5% on payment agreement balance	\$3.02

Current Amount Due	\$120.36
Prior Amount Due	\$1,214.39
Total Amount Due	\$1,334.75

Payment agreement amount/months remaining after this bill: \$156.59/5

Your payment was not received before the due date. A late payment charge was added to your account.

This bill includes a previous balance. If this amount has been paid, please accept our thanks and pay only the current charge.

 **Ameren CILCO**
P.O. Box 66826
St. Louis, MO 63166
1-877-677-5740
www.ameren.com

 **Ameren CILCO**

USE PER DAY	ELECTRIC KWH	GAS THERMS	TEMP
THIS PERIOD	0.0	1.2	60
SAME PERIOD LAST YEAR	0.0	0.0	0



Please Return This Portion With Your Payment. 00438

AMOUNT DUE	DUE DATE
\$2,608.22	Feb 3, 2005
AMOUNT PAYABLE AFTER DUE DATE	ACCOUNT NUMBER
\$2,647.39	28690-88001

Amount Enclosed \$ _____

GARY T PIERCE
1940 E JACKSON ST
SPRINGFIELD, IL 62703

AMERENCILCO
P.O. Box 66826
St. Louis, MO 63166-6826



2040000 0028690880001 01128190 00675470 02608220

Keep This Portion For Your Records

ACCOUNT NUMBER	28690-88001
NAME	GARY T PIERCE
SERVICE ADDRESS	1940 E JACKSON ST SPRINGFIELD, IL 62703

BILL DATE	Jan 20, 2005
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TOTAL AMOUNT DUE BY	Feb 3, 2005	\$2,608.22
AMOUNT PAYABLE AFTER DUE DATE		\$2,647.39

TYPE OF READING	METER NUMBER	SERVICE FROM	NO. TO DAYS	METER READING PREVIOUS	METER READING PRESENT	READING DIFFERENCE	METER MULTIPLIER	THERM FACTOR	USAGE	R.D.
total Therm	20412085	12/17-01/18	32	689.0000	1418.0000	729.0000	1.0000	1.000000	729.0000	A

ales Therm	Service To	SUMMARY	Service To
	01/18/2005	729.0000	

NATURAL GAS SERVICE BILLING

ate 550 Small General Gas Service - Spc Ht	Service From 12/17/2004	To 01/18/2005
Delivery Chg-Company Supplied Gas	@ \$1.14060000	\$102.50
Total PGA Charge	@ \$.67942500	\$495.30
Com Gas Env Factor TAR	@ \$.00354940	\$2.59
Customer Charge		\$27.05
Total Service Amount		\$627.44
Illinois State Gas Revenue Tax		\$17.50
Illinois State Commerce Commission Tax		\$0.63
Total Tax Related Charges		\$18.13

MISCELLANEOUS CHARGES

Late Pay On Unpaid Billed Agreement Amounts	\$3.15
Gas Late Payment Charge	\$25.81
Illinois State Commerce Commission Tax	\$0.03
Late Payment Charge on Late Payment	\$0.91
Current Amount Due	\$675.47
Prior Amount Due	\$1,932.75
Total Amount Due	\$2,608.22

Your payment was not received before the due date. A late payment charge was added to your account.

This bill includes a previous balance. If this amount has been paid, please accept our thanks and pay only the current charge.

DIRECT PAY MAKES PAYING BILLS EASIER - For an easy way to pay your bill, consider Direct Pay. The payment comes directly from your designated bank account on the due date of your bill. To enroll, go to UseDirectPayment.com, or call 1-877-677-5740 to request an enrollment form.

IMPORTANT MESSAGE FOR GAS CUSTOMERS - BE SAFE
If you ever smell gas, call AmerenCILCO to investigate the problem. Before you dig, call JULIE at 1-800-892-0123 to locate underground gas pipelines for you.



USE PER DAY	ELECTRIC KWH	GAS THERMS	TEMP
THIS PERIOD	0.0	22.7	29
SAME PERIOD LAST YEAR	0.0	21.3	32



FINAL NOTICE PRIOR TO DISCONNECTION

Notice Date Feb 8, 2005

If too late to mail, present at an authorized pay agent.

AMOUNT DUE	ACCOUNT NUMBER
\$710.48	28690-88001

Amt Paid \$ _____

GARY T PIERCE
1940 E JACKSON ST
SPRINGFIELD IL 62703

AMEREN
P O BOX 66829
SAINT LOUIS MO 63166-6829

5050000 0028690880001 00678060 00710480 00710480

FINAL NOTICE IMPORTANT - PLEASE READ THIS IMMEDIATELY

WITHOUT FURTHER NOTICE YOUR UTILITY SERVICE AT 1940 E JACKSON ST
SPRINGFIELD IL 62703

WILL BE DISCONNECTED UNLESS THE AMOUNT DUE OF \$710.48
IS PAID ON OR BEFORE FEB 18, 2005

FOR THE REASON(S) MARKED BELOW

Past Due Balance Deposit Due Payment Returned

<u>Account Number</u>	<u>Service to Date</u>	<u>Last Payment</u>	<u>Was Received on</u>
28690-88001	JAN 18, 2005	\$450.13	JAN 24, 2005

PLEASE CONTACT US NOW BEFORE YOUR SERVICE IS DISCONNECTED.

**FURTHER BILLING WILL NOT CANCEL THIS NOTICE.
FURTHER WRITTEN NOTICE WILL NOT BE GIVEN BEFORE DISCONNECTION.**

If the amount due shown above has not been paid by the date indicated, your service is subject to immediate disconnection. Should your service be discontinued, service can be reconnected during regular field service hours (Monday through Friday 8:00 a.m. - 4:00 p.m.) if payment is made before 3:00 p.m. in the amount shown above or by entering into satisfactory payment arrangements. An additional charge may be made for reestablishing each service and you may be asked for a deposit.

If you cannot pay the above amount, it may be possible to arrange a payment plan. Please call our Customer Contact Center at 1-877-677-5740 or for customers using a TTY call 1-800-655-6137. Our billing inquiry hours are 7 a.m. to 7 p.m., Monday through Friday. If the person you contact is not able to resolve your problem, you may ask to speak with a supervisor. If the supervisor cannot help you, you may call the Consumer Services Division of the Illinois Commerce Commission at 1-800-524-0795 or for customers using a TTY call 1-800-858-9277.

Rules pertaining to customer deposits, collection procedures and disconnecting of service are contained in 83 Illinois Administrative Code 280. This document is issued by the Illinois Commerce Commission and is available upon request from AmerenCILCO, at the Illinois Commerce Commission located at 527 E. Capitol, Springfield, IL, 62701, or by accessing the ICC website at <http://www.icc.state.il.us>.

IF PAYMENT OF THIS ACCOUNT HAS BEEN MADE, PLEASE DISREGARD THIS NOTICE. THANK YOU.



P O BOX 66829
SAINT LOUIS MO 63166-6829
1-877-677-5740



Please Return This Portion With Your Payment. 00233

AMOUNT DUE	DUE DATE
\$1,783.74	Mar 4, 2005
AMOUNT PAYABLE AFTER DUE DATE	ACCOUNT NUMBER
\$1,783.74	28690-88001

Amount Enclosed \$ _____

GARY T PIERCE
1940 E JACKSON ST
SPRINGFIELD, IL 62703

AMERENCILCO
P.O. Box 66826
St. Louis, MO 63166-6826



7040000 0028690880001 00000000 00403550 01783740

Keep This Portion For Your Records

ACCOUNT NUMBER	28690-88001
NAME	GARY T PIERCE
SERVICE AT	1940 E JACKSON ST SPRINGFIELD, IL 62703

BILL DATE	Feb 18, 2005
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TOTAL AMOUNT DUE BY	Mar 4, 2005	\$1,783.74
AMOUNT PAYABLE AFTER DUE DATE		\$1,783.74

Payment Received on Jan 24, 2005 \$450.13

TYPE OF READING	METER NUMBER	SERVICE FROM	NO. TO DAYS	PREVIOUS METER READING	PRESENT METER READING	READING DIFFERENCE	METER MULTIPLIER	THERM FACTOR	USAGE	FR	DR
Total Therm	20412085	01/18-02/16	29	1418.0000	1835.0000	417.0000	1.0000	1.000000	417.0000	A	

Sales Therm Service To 02/16/2005

SUMMARY Service To 417.0000

NATURAL GAS SERVICE BILLING

Rate	550 Small General Gas Service - Spc Ht	Service From	01/18/2005	To	02/16/2005
	Delivery Chg-Company Supplied Gas	417.00	@ \$.14060000		\$58.63
	Total PGA Charge	417.00	@ \$.65653034		\$273.78
	Com Gas Env Factor TAR	417.00	@ \$.00311900		\$1.30
	Customer Charge				\$27.05
	Total Service Amount				\$360.76
	Illinois State Gas Revenue Tax				\$10.01
	Illinois State Commerce Commission Tax				\$0.36
	Total Tax Related Charges				\$10.37

MISCELLANEOUS CHARGES

Late Pay On Unpaid Billed Agreement Amounts	\$3.15
Gas Late Payment Charge	\$27.88
Illinois State Commerce Commission Tax	\$0.03
Late Payment Charge on Late Payment	\$1.36

Current Amount Due	\$403.55
Prior Amount Due	\$1,380.19
Total Amount Due	\$1,783.74

Your payment was not received before the due date. A late payment charge was added to your account.

This bill includes a previous balance. If this amount has been paid, please accept our thanks and pay only the current charge.

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USE PER DAY	ELECTRIC KWH	GAS THERMS	TEMP
THIS PERIOD	0.0	14.3	34
SAME PERIOD LAST YEAR	0.0	28.1	21





FINAL NOTICE ^{PRIOR} _{TO} DISCONNECTION

Notice Date Apr 7, 2005

If too late to mail, present at an authorized pay agent.

AMOUNT DUE	ACCOUNT NUMBER
\$1,376.99	28690-88001

Amt Paid \$ _____

GARY T PIERCE
1940 E JACKSON ST
SPRINGFIELD IL 62703

AMEREN
PO BOX 66829
SAINT LOUIS MO 63166-6829

8050000 0028690880001 01356600 01376990 01376990

FINAL NOTICE IMPORTANT - PLEASE READ THIS IMMEDIATELY

WITHOUT FURTHER NOTICE YOUR UTILITY SERVICE AT 1940 E JACKSON ST
SPRINGFIELD IL 62703

WILL BE DISCONNECTED UNLESS THE AMOUNT DUE OF \$1,376.99
IS PAID ON OR BEFORE APR 19, 2005

FOR THE REASON(S) MARKED BELOW

Past Due Balance Deposit Due Payment Returned

Account Number	Service to Date	Last Payment	Was Received on
28690-88001	MAR 17, 2005	\$450.13	JAN 24, 2005

PLEASE CONTACT US NOW BEFORE YOUR SERVICE IS DISCONNECTED.

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If you cannot pay the above amount, it may be possible to arrange a payment plan. Please call our Customer Contact Center at 1-877-677-5740 or for customers using a TTY call 1-800-655-8151. Our billing inquiry hours are 7 a.m. to 7 p.m., Monday through Friday. If the person you contact is not able to resolve your problem, you may ask to speak with a supervisor. If the supervisor cannot help you, you may call the Consumer Services Division of the Illinois Commerce Commission at 1-800-524-0795 or for customers using a TTY call 1-800-858-9277.

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PO BOX 66829
SAINT LOUIS MO 63166-6829
1-877-677-5740



Please Return This Portion With Your Payment. 00359

AMOUNT DUE	DUE DATE
\$2,168.19	May 4, 2005
AMOUNT PAYABLE AFTER DUE DATE	ACCOUNT NUMBER
\$2,190.62	28690-88001

Amount Enclosed \$ _____

*****SNGLP 625
 00000126 2 SP . 0.600 02
 GARY T PIERCE
 1940 E JACKSON ST
 SPRINGFIELD, IL 62703-1355

AMERENCILCO
 P.O. Box 66826
 St. Louis, MO 63166-6826



1040000 0028690880001 01492720 00141730 02168190

Keep This Portion For Your Records

ACCOUNT NUMBER	28690-88001
NAME	GARY T PIERCE
SERVICE AT	1940 E JACKSON ST SPRINGFIELD, IL 62703

BILL DATE	Apr 20, 2005
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TOTAL AMOUNT DUE BY	May 4, 2005	\$2,168.19
AMOUNT PAYABLE AFTER DUE DATE		\$2,190.62

TYPE OF READING	METER NUMBER	SERVICE FROM TO	NO. DAYS	METER READING PREVIOUS	METER READING PRESENT	READING DIFFERENCE	METER MULTIPLIER	THERM FACTOR	USAGE	R	Q
Total Therm	20412085	03/17-04/18	32	2113.0000	2251.0000	138.0000	1.0000	1.0000000	138.0000	A	

Sales Therm Service To
 04/18/2005

SUMMARY Service To
 138.0000

NATURAL GAS SERVICE BILLING

Rate 550 Small General Gas Service - Spc Ht		Service From 03/17/2005	To 04/18/2005
Delivery Chg-Company Supplied Gas	138.00	@ \$.14060000	\$19.40
Total PGA Charge	138.00	@ \$.65750625	\$90.74
Com Gas Env Factor TAR	138.00	@ \$.00789680	\$1.09
Customer Charge			\$27.05
Total Service Amount			\$138.28
Illinois State Gas Revenue Tax			\$3.31
Illinois State Commerce Commission Tax			\$0.14
Total Tax Related Charges			\$3.45

MISCELLANEOUS CHARGES

Deposit Interest Applied	CR	\$5.61	
Prior Gas Service Amount		\$5.61	
Current Amount Due			\$141.73
Prior Amount Due			\$2,026.46
Total Amount Due			\$2,168.19

This bill includes a previous balance. If this amount has been paid, please accept our thanks and pay only the current charge.

Introducing Ameren Power-Up! -- a new grant program benefiting students and schools in Missouri and Illinois. Visit www.ameren.com for an application and more information. Applications will be accepted from April 1, 2005 through May 15, 2005.

DIRECT PAY MAKES PAYING BILLS EASIER - For an easy way to pay your bill, consider Direct Pay. The payment comes directly from your designated bank account on the due date of your bill. To enroll, go to UseDirectPayment.com, or call 1-877-677-5740 to request an enrollment form.

IMPORTANT MESSAGE FOR GAS CUSTOMERS - BE SAFE

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USE PER DAY	ELECTRIC KWH	GAS THERMS	TEMP
THIS PERIOD	0.0	4.3	53
SAME PERIOD LAST YEAR	0.0	7.6	50

