

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:  
Case: 09-0783

# FORMAL COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Martin L. & Carla S. Bale

Against (Utility name): Ameren Cilco

As to (Reason for complaint) over charged since 1993. was charged commercial rate until March 28, 2005

in Atlanta Illinois.

CHIEF CLERK'S OFFICE  
2005 DEC - 8 1 P 1 09  
ILLINOIS COMMERCE COMMISSION

## TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is P.O. Box 509, Atlanta, IL 61723-0509

The service address that I am complaining about is 2288 Old Rt. 66, Atlanta, IL 61723-0509

My home telephone is (217) 454-4931 (cell)

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (217) 454-4931 (cell)

(Full name of utility company) Ameren Cilco (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.

Being charged Commercial rate since 1993 when we were residential customer. Never were told this was being done.

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.

See attached papers.

Please clearly state what you want the Commission to do in this case:

Have Ameren Cilew pay us Back the money we were over-charged.

Date: 12-02-05  
(Month, day, year)

Complainant's Signature: *Martin L. Bale*  
Carla S. Bale  
B 400-5725-2208  
B 400-1175-3865

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

No attorney

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

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

I, Martin L. Bale + Carla S. Bale, 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.

(Signature) *Molly L. Bridwell*

Subscribed and sworn/affirmed to before me on (month, day, year) 2<sup>nd</sup> December, 2005

Notary Public, Illinois Molly L. Bridwell  
My Commission DD309550  
Expires April 12, 2008



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

# Complaint

# 2005-0555C

- ① Service Began Summer 1993 Moved in May 1995
- ② 2 yrs. prior (2003) called Cilco about our Bill  
Said they'd send some one out. They never did.
- ③ How we found out about the charges. We go to FL in winter. We drain our pipes & completely turn off electric & propane gas. Our son came to FL. for winter & his mail came to our place. He also drained his pipes. His Bill was \$3.97, ours was \$31.85 each month.
- ④ I called and that is when I found we are charged Commercial fee. This has been going on for years. Ever since we began service in 1993.
- ⑤ I complained in 2003 & they said they'd send somebody out to check on this. That never happened as far as I know.
- ⑥ Complaint Began again in 2005  
3-28-05 Talked Debbie  
4-04-05 Jennifer  
4-11-05 called us Mrs. Randol 672-5252  
Will be residential  
4-12-05 Melinie Browning From Lincoln (saw house)  
217-735-6917 (office)  
She suggested calling IL Commerce Commission  
Called ICC 4-14-05  
talked Myra 312-814-2889  
4-28-05 called Mrs. Murphy Cilco Peoria  
Got her letter

Complaint

# 2005-0555C

(Cont.)

Called ICC

8-5-05

8-10-05

9-9-05

9-13-05

10-4-05

11-9-05

- ⑦ Now we'd like to be reimbursed for all the time we were over charged commercial rate.
- ⑧ Mrs. Murphy does not seem to care to communicate to us. I talked & asked Mrs. Murphy about agreeing to mediation. There was no reply. I made several calls to her. No responds.
- ⑨ Dollar amount utility Co. will not tell us how much we have been over charged.

③

We are now in FL. We can be reached  
at our FL address

Martin Bale

221 Palmetto Dr.

Port Charlotte, FL 33952

FL Home phone 941-625-8906

You can reach me any time By my cell phone  
217-454-4931

We will be at this address until June 2006.

Please advise

Martin S. Bale

Carla S. Bale

April 27, 2005

Mr. Martin Bale  
2288 Old Route 66  
Atlanta, IL 61723



Dear Mr. Bale:

This letter is in response to the Informal Complaint you filed with the Illinois Commerce Commission. I was unable to reach you by telephone today.

The complaint requests credit for being billed under a commercial rate. Upon investigation of the historic usage at the property, substantial usage has been recorded. It is noted that in September of 1997 it became necessary to exchange the meter at the premise for a different meter because usage exceeded the limits of the meter for the preceding three-month period.

When you contacted AmerenCILCO March 28, 2005 to request an investigation regarding the billing rate, the Company determined that the rate would be changed from commercial to residential. The Company will re-bill your account to the residential rate as of March 28, 2005 and forward.

If you have any further questions, please do not hesitate to call me. My direct telephone number is (309) 677-5217.

Sincerely,

A handwritten signature in cursive script that reads "Suzanne Murphy".

Suzanne Murphy  
Supervisor  
Peoria Contact Center

Cc: Illinois Commerce Commission