

For Commission Use Only:

Case: 06-0380

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Betty McAfee

Against (Utility name): Ameren Central Light Co

As to (Reason for complaint) Billing me for gas usage on
a piece of property I have never used
or owned, as mfr, service was taken ^{out} by my name
in Springfield Illinois. 8-5-0

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 2714 S. Holmes Ave Spfld 62704

The service address that I am complaining about is 906 S. 16th Spfld, 62703

My home telephone is [217] 698-3404

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [217] 523-5162

(Full name of utility company) Ameren Central Light Co (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.
unbilled service
380.100

2006 MAY 11 P 3:55
COMM. OF PUBLIC UTILITIES
SPRINGFIELD, ILLINOIS

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.

- (1) they billed me for a damaged meter in which I have no control as their meter set in open.
- (2) was told I had to pay repair for new tenant to opt service. I paid \$200.61 plus fee to Cub Foods on behalf of Ameren Co. Was told there were no usage charges.
- (3) after I pay the 200.61 and call Ameren Co. to give them confirmation number. Man told me I owed \$265.62 for usage. Service had been ~~cut off my name since 8/5/05~~ zero out the charges against me.

Date: 5-1-06
(Month, day, year)

Complainant's Signature Betty J. Mize

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

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

VERIFICATION

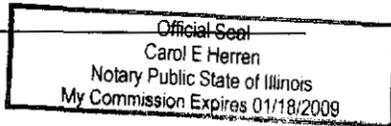
A notary public must witness the completion of this part of the form.

I, Carol E. Herren, 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) Carol E. Herren

Subscribed and sworn/affirmed to before me on (month, day, year) fifth of May 2006

Notary Public, Illinois



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.

Cont

(4) I knew nothing about damages and had never been contacted by C&C Co, until I called them to have gas turned on March 21 or 22, 2006 for an inspection for a Springfield Housing new tenant inspection.

(5) In a 3 way telephone conversation 2 different women from C&C Co assured ^{me} there was no usage charges.

Sincerely,
Betty Magee