

Case: 09-0193

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

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

CHIEF CLERK'S OFFICE

2009 APR - 6 P 1:15

ILLINOIS COMMERCE COMMISSION

Regarding a complaint by (Person making the complaint):

Baula Johnson

Against (Utility name):

Ameren IO - Account # 7687-9902

As to (Reason for complaint)

① Unlawful Business Practices allowed by a Utility Company Ameren IO, ② Utility Company Falsifying Meter Readings, ③ Retaliation for unresolved complaints, ④ Violations under 220 ILCS 5/1-101, 165 ILCS 740/1, 165 ILCS 735/0.01 in E. St. Louis Illinois. Allowed exploitation of predominantly poor - minority - disabled households

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

715 N. 24th St, E. St. Louis, IL 62208

The service address that I am complaining about is

715 N. 24th St

My home telephone is

(618) 482-4381

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(618) 482-4381

My e-mail address is

I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company)

Ameren IO

(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.

- ① Falsification of Meter Readings ① 165 ILCS 735.01
- ② 220 ILCS 5/1-101 ③ Illegal Business Practices
- ③ 165 ILCS 740/1

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 Dollar Amount Count I - \$ 450.00 - on the Falsification of Meter Readings installed July 2007. ② Dollar Amount Count II \$ 1,128 on outstanding unresolved complaints of unlawful business practices of Ameren IO being allowed to falsify meter readings without supporting documents and unlawful. Please clearly state what you want the Commission to do in this case: exhibiting poor - disabled customers
① Address the unresolved outstanding complaints attached.
② Reverse the Decision of Ameren on the falsified meter readings

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: 4/3/09
(Month, day, year)

Complainant's Signature: [Signature]

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

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

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

I, [Signature], Complainant, 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]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) April 3, 2009

A - S
Signature, Notary Public, Illinois Missouri



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.