

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

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

For Commission Use Only:
Case: 09-0343

ORIGINAL

Regarding a complaint by (Person making the complaint): SANDY LENOX

Against (Utility name): AMEREN

As to (Reason for complaint) METER SHOWED DOUBLE THE USAGE
OF ELECTRICITY - THIS IS NOT POSSIBLE -
METER WAS TESTED AND THEY SAID IT
WAS 95.5% ACCURATE.

in Bloomington Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 410 E. STEWART

The service address that I am complaining about is SAME

My home telephone is [309] 310-4884

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [309] 310-4884

My e-mail address is SLeny20@verizon.net I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) AMEREN (IP) (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.

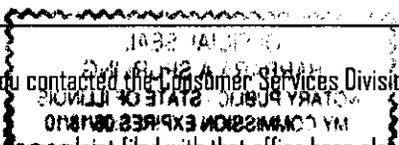
ILLINOIS
COMMERCE COMMISSION
2009 JUL 29 A 11:23
CHIEF CLERK'S OFFICE

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 letter

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

To clearly EXAMINE my ~~past~~ previous usage with the month's in question. I would like to be given credit for what I did not use.

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: 7/14/09
(Month, day, year)

Complainant's Signature: Sandy Lenox

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, SANDY LENOX, 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.

Sandy Lenox
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 7-27-09.

Barbara A Spurling
Signature, Notary Public, Illinois



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