

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

For Commission Use Only:
Case: 09-0452

2009 OCT -9 P 1:03

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

ORIGINAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): RONALD P JOHNSON & BARBARA J JOHNSON

Against (Utility name): AMEREN CILCO

As to (Reason for complaint) We are being charged for tampering and diversion of service at our rental home. We did not have the utilities in our name. CILCO took 2 weeks to decide what they wanted to do. We had a new tenant waiting to move in causing us a loss of \$287.00. This bill belongs to our previous tenant. We did not tamper with the meter and had nothing to gain by doing so.
in PEORIA Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 105 PECAN CT, EAST PEORIA, IL 61611

The service address that I am complaining about is 1117 NE GLENDALE PEORIA, IL 61603

My home telephone is [309] 699-5639

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [309] 397-1257

My e-mail address is RONBARBJ@COMCAST.NET I will accept documents by electronic means (e-mail) Yes No

(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.

280.705 (b) PLUS OTHERS

280.705 (b)
OFFICIAL SEAL
RONNI GERBER
ILLINOIS COMMERCE COMMISSION
EXPIRES 3-31-2011

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) SERVICE TAMPERED WITH - WITHOUT OUR KNOWLEDGE
SERVICE NOT IN OUR NAME DO NOT KNOW DATE
- 2) SERVICE REQUESTED FOR NEW TENANT AROUND 8/11/09
- 3) AFTER SEVERAL CALLS TO CILCO BILLED FOR TAMPERING 8/25
- 4) CILCO TOLD US DECISION ON 8/31 (ON VACATION)
- 5) NEW TENANT ALLOWED TO GET SERVICE 8/27 FINAL BILL GENERATED

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

TAKE BILL OFF OUR ACCOUNT
HAVE OUR CREDIT RESTORED

HAVE CILCO STOP THIS PRACTICE

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: 10/7/09
(Month, day, year)

Complainant's Signature: *Ronald Paul Johnson*

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, Ronald Paul Johnson, 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.

Ronald Paul Johnson
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 10-07-2009

Ronni Geber
Signature, Notary Public, Illinois

(NOTARY SEAL)

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