

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

For Commission Use Only:  
Case: 09-0458

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Tad + Paige Whitten

Against (Utility name): Ameren IP

As to (Reason for complaint) Not receiving proper rate reduction for 100% electric and 100% geo thermal home.

in Carlock Illinois.

CHIEF CLERK'S OFFICE  
2009 OCT 16 A 11:04  
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is P.O. Box 55 - Congerville, IL 61729

The service address that I am complaining about is 1976 US Hwy. 150 - Carlock, IL 61725

My home telephone is (309) 376-2348

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (309) 261-3062

My e-mail address is tad.whitten@gmail.com 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.

Administrative code 280 section 16-111 (b) public utility act.

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 form.

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

**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: oct 14, 2009  
(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, Tad Whitten, 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) October 14, 2009.

Rose L. Masters  
Signature, Notary Public, Illinois



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

- 1.) In May of 2006 we contracted with AmerenIP to install and increase additional power to our home, garage and barn as we were going to be installing a geo-thermal system in our home and becoming 100% electric.
- 2.) The home renovation and total re-construction of the 80 year old farm house took place in the Fall of 2006 and was completed in the Spring of 2007.
- 3.) The geo-thermal system was installed and in partial use between November of 2006 and January of 2007.
- 4.) In April of 2008 while attending the Central Illinois Energy Expo I was told by the Citizens Utility Board that we should be eligible for a larger utility discount. My geo-thermal contractor actually laughed when I told him this. He indicated that yes, we should be eligible for a discount, but AmerenIP will do everything possible to keep from giving us our discount.
- 5.) In June of 2008 a request was made through the Citizens Utility Board with no action taken by AmerenIP.
- 6.) In March of 2009 we were told by AmerenIP that if our geo-thermal system and electrical conversion was installed in 2006 we would have been eligible for a larger utility discount. We were then told a few days later that if the system was installed in 2007 we would have been eligible for the discount.
- 7.) This was after months of discussion between Ann Nichols and Tawna Saunders both AmerenIP employees. We are not sure nor were the AmerenIP employees we spoke with what the truth really is.
- 8.) It is very clear we are a 100% electric home and are only seeking what is fair.