

For Commission Use Only:  
Case: 10-0156

FORMAL COMPLAINT

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

2010 MAR - 11 P 12:05

ILLINOIS COMMERCE COMMISSION

Regarding a complaint by (Person making the complaint): Regina Ferrell  
Against (Utility name): AMEREN CIPS  
As to (Reason for complaint): Billing Dispute: I AM BEING CHARGED FOR A SWITCHED METER ERROR MADE BY EITHER AMEREN CIPS OR THE LANDLORD / DEVELOPER OF THE NEW UNITS.

in E. St Louis Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is P. O. Box 1923, Fairview Hts, IL 62209

The service address that I am complaining about is 1904 Lynch-H., C. St Louis IL 62205

My home telephone is (618) 875-0179

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (314) 982-2626

My e-mail address is \_\_\_\_\_ I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) AMEREN CIPS (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.

83 Ill. Admin Code 280.160

83 Ill. Admin Code 280.170

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. I received a letter dated Nov. 3, 2009 stating that I was being charged \$229.19 for a meter that was inadvertently switched by Ameren, the utility company, that set the meter or by the developer/landlord who mislabeled the meters at the time the new complex was built. As stated in the letter, the error was of no fault of mine, the customer.
2. I am the first and only tenant to live in the new unit 'H', and have not missed a payment, have made all payments in full, and have honored all of my payment obligations.

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

Clear the account of the \$229.19 charge.

**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:

2/24/10  
(Month, day, year)

Complainant's Signature:

[Handwritten 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, [Handwritten Name], 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.

[Handwritten Signature]  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 2/25/2010

[Handwritten Signature]  
Signature, Notary Public, Illinois



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