



ILLINOIS COMMERCE COMMISSION

February 11, 2010

Regina Ferrell
1904 Lynch Apt. H
East St. Louis, IL 62205

Re: Informal Complaint #2010-00430
Utility of Record: Central Illinois Light Company
d/b/a AmerenCILCO

Dear Sir/Madam:

In response to your request for formal complaint forms, we are enclosing the following information for filing a formal complaint:

- 1 blank formal complaint form
- 1 sample formal complaint form
- 1 copy of the Illinois Commerce Commission's Rules of Practice (Note Sections 200.150 & 200.170)
- 1 Quick Reference Guide

Please return to my attention the original and one (1) copy of the formal complaint signed by you. One copy will be served on the respondent.

Please note the verification paragraph on the second page of the form which must be signed by you and signed and notarized by a notary public. Failure to complete the verification portion of the form will result in the complaint form being returned to you.

I understand that you have advised the consumer counselor of your intention to file a formal complaint rather than seek resolution through mediation. Should you reconsider this decision, please note that 83 Ill. Adm. Code Part 201 and Section 10-101.1 of the Public Utilities Act provide that you may request voluntary mediation upon completion of the Commission's informal complaint process. **Voluntary mediation means that both you and the utility company must agree to the mediation. You must contact the utility company directly to initiate mediation.** The utility company is not required to participate in the mediation. Voluntary mediation may also be requested by you and the utility company at any point during the formal complaint process. If you and the utility company both agree to mediate, your written request to mediate must be submitted jointly with the utility company and include the following:

- a) A brief statement of the issues to be addressed;
- b) A statement of whether any of the disputed issues are the subject of any pending proceeding, and if so, the docket number of that proceeding;
- c) The informal complaint number set forth above;

- d) The name, address, telephone number, and if available, facsimile number and e-mail address of each person requesting mediation;
- e) A statement of whether the mediation participants prefer the mediation to occur in Springfield or Chicago;
- f) The specific relief requested by each mediation participant; and
- g) An express statement that the mediation is requested under Part 201.

A request for mediation may include any additional documents that you believe are pertinent to the case.

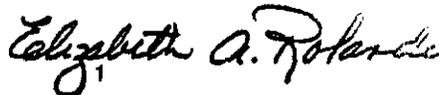
State law provides for the mediation to be completed within 45 days after it is initiated.

Please address your complaint or request for mediation to:

Chief Clerk
Illinois Commerce Commission
527 East Capitol Ave.
Springfield, IL 62701

A request for mediation may also be sent by facsimile to 217-524-0673.

Sincerely,



Elizabeth A. Rolando
Chief Clerk

/mls
cc: Omaira Figueroa

Enclosures



January 15, 2010

Omaira Figueroa
Illinois Commerce Commission
Consumer Services Division

Company: AmerenCIPS
Open Date: 01/11/2010
Complaint ID #: 2010-00430

Customer Name: Regina Ferrell
Service Address: 1904 Lynch Apt H
E. St. Louis, IL 62205
Account #: 09150-16010

In her complaint, the customer states that because her account involved a mixed meter situation, she should not be held responsible for the additional amount billed.

AIU Response

The Ameren Illinois Utilities (AIU) conducted a thorough investigation of the subject complaint which revealed the following information.

The AIU originally set electric meters at the apartments located at 1904 Lynch, East Saint Louis, on 3/9/05 at the request of the property owner/landlord. The AIU became aware that the meters were switched between apartments G and H when the service was supposed to be disconnected at apartment G on 10/9/09; however, the service was actually disconnected at the customer's residence (apartment H) at that time.

The AIU has since corrected the switched meters at the property and sent the customer a corrected bill reflecting the difference (\$229.19) between her original billed amount and what she should have been billed based on her actual usage for the past 12 months only.

The AIU is unable to determine the origin of the switched meters (e.g., whether the owner mislabeled the meter boxes before the AIU set the meters, whether the AIU set the meters incorrectly, or whether another incident occurred to precipitate the switch). Although the AIU understands this situation happened through no fault on the customer's part, the AIU does have a record of the customer's actual usage and has billed the customer appropriately for only the past 12 months in accordance with Illinois Commerce Commission guidelines.

The AIU can offer a 12-month interest-free payment arrangement, if needed, to retire the adjusted balance. The customer is encouraged to contact customer service at 1-888-789-2477 to discuss payment terms.

November 3, 2009

REGINA A FERRELL
PO BOX 1923
FAIRVIEW HEIGHTS IL 62208

RE: Switched Meter, Account # 09150-16010

Dear Customer:

The Ameren Illinois Utilities recently discovered an error involving the electric meter at your residence.

Address- 1904 LYNCH *APT H
Account Number - 09150-16010

In our Customer Service System, your electricity meter was inadvertently switched, and the electric usage charges on your bills have reflected the utility service of another Ameren Illinois Utilities' customer. The result of this error is that your payments have not corresponded to what you actually owe.

We will follow the rules established by the Illinois Commerce Commission for these rare occasions when meters are switched and the origin of the error cannot be identified. For residential customers, these guidelines state that the utility will make a credit adjustment of up to twenty-four months and debit adjustment of up to twelve months maximum, as appropriate, covering the period prior to the date the metering issue was discovered. If you are due a credit, we will add interest at the Commission-approved rate.

To correct your account, we have made a total debit adjustment of \$229.19, as detailed below:

Electric Billings		
Account # 09150-16010		
Date From 10/27/08 Date to: 10/27/09		
Electric		
Actual Amount Owed	\$647.95	
Amount Billed in Error	\$418.76	
Difference		\$229.19
Interest on Amount if Overpaid		\$0.00
Total Debit Adjustment to Bill		\$229.19

A total debit adjustment of \$229.19 will be applied towards the balance due on your account and will be reflected as an "unmetered adjustment" under the meter information on your bill.

We have corrected this metering issue, and your future bills will reflect accurate charges for the and electric service at your residence. Please accept our sincere apologies for this situation. Should you have additional questions or need to make payment arrangements on your bill, please contact us between 7:00 a.m. - 7:00 p.m., Monday - Friday at the number listed below.

We value your business and appreciate your understanding of this mater.

Sincerely,

The Ameren Illinois Utilities Customer Contact Center
1-888-672-5252

11/10/09
12/30/09
2 Supervisors
ScwH