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2006

This all began with a new utility pole and an automated meter were installed at our place of residence. They replaced the old meter and old utility pole half way down our lane with a new automated meter and new utility pole. This was done in November of 2006. At this time we were on budget billing and had a credit balance on our bills and thought Ameren was deducting our usage from this credit balance and then later on we noticed that the usage amounts weren't accurate and realized that they weren't registering any usage but we didn't know why. This was the beginning of all our problems.

It took us from November of 2006 to October of 2008 to get Ameren IP to come out and look at our meter. At that time we weren't documenting any conversations with them even though we called daily in an attempt to get them to find out what was wrong with our meter. Also, we talked to the meter reader who came to read our meter monthly, and he said he has known about this problem for a year and has told his managers about it and they refused to address it or do anything about it.

The beginning of our documented conversations thus began on October 1<sup>st</sup> when the field supervisor came out in the afternoon and looked the situation over but neither of them talked to us.

I called AmerenIP and talked with Terry on October 9<sup>th</sup> at 9:00 a.m. She is at extension 19432. She keeps saying that she would send someone out and call me the next day. She did not call me the next day so I called her and left a message. She felt confident they would take care of this right away and did call back two days later to say someone was coming out and had talked to Richard and that they were going to get the meter fixed.

On October 9<sup>th</sup>, Henry Gay from Ameren IP came out and looked the situation over and talked to my husband Richard Gilmore. Henry told him that the electric box (where the meter is), is wired backwards and they needed to switch the wires around. He was going to have it Julied so they could come back out and fix. Julie came out on Monday October 13<sup>th</sup> and marked everything and now we can't get AmerenIP back out.

Phoned Ameren IP today 10/15 at 10:01 a.m. and talked with Diane concerning the field coming out to get our meter fixed. She referred me to a supervisor, Liz, concerning a bill that we received for \$500 for last month and Liz said they were just guessing on the amount of our bill because they didn't have anything to base it on since we didn't have an accurate meter and she was going to suspend our account and we owed nothing until they got this matter resolved.

Phoned Ameren IP today, October 21<sup>st</sup> and talked with Clifton. He asked me if I wanted them to come out on Wednesday (10/22) or Friday (10/24) of that week. We put down Wednesday and no one came out at all on either day.

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Phoned AmerenIP today October 27<sup>th</sup> at 8:54 a.m. to follow up with the change of our meter once again. I talked with Deb in billing and she said they issued an order to do something out on the 23<sup>rd</sup>. She said the meter change order was put in, in February and it is now October 27<sup>th</sup>. She is going through AmerenIP construction. The order is placed in the system, she said and then taken back out. She is going to get it to some other people to take names in the Construction Office of people who are going to come out here and fix it. As it stands now, Julie is going to have to come back out a second time because it has been past 2 weeks since they were here because someone in the office did not come out and fix it. We just keep going around and around. Deb apologized for the problems encountered and doesn't want us to go another year before getting this fixed. I told her I was going to have to go send this to the Attorney General again and the Illinois Commerce Commission and Ameren still sends me a huge bill every month for over \$500 and Liz from Ameren said they are guessing on what the amount of usage is because we don't have an accurate meter working. It is very frustrating.....

Phoned AmerenIP today on October 29<sup>th</sup> to see where Ameren was with our change of meter issue. Julie had come back out since talking to them on October 27<sup>th</sup>. I talked with the Billing Department (an Agent) by the name of Joyce and she was going to check on it. She is going to have someone from the Field Office get in touch with me by calling my cell phone and letting me know what is taking so long. This was at 1:03 p.m. on Wed, 10/29.

Called Ameren IP today 10/30/08 at 8:10 a.m. to find out what is going on as no one called me back from the Field Service office.....talked to William. I told him the Field Service Office was supposed to call me yesterday and did not call. William said that the Field Service Office has 24 hours to return a call. I said well I've been waiting for a new meter for well over a year. So he said he would try and get something better for me and to hold on. He talked to Henry in the Field Service Office and due to some sickness and illness he hasn't been able to get out here but they are going to come and do some digging tomorrow, 10/31/08. We will see if they live up to coming at that time.....I sincerely doubt it but maybe.

They came out on October 31<sup>st</sup> (Joe in billing said it was November 3<sup>rd</sup>) and put in a new electronic meter.

Called and talked to Joe, today Friday, 11/7 at 9:00 a.m. about a bill I received in the mail yesterday for over \$2,082.88 that is due 11/25/08. I don't know where they are getting this information about how much our bill is because we just got the meter put in a week ago.

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Also, when you call the automated billing number it says we have a credit of \$600.00 on our account and yet I received a bill yesterday that is for the \$2,082.88. Since we haven't had a meter for all this time that worked, where are they getting this information. Do I have a credit for \$600.00 or where are they getting statistical data to support the \$2,082.88 that they sent me a bill for??? So today I called and am currently talking to Joe currently. He dropped the call and we got disconnected.

So I called back in at 9:35 a.m. and talked with Kathy. She said she didn't understand what was going on with my account and that a supervisor was going to have to call me back on it. I did not hear from anyone today....11/7

It is now 11/19 and I called Ameren Billing Dept at 2:50 p.m. and talked with Casandra. She tried to forward me to a supervisor but they were all busy after being placed on hold for a good 20 minutes. She said they would call me back. No one called back.

It is now 11/25 and I called Ameren Billing Dept again at 10:08 and talked with Rachael and she said there was a note on my account that someone was to call me back. It has now been 6 days since I've heard from a billing supervisor I told her and so she put me

on hold and is researching one for me. She states that the charges are on hold and that they can't shut me off or anything and that, still, no one is available to talk with me further at this time. They are still billing me for \$2000.00 however. I have started paying \$200.00 each month even when I have no idea

Called Ameren IP on December 11, 2008 at 9:10 a.m. and talked Shan and there are no supervisors available at this time and she states Ameren has difficulty getting in touch with me so I referred them to my cell phone number. I said every time I have tried to contact their supervisory department, no one is available to talk to me either. Hopefully a supervisor will call me on my cell phone so we can discuss the matter and get it resolved.

12/15/08 Monday, I called billing again and asked for a supervisor and talked with Sandra and told her I have not yet heard back from a billing supervisor and she said I called on the 11<sup>th</sup> and they have 48 hours and they should be calling me today but I said I have not heard from them and it is already 1:45 p.m. She said she would note the account that no one has gotten a hold of me thus far.....

12/18/08 talked Tanya (Billing Supervisor) Ameren 12:31 today (Thursday) and she said that we owe \$2543.67. Then she called and said that she would have to call me back in 10 minutes after we checked over my usage. We paid \$200.00 on September 24<sup>th</sup>, \$100.00 on October 24<sup>th</sup>, November \$200.00. She called back at 12:58 p.m. and said

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they were going into a meeting and she would have to call me back this afternoon sometime.

01/09/09 called billing and talked to Shapazus and she couldn't help me and so she referred me to Kathy. She is trying to help figure out the agreed amount owed that was on a no interest 24 month plan. She said we agreed to \$94.39 a month for 24 months interest free which would take care of the past due amount of \$2,256.00 owed. We started paying \$200.00 each month beginning on September 29<sup>th</sup>. The original agreement of paying the \$2256.00 (24 months @ \$94.39/month) was effective 9/23/08

Ext 19456 for Kathy. We agreed that I was to pay \$94.39 a month for 24 months starting with 9/23. The total was \$2465.43 minus a \$200.00 payment equal to \$2265.43. Now we looked at the bill and decided that the service from 10/31 (on the bill it says December 3<sup>rd</sup>) to January 5, 09 was over a two month period. She states that we could not have used 11,600 kwh of electricity in 33 days so she thinks the 87 meter reading was on 10/31 and the ending meter reading of 232 was read on January 5, 09 and that we used that amount of electricity from 10/31 to 1/05/09 and was going to talk to a supervisor about adjusting the bill accordingly. So if you take my bill of \$3,658.61 and subtract the late fee of \$38.15, and then subtract the payments I have sent in \$300.00, and the 24 month amount of \$2265.43 then that brings us down to \$1055.03. Assuming we used 5800 kwh of electricity per month (which is still high) but minus the monthly amount owed of \$94.39, we really owe \$1055.03 for two months or \$508./month minus \$94.39, equals \$404.61 per month. This is still probably high. We want the matter resolved. It does say on the bill that we used 11,600 kwh and then for the time period 351.5 kwh. I will call them on Monday and talk some more.

Today January 12, the Ameren IP man came out and read the meter at 11:00 and it read 264 on the meter. His truck number was 22121. He didn't give his name.....He said the office wanted him to come out and read the meter.

Today, January 13<sup>th</sup> at 1:32 p.m. I called and talked to Jackie in billing and she said the average house owner bills 1,000 kwh per month. She said I was being billed for 11,600 kwh for the last month from December 3 to January 6, 2009 and that they must have made a mistake when reading the meter. So they sent out the gentleman who came out yesterday to re-read the meter. The month before we were billed 6,960 kwh per month from 10/31/ to 12/3. The new meter was put into place on October 31<sup>st</sup> so they were estimating any previous months over the past year. I asked her why my meter multiplier was 80 and she said because it depends how many meters you have. I stated I only have one meter. So then she said it depends on the meter how they multiply it out. The story kept changing every time I asked her a question from what she originally said. She said to check back tomorrow that they think it is wrong and mis-read and they would research it and send me a letter in the mail. This is bordering on the insane but I'll call them tomorrow and see what they found out.

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January 19, 2009, I called billing department and talked to Seria and our meter is a digital meter and it has device on there to send the reading electronically. They are going to come out on February 12<sup>th</sup> to look at the meter again. This is a different type of electrician. The trouble is our bill is due January 29<sup>th</sup> for \$3,000.00 (which is too high for a residential house which they estimate should be using 1000 kwh per month).

2/6/09 Called and talked with Kesha and she said I have an AMR meter is being read every day. I'm not sure what this has to do with me. She is going to check on this. Hi my name is Kyle and he came on the phone. Kyle said there is something on our account that he has never seen before and had to go put me on hold again. Kyle said that we used from 10/31 (meter reading of zero) to 12/3/08 was 6,960 kwh and amounted to \$642.91 for November and then we used from 12/3/ to 1/5 it was 11,600 kwh and amounted to \$1076.79 and then from 1/5/09 to 2/3/09 was 10,160 kwh and amounted to \$933.90. I also reminded Kyle that he needed to take off the late charge of \$51.30 because the monthly billing fell for the pervious year was gone off the bill. Kyle is going to try and find a supervisor. . The total mount due os \$933.90 pluse \$1076.79 plus \$642.91 for a total of \$ Kyle said someone would call me back that day or on Friday. No one called.

Today I find out that Ameren is supposed to be offering whole house electrical residential, a special rate. We haven't been getting it and so Ed Madigan is fighting with them about this rate. Apparently, you have to ask for it to get it? I'll call Ameren again tomorrow and check with them.

Since they didn't call back I'm calling them on 2/9/09 an letting them know that our special discount for having all electric was not reflected in any of our bills and that back in 2006 and 2007 we had a space heat energy discount for 2/3<sup>rd</sup>s of the bill or .02499000/kwh for 6,487 kwh with the total kwh usage being 7840 in January of 2006. And this fell off some time ago. I told Jennifer that Ameren has not been giving us a discount for some time now and it needs to get back on our bill, for having whole house electrical usage. She said the supervisors have 24 to 48 hours to get back in touch with us and since I called on Friday, I guess they have more time to get back to us. February 11, 2009 at 1:30 p.m. and talked with MiMi and I told her Ameren was supposed to call me back from last Friday (24 to 48 Hours) and that I had not heard from anyone as of yet. I told her that we didn't have any space heat discounts on our bill since putting in the new meter on October 31<sup>st</sup> (we are all electric and should have a discount since we were on this already as of January 2007). She agreed and said she would talk to someone about this and get back to me today. I gave her my cell phone number so she could be sure to reach me.

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MiMi called on February 11<sup>th</sup> at about 1:30 and said that the billing supervisor by the name of Diana would be calling me sometime today. The day came and went and still not return phone call from Diana.

I phoned Ameren again on February 12<sup>th</sup> and asked to talk to someone about my bill and the billing rep, Laticia said that they are working on my bill and that someone would call me

It is now February 13<sup>th</sup> (one week from when they said the billing supervisor would get back to me within 24 to 48 hours) and still nothing. I may call them again today.

On March 10<sup>th</sup> at 9:36 a.m. I called Ameren IP and talked with Khahdija and asked her why my previous payments weren't credited to my account. She said because I didn't pay a February bill, that there is a late fee. We did not receive a February bill. I asked to have a supervisor give me a call.....no call as of today at 1:38 p.m. on 3/11 so I called back today to find out more and talked with Kianie and she looked up my bill and is going to send me out an activity statement of my bill. I asked for someone to sit down with me and explain my bill and she said she didn't have anyone that could do that. I am still waiting for a supervisor to call me but in the mean time the activity statement is on it's way going back to September of 2008.

March 18<sup>th</sup> at 4:10 p.m. Ameren Supervisor finally got back to me and left a message. That is 7 days from the last call to ask to speak to a supervisor and they are supposed to call you back within 2

March 20<sup>th</sup> Monica the Supervisor called at 3:44 p.m. called and I asked her what I was being billed for. She is looking back over the account in an attempt to see what my bill is for. She states that my bill has always been estimated. And she is looking back to and for nine months we had estimated the bill. Actual reading on early November, early December, early Jan, early Feb early March. I told Monica that I needed a credit for being all residential and she said she had to refer me to credit and collections and that I needed to tell them that I needed a credit for being all residential electric that fell off sometime in February of 2006. She was going to have them call me.

Linda, Supervisor, called me and could not figure out my bill. She called at 5:33 p.m. today, March 27<sup>th</sup> and then replied that she was going to get with another supervisor who worked on the account and that they would call me back about this time on either Mon or Tues.

Yesterday, 3/30/09, Gwendaline called me 1-800-755-5000 extension 19405 and asked that I called her back. She called at around 4:00 p.m. and I was unable to reach her so I

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they would get her on the line for me. When I first called in about my bill, the pre-recorded message said I was scheduled for disconnection on April 16<sup>th</sup> for non-payment of a \$3,293.35 bill. I have been trying to get this matter resolved for some time now and have been paying \$200.00 payments monthly toward my bill or until we could get it resolved. Each time I call in they refer me to someone else and appear totally confused about my bill, stating they will have someone else call me back. I am currently on hold waiting to speak to Gwendaline. She spoke to accounting department yesterday and they made all the adjustments that can on my account. She states there was an agreement made for \$2600.00 back in September. Anyway, space heat dropped off our bill again for the all electric discount from 10/23 to 2/3 and so they went back and added back on and revised the bill yet another time. So the current bill is \$1500.00 roughly and the prior amount was around 1600.00 which included the payments of \$400.00 during that time. So it ended up to be around \$2900.00 total and Ameren said if we wanted to keep our power on, we needed to send them a downpayment in the amount of \$500.00 and that they would place on our bills going forward an additional amount or special agreement fee of \$59.00 going forwards for the next 24 months over the next two years. We needed electricity into our home so we were forced to agree. Then, to make matters worse, once we received our bills, there were two special agreement fees of \$59.00 each or \$118.00 additionally on our bills. So, does this mean that we are supposed to have this paid off in 12 months instead of 24? Why did they say they would only bill an additional special agreement charge of \$59.00 a month when they billed two special agreement charges of \$59.00 each or \$118.00??? We had no choice, but to pay it if we wanted to have electricity however.

May 8th talked to Gwendlyn.....\$3500.00

She doesn't know what the late charge is for.....

Remaining balance \$2,557.35. We were told to pay with a downpayment of \$500.00 and then special agreement charge of \$59.00 off on my April bill (for the next two years or wr months.)

However, as stated above, we received the bill and they were taking of \$118.00 (two special agreement charges of \$59.00) and I don't understand that.