

Case Number 10-0292

Billing Narrative - Complaints - Response

March 2008

1. A. **Account Number 92445-3004** - Was billed \$3,108.18
- B. This account was under the East Side Health District and the Catholic Dioceses of Belleville. I never requested that the account be transferred to New Jerusalem Pentecostal Ministries Inc. All Electric and Gas bills should have been billed to East Side Health District. The lease expired in February 2009 (See Attached Lease Extension request Agreement)

Summary:

This amount was billed to New Jerusalem Pentecostal Ministries in error and should be refunded immediate.

2. A. The following are the account in question, it our belief that these accounts are being overcharged. The amounts from Jan - May are as follow:

Account Number 34639-69006 - Was billed \$7,733.00 (See Attached)

Account Number 13489-35011 - Was billed \$4,927.00 (See Attached)

Account Number 92270-37007 - Was billed \$18,232.00 (See Attached)

Account Number 92445-30004 - Was billed \$0.00

Account Number 92270-30013 - Was billed \$8,708.00 (See Attached)

Conclusion: Although Ameren IP may have good intention, these are the bills that we have received and they reflex overpayments. On several occasions we have tried to get this matter resolved but were disconnect for none pay. It is not reasonable for a church the size of ours to be strapped with such large bills along with unnecessary deposits for bills that should not have been this large in the beginning. Account number 34639-69006 is for Dust to Dawn lights it is outrageous to have a dust to dawn bill for over two thousand dollars a month. Ameren customer service is awful they are all under the assumption if the bill was sent by the computer it must be right. Absolutely no logical explanation was given for the increase in these bills. Account number 13489-35011 was shut off by church staff and we still receive a bill. You're Honor we are seeking fairness in billing practices along with adjustments to be made. According to Ameren IP they had another Social Security number applied to this account. Was this the cause of the extremely high bills?

Our bills for the last 30 days have been fair and reasonable, that was not the case for the last two years.

Sincerely,

James L. Franklin

Pastor

CHIEF CLERK'S OFFICE

2008 JUL 29 A 10:42

Handwritten signature/initials

East Side Health District

Administrative Offices
650 North 20th Street
East St. Louis, Illinois 62205
(618) 271-8722
Fax: (618) 875-5038

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November 26, 2008

Attorney
Phillip Rice

Pastor James Franklin
New Jerusalem Pentecostal Ministries Inc.
6210 Church Road Centreville, IL 62207

RE: WIC / FCM Program Site

Dear Pastor Franklin,

Pursuant to my earlier conversation with you, we had anticipated moving our entire staff by the end of the year (12/31/08). However, the current economic crisis in the State and throughout the U.S. has caused us to experience a delay. We would like to extend our stay at this facility for at least one more month through January 31, 2009 at the current negotiated rate. The services our W.I.C and Family Case Management offers are very needed during the Holiday season and we would like to insure that Mothers and their children have formula and other nutritional items that they require.

As we mentioned previously the State Cornerstone Computer System can only be moved and reconnected by the State Technical Personnel. We have requested a date to move our Cornerstone Computer System but they have not advised us of a date. Therefore, we are on hold until we get a confirmation from them on the actual date. We are at the mercy of the State and trust that we will be give a date and time for moving the State Cornerstone Computer System to another location. The Health District cannot move this equipment it can only be moved and reconnected by the State.

Therefore, we are asking you and the Church to grant us another month at 6211 Church Road facility to insure that our W.I.C. and Family Case Management programs continue through the Holiday Season and first of the year. If you concur, please let us know immediately. Contact me or Hardy Ware at 271-8722 Ext 102 or Ext. 103.

Respectfully,

Elizabeth Patton-Whiteside
Elizabeth Patton-Whiteside, RN, BSN, MBA
Public Health Administrator

cc: Hardy Ware

New Jerusalem & Ameren IP

Summary

January 2010 February 2010 March 2010 April 2010 May 2010 June 2010

Total

Account Numbers

| Account Numbers | January 2010 | February 2010 | March 2010 | April 2010 | May 2010 | June 2010 | Total |
|---------------------------|--------------|---------------|------------|------------|------------|------------|-------------|
| 6210-34639-69006 NO METR# | \$2,978.70 | \$2,978.70 | | \$801.53 | \$974.20 | | \$7,733.13 |
| 6211-13489-35011 | \$2,074.87 | 1874.87 | | \$2,852.40 | | | \$4,927.27 |
| 6215-92270-37007 | \$2,726.10 | \$2,768.99 | \$3,035.81 | \$3,189.85 | \$3,511.68 | | \$18,232.43 |
| 6211-92445-30004 | | | | | | | \$0.00 |
| 6211-92445-30013 | | \$332.02 | \$2,158.21 | \$2,437.61 | \$1,144.00 | \$2,636.22 | \$8,708.06 |

June 25, 2010

Pastor James Franklin
-vs-
Illinois Power Company
d/b/a AmerenIP

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10-0292

Complaint as to billing/charges
in Centerville, Illinois.

SERVED ELECTRONICALLY

Pastor James Franklin
6210 Church Rd.
Centerville, IL 62207
gnjpmi@yahoo.com

Jackie K. Voiles
Illinois Power Company
d/b/a AmerenIP
607 E. Adams St.
Springfield, IL 62739
jvoiles@ameren.com

Steven R. Sullivan, Matthew R. Tomc
& Edward C. Fitzhenry
Illinois Power Company
d/b/a AmerenIP
1901 Chouteau Ave.
PO Box 66149, MC 1300
St. Louis, MO 63166-6149
srsullivan@ameren.com
mtomc@ameren.com
efitzhenry@ameren.com

NOTICE OF CONTINUANCE OF HEARING

Dear Sir/Madam:

Notice is hereby given by the Administrative Law Judge that the hearing in the above entitled matter has been continued to September 15, 2010, at the offices of the Commission, Springfield, Illinois, Leland Building, 527 East Capitol Avenue, at the hour of 10:00 A.M.

Sincerely,

Elizabeth A. Rolando
Chief Clerk

EAR:ikb
Administrative Law Judge Tapia

*James L. Franklin July 28, 2010
(SENT COPIES July 23, 2010)*