

ILLINOIS COMMERCE COMMISSION  
**FORMAL COMPLAINT**

Illinois Commerce Commission  
2010 DEC 10 A 11:25 527 E. Capitol Avenue  
Springfield, Illinois 62701

FORMAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): KARL REINHOLD

Against (Utility name): AMEREN ILLINOIS

As to (Reason for complaint) Incorrect billing for #6 Hi Pointe sent bill to wrong address then attached bill to 521 E. Broadway Sparta ill. Billed incorrectly for usage at 521 E. Broadway, sent to wrong address again. Charged for 100 units of gas, took 6 wks to change plus had to drive 120 miles and take maintenance personally with me. They turned everything over to collection. I made payments in Belleville Illinois. which my bank said were never Sparta, Cahokia Cashed

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is PO BOX 385 WATERLOO IL 62298

The service address that I am complaining about is 6 Hi Pointe Belleville, 25 Marilyn Ave Cahokia and 521 E. Broadway Sparta

My home telephone is (618) 340 3839

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (618) 340 3839

My e-mail address is KROY9123@YAHOO I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) AMEREN ILLINOIS COMPANY <sup>dba AMEREN ILLINOIS</sup> <sup>FKA ILLINOIS POWER COMPANY</sup> (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.  
Unfair and incorrect billing causing me financial harm distress. Failure to answer phone. Customer service does not respond.  
<sup>failure to provide service.</sup>  
Informal Complaint # 2010-15167

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? By Ameren  Yes  No unknown

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.) Billing sent to vacant property at 521 E. Broadway.
- 2.) Charged for usage at vacant property.
3. 6th Point Belleville sent bill to incorrect address.
4. turned over to Collection
5. was told I would receive my deposit from 25 Marilyn Cahokia. I did not receive it.

Please clearly state what you want the Commission to do in this case: Remove charges for bills sent to incorrect addresses. Remove from collection and all 3 credit reporting agencies.

Compensation for wasted time, cell phone charges and damage  
**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: 12 / 8 / 10  
(Month, day, year)

Complainant's Signature: Karl Reinhold

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, KARL REINHOLD, 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.

Karl Reinhold  
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) December 8th 2010

Megan Knop  
Signature, Notary Public, Illinois

(NOTARY SEAL)

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