

For Commission Use Only:

Case: 10-0724

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

COMMERCE COMMISSION

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

2010 DEC 17 A 10:42

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Joseph D. Schmitt

Against (Utility name): AmerenIP (F/K/A ILLINOIS Power)

As to (Reason for complaint) Failure to discontinue utility Service upon account holder's request.
Failure to provide adequate Customer Service by notifying account holder of a Service
request Conflict. Failure to properly document account holder requests.

in Urbana Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 601 S. Poplar St. Urbana, IL 61802-4438

The service address that I am complaining about is 401 W. Green St. Apt #1 Urbana, IL 61801-3397

My home telephone is (217) 691-9081

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (217) 691-9081

My e-mail address is Josephdschmitt@gmail.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) AmerenIP (F/K/A ILLINOIS Power) (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.

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) On, or around, October 31st 2006 I requested of AmerenIP that the utility Service at 401 W. Green St. Apt #1, Urbana, IL 61801 have my name removed as the primary account holder and placed in the name of the other building occupant (Dan Winneman). Dan and myself had previously discussed and agreed to this action.
- 2) Approximately six months later I learned that Ameren had not honored my request and that ~~the~~ account was still operating in my name. Additionally, the Ameren representative informed me that Dan had called but was not eligible due to an outstanding balance on another account.
- 3) On November 30th 2008 I received a summons to appear in the Fifth Judicial Circuit Court in Vermillion County, Illinois on January 12th 2009 to answer a complaint filed by AmerenIP claiming that I am indebted to them for \$2,517.10.
Please clearly state what you want the Commission to do in this case:
To have the court case dropped thereby relinquishing my responsibility to the account, the account balance and AmerenIP.
To require AmerenIP to report no debt to the credit report agencies.

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: 12/15/2010 (Month, day, year) Complainant's Signature: Joseph D. Schmitt

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

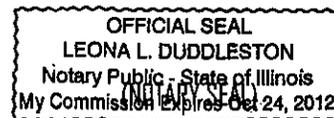
A notary public must witness the completion of this part of the form.

I, Joseph D. Schmitt, 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.

Joseph D. Schmitt
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 12/16/2010

Leona L. Duddleston
Signature, Notary Public, Illinois



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