

For Commission Use Only:  
Case: 110329

**OFFICIAL FILE FORMAL COMPLAINT**  
**ILLINOIS COMMERCE COMMISSION**  
Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

**ORIGINAL**

Regarding a complaint by (Person making the complaint): JEFF GRADY

Against (Utility name): Ameren Twp. & likely Ameren CILCO

As to (Reason for complaint) CHARGING FOR USAGE THAT HAS NOT BEEN USED. WAS ONLY ASSEST BASED OF OF ASUMED USAGE FROM BUDGET BILLING

in SAINT JOSEPH Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is SAME AS BELOW

The service address that I am complaining about is 2230 MARILYN DR. ST. JOSEPH IL 64873

My home telephone is [ ] - [ ]

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [217] 369-6781

My e-mail address is JEFFG\_69@YATT00.COM I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) Ameren T.P. (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.

UNKNOWN

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

RECEIVED  
JUN 11 10 11 AM '11  
ILLINOIS COMMERCE COMMISSION

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.

On The may 2009 Bill we Had 5 Showing Budget Bill Behind \$902 And Then consecutive ly IT STARTED GAINING. THEN Some How See ATTACHED

Please clearly state what you want the Commission to do in this case:

Please decide IF THE STATED monies ARE IN FACT owed TO Amblen IP. & IF SO WHY IS IT NOT clearly MARKED on Bill WHAT IT IS FOR.

**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: 6/15/2010 Complainant's Signature: Jeff Gray  
(Month, day, year)

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filing 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, JEFF GRAY, 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.

Jeff Gray  
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 4/5/2011

Lauren Mitchell  
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.

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IN THE EARLIER PART OF THE YEAR  
we had been on Budget Billing and EVERYTHING  
WAS FINE. We had been paying ahead  
(WHAT WAS REQUIRED TO CATCH UP ON  
THE Budget Billing amount) on each Bill  
SO AS TO CATCH UP AND HAVE AN even  
BALANCE. IN JUNE OF 2009 OUR Budget  
Bill amount went from \$138<sup>00</sup> TO  
\$186<sup>00</sup> per month. I AM ON WORK  
Comp AND we only have so much. So  
INSTEAD OF CONTINUING WITH THE BBOF  
\$186<sup>00</sup> I decided TO GO WITH ACTUAL  
USAGE INSTEAD AND FIGURED IT WOULD  
LEVEL EVERYTHING OUT WELL APPARENTLY  
NOT. AND HONESTLY I AM STILL A LITTLE  
CONFUSED. HOWEVER, NOW THEY ARE  
CONTINUED



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Demanding that we have a  
Balance of several Hundred \$ wanting

In excess of \$250<sup>00</sup> \$ deposit

when I have been paying exact

usage ever since this whole

thing got started better

than or almost a year ago.

Please Help.

my Budget cannot hold this

JEFF GRSBY