

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**

**ORIGINAL**

For Commission Use Only:  
Case: 11-0480

ILLINOIS  
COMMERCE COMMISSION

**FORMAL COMPLAINT**

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

2011 JUN 10 A 10:29 AM

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Steven Nance - Cynthia Nance

Against (Utility name): Ameren Illinois

As to (Reason for complaint) Incorrect and unauthorized trimming of vegetation at 200 S. Glenn Oak Drive Athens, IL 62613

in Athens Illinois.

**TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:**

My mailing address is 200 S. Glen Oak Drive, Athens, IL 62613

The service address that I am complaining about is 300 Liberty Street, Peoria, IL 61602

My home telephone is (217) 636-8026

Between 8:30 A.M. and 4:00 P.M. weekdays, I can be reached at (217) 558-0098

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

(Full name of utility company) Ameren Illinois (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.

83-11. Adm. Part 410.4, 411.190

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.

See Attached

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

See Attached

**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: 06-08-2011  
(Month, day, year)

Complainant's Signature: C. Steven Nance  
Cynthia S. Nance

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, C. Steven Nance  
Cynthia S. Nance, 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.

C. Steven Nance  
Cynthia S. Nance  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 06.08.11

[Signature]  
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.

**Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved in your complaint. Use an extra sheet of paper if needed.**

1. In May, 2011 we received notice that a contracted entity would be doing vegetation trimming around power lines in our area. The correspondence detailed procedures for contacting Ameren Illinois to register concerns and to set up a meeting with forestry personnel. This meeting would address those concerns and working out an amicable procedure to complete the task. We contacted Ameren with multiple telephone calls and email messages. We received return correspondence that we would be contacted to discuss trimming of vegetation on our property. Several days later we returned home from work to find the ash tree in our front yard had all of the branches removed on the West side of the tree trunk. We were not contacted by any Ameren personnel or forestry personnel before the trimming as indicated in the return correspondence. After contacting the supervisor of the contracted trimmers we were informed that the email correspondence he received about making the initial contact to us was overlooked. Evidently no one – Ameren personnel or Wright's Tree Service - read any email correspondence.
2. An informal complaint was filed with the Commerce Commission over the event. After receiving a letter of apology from Ameren the complaint was considered closed by the Commerce Commission. No mention of arbitration was offered. We were informed the only option was to file a formal complaint with the Commerce Commission.

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

1. Direct Ameren Illinois to setup and use a consistent, verifiable system to insure that this situation does not happen again.
2. Direct Ameren Illinois to replace the damaged tree with one of equal value.