

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION

For Commission Use Only:

Case: 11-0528

RECEIVED

JUL 18 2011

FORMAL COMPLAINT

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

ORIGINAL

ILLINOIS COMMERCE COMMISSION  
CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Randy ALLISON (and) LINDA Leavitt

Against (Utility name): Ameren ILLinois

As to (Reason for complaint) Company charged large re-connect fees for gas & electric - saying it was a "seasonal request" which it was not! Utilities were on for 32 yrs, never disconnected! Later, after the fact - we were told if it was put in another name - there's no charge in Macomb, Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 11193 SW. Gilbert CR. Rd, Williamsina Ore 97396

The service address that I am complaining about is 1080 E Carroll St. Macomb, ILL 61455

My home telephone is (503) 876-8107

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (503) 876-8107

My e-mail address is COOKIESNCATS07@got\_sky.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.

Seasonal service disconnect tariff

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

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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: *Remove the 172.30 electric charge & the 217.54 gas charge for re-connect!*

**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: July 15<sup>th</sup> 2011 (Month, day, year) Complainant's Signature: *Randy Allison*

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**

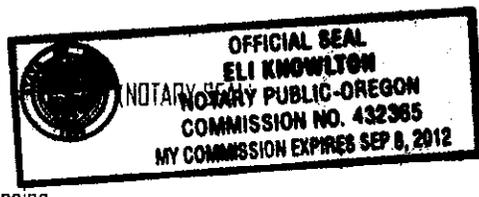
A notary public must witness the completion of this part of the form.

I, Randy Allison, 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.

*Randy Allison*  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) July 15<sup>th</sup>, 2011

*Eli Knowlton*  
Signature, Notary Public, ~~Illinois~~ Oregon



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

(4)

July 12, 2011

1. Upon learning that my brother, Randy Allison, was having serious health issues I made the trip to Illinois (Macomb) with my disabled husband to check out the situation.
2. Upon arriving, I found a situation that was very serious, and decided immediately to take him back to Oregon to live with us.
3. Deciding that, he made the call to Ameren to discontinue his utilities on 6-16-2010. He has lived in that home for 32 yrs and owns it. The utilities have always been paid on time & never disconnected. On June 21<sup>st</sup>, 2010 utilities were disconnected per his request. We all left soon after for Oregon.
4. After about 10 months in Oregon, <sup>4-2011</sup> Randy was doing so well, he decided to sell his home and stay in Oregon.
5. He contacted Ameren <sup>4-10-2011</sup> and asked for the electric to be re-connected so it would be available for the cleaning & repair crews use if needed. It was done.
6. He then contacted Ameren again for a connect of the gas on 5-20-2011, which was done.
7. When we received the utility bill for the electric it was a shock. There was a 172.30 charge for

5) electric usage when the service was turned off!  
 We called Ameren and was told since it was less than 12 months since the disconnect they were allowed to charge base use for the disconnected months. Being 2000 miles away we were unable to deal with them in person so we paid it.

8. Next month the same exact thing happened with the gas. Another large bill with 217.54 extra charge arrived. Another call - same answer.

9. We then called the Illinois Commerce Commission and filed an informal complaint. Ameren stood their ground and said they were firm with their decision.

10. However they did say that we should have been told that had we put the utilities in my name rather than my brother - there were no charges. We were not told this at disconnect time, or re-connect time.

11. When the written complaint answer came to us (late) as they mailed it to the Macomb address possibly - it stated our complaint was about "Seasonal disconnect charges" It was not. Randy had never disconnected the utilities since buying the home 32 years ago. He only disconnected

(6)

the utilities when he was leaving Illinois for Oregon & almost a year later decided to turn the house over to a realtor for sale!

12. There is no way this could ever be seasonal.

13. The end result from Ameron was that they gave us until July 17 to pay the total bill.

14. For the record, Randy has been unemployed for a couple years now, and his unemployment has run out, so he has no income at all. My husband and I are taking care of all his expenses and needs. As I mentioned my husband is disabled 8 yrs or more now and is in a wheelchair.

15. We are asking for the two charges of 172.30 and 217.54 be credited or removed for the reasons above

16. We will gladly continue to pay all usage of gas and electric.