



June 21, 2011

Tracy Anderson
Illinois Commerce Commission
Consumer Services Division

Open Date: 06/16/2011
Complaint ID #: 2011-10369
Account #: 19860-15048

Customer Name: Randy Allison
Service Address: 1020 E Carroll St
Macomb, IL 61455

does not apply!

The customer's complaint is in regard to seasonal disconnect charges.

incorrect!

Ameren Illinois Response

Ameren Illinois conducted a thorough investigation of the subject complaint which revealed the following information.

6/16/10 Randy Allison contacts Ameren Illinois to request services at 1020 E Carroll St Macomb disconnected as he has moved to Oregon.

6/21/10 Services are disconnected per Mr. Allison's request.

4/12/11 Mr. Allison contacts Ameren Illinois to request services turned back on at 1020 E Carroll St. Macomb. Per Mr. Allison's request an order is issued.

4/13/11 Electric is restored for Mr. Allison. Ameren Illinois is unable to restore gas service due to an issue with the furnace so the gas is left off.

5/20/11 Gas is restored for Mr. Allison.

It is the responsibility of Ameren Illinois to maintain all lines, pipes, metering, etc. a portion of these costs are included in the customer charge that you see monthly on your bill. Regardless of whether or not you are using the service these things must continue to be maintained.

Under the tariffs approved by the Illinois Commerce Commission Ameren Illinois is allowed to assess seasonal reconnection charges:

F. Seasonal Service Disconnects

When a Customer served under this Schedule makes only seasonal use of **electric** service and requests the Company to:

1. **Disconnect the service, and where said service is left disconnected for fewer than 12 months, Customer shall pay to the Company at the time of reconnection an amount equal to the applicable monthly minimum charges times the number of months service was disconnected, plus a service reconnection charge.**

⑧
This was not applied to us!

E. Seasonal Service Disconnects

When a Customer served under this Schedule makes only seasonal use of **gas** service and requests the Company to:

- ✓
1. **Disconnect the service, and where said service is left disconnected for fewer than 12 months, Customer shall pay to the Company at the time of reconnection an amount equal to the applicable monthly minimum charges times the number of months service was disconnected, plus a service reconnection charge.**

It is the position of Ameren Illinois that the charges are allowable under the tariffs approved by the Illinois Commerce Commission.

Given the above, Ameren Illinois considers this issue to be resolved and the complaint closed.

Thank you,

Ameren Illinois
Regulatory Affairs
370 S. Main Street, E-17
Decatur, IL 62523

cc: Randy Allison

ACCOUNT NUMBER	19860-15048
NAME	RANDY L ALLISON
SERVICE AT	1020 E CARROLL ST MACOMB, IL 61455

BILL DATE	May 11, 2011
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TOTAL AMOUNT DUE BY	Jun 1, 2011	\$225.94
AMOUNT PAYABLE AFTER DUE DATE		\$229.10

TYPE OF READING	METER NUMBER	SERVICE FROM	NO TO DAYS	PREVIOUS METER READING	PRESENT METER READING	READING DIFFERENCE	METER MULTIPLIER	THERM FACTOR	USAGE	R	D
Total kWh	45816759	04/13-05/06	23	94006.0000	94283.0000	277.0000	1.0000		277.0000 A		

Service To				SUMMARY				Service To			
Total kWh	05/06/2011	277.0000		Non-Summer kWh	05/06/2011	277.0000					

ELECTRIC SERVICE BILLING DETAIL - Rate Zone I

DS - Residential (DS-1)	Service From	04/13/2011	to	05/06/2011
Customer Charge				\$10.03
Meter Charge				\$3.62
Distribution Deliv Chg Non-Summer	277.00 kWh	@ \$.01479000		\$4.10
Electric Environmental Adj	277.00 kWh	@ \$.00263760		\$0.73
Rider EDR Charge	277.00 kWh	@ \$.00169072		\$0.47
Total Delivery Service Amount				\$18.95
Electric Supply (BGS-1)	Service From	04/13/2011	to	05/06/2011
Purch Elec Non-Summer(0-800 kWh)	277.00 kWh	@ \$.05936000		\$16.44
Purchased Electric Adj	277.00 kWh	@ - .00233434		-\$0.65
Rider PER Supply Cost Adj	277.00 kWh	@ \$.00139000		\$0.38
Transmission Service Charge	277.00 kWh	@ \$.00749000		\$2.07
Total Supply Amount				\$18.24
Taxes	Service From	04/13/2011	to	05/06/2011
Illinois State Electricity Excise Tax				\$0.91
Electric Distribution Tax				\$0.54
Total Tax Related Charges				\$1.45
Total Electric Charges				\$38.64

MISCELLANEOUS CHARGES DETAIL

Electric Adjusted Service Amt	\$172.30	
Seasonal Reconnect-Electric	\$15.00	
Total Miscellaneous Charges		\$187.30
Current Month Charges		\$225.94

Charge should have only been 15.00

Pd

Amount in question charged re: usage when disconnected on seasonal service

*Turn off Breaker
turn down water heater*

Spoke with Jeanie supervisor very nice told us to just pay the amount minus the 172.30. because it was not seasonal service disconnect + reconnect



ACCOUNT NUMBER	19860-15048
NAME	RANDY L ALLISON
SERVICE AT	1020 E CARROLL ST MACOMB, IL 61455

BILL DATE	May 11, 2011
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TOTAL AMOUNT DUE BY	Jun 1, 2011	\$225.94
AMOUNT PAYABLE AFTER DUE DATE		\$229.10

SERVICE	TOTAL DUES	PLAN
ELECTRIC KWH	277.0	A

Total Electric Charges \$38.64
Total Miscellaneous Charges \$187.30

USE PER DAY	ELECTRIC KWH	SALES DOLLARS	FEES
THIS PERIOD	12.0	0.0	53
SAME PERIOD LAST YEAR	0.0	0.0	0

Current Amount Due \$225.94
Prior Amount Due \$0.00
Total Amount Due \$225.94

***** IMPORTANT INFORMATION *****

Go PAPERLESS for a chance to win \$1,000!

There is no better time than now to go paperless! If you are enrolled in Paperless eBills by **May 31, 2011** you will automatically be entered to win \$1,000. Visit Ameren.com/sweepstakes for official rules and instructions.

Put safety first when tackling those outdoor home and yard projects! Working near electrical wires or equipment can be extremely dangerous, so never use tall ladders or long tools around power lines.

Your donation to the Energy Assistance Foundation will help keep homes warm in the winter and cool in the summer. This non-profit organization helps weatherize homes and provides bill payment assistance for neighbors in need. To contribute, please visit WarmNeighborsCoolFriends.org or check the box at the top of this bill to add a dollar contribution to your monthly energy bill.

Direct Pay Makes Paying Bills Easier - For an easy way to pay your bill, consider Direct Pay. The payment comes directly from your designated bank account on the due date of your bill. To enroll, go to AmerenIllinois.com and click on View Payment Options, or call 1.800.755.5000 to request an enrollment form.

Ameren Illinois has partnered with SPEEDPAY to offer residential customers yet another payment option-NOW you can use a valid MasterCard or Visa Credit, Debit card or check to pay your bill seven days a week, 24 hours a day. Just call 1.888.777.3108 or to set up a recurring credit or debit card payment visit us on the web at AmerenIllinois.com. A convenience fee applies.

Thank you for your business.



10

JNT NUMBER	19860-15048
Name	RANDY L ALLISON
SERVICE AT	1020 E CARROLL ST MACOMB, IL 61455

BILL DATE	Jun 9, 2011
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TOTAL AMOUNT DUE BY	Jun 30, 2011	\$290.93
AMOUNT PAYABLE AFTER DUE DATE		\$294.84

Payment Received on May 24, 2011 \$225.94

TYPE OF READING	METER NUMBER	SERVICE FROM TO	NO. DAYS	METER READING PREVIOUS	METER READING PRESENT	READING DIFFERENCE	METER MULTIPLIER	THERM FACTOR	USAGE	R D
Total Therm	00248453	05/20-06/07	18	1459.0000	1459.0000	0.0000	1.0000	1.00000	0.0000	A
Total kWh	45816759	05/06-06/07	32	94283.0000	94431.0000	148.0000	1.0000		148.0000	A

Service To			SUMMARY			Service To		
Sales Therm	06/07/2011	0.0000	Total kWh	06/07/2011	148.0000			
Summer kWh	06/07/2011	32.0000	Non-Summer kWh	06/07/2011	116.0000			

NATURAL GAS SERVICE BILLING DETAIL - Rate Zone I

GDS-1 Residential Gas Delivery-Space Heat	Service From 05/20/2011	to 06/07/2011
Customer Charge	\$11.83	
Total Delivery Service Amount		\$11.83
Taxes	Service From 05/20/2011	to 06/07/2011
Illinois State Commerce Commission Tax	\$0.01	
Total Tax Related Charges		\$0.01
Total Natural Gas Charges		\$11.84

ELECTRIC SERVICE BILLING DETAIL - Rate Zone I

DS - Residential (DS-1)	Service From 05/06/2011	to 06/07/2011
Customer Charge	\$13.06	
Meter Charge	\$4.72	
Distribution Deliv Chg Summer	32.00 kWh @ \$0.2779000	\$0.89
Distribution Deliv Chg Non-Summer	116.00 kWh @ \$0.1479000	\$1.72
Electric Environmental Adj	148.00 kWh @ \$0.00246300	\$0.36
Rider EDR Charge	148.00 kWh @ \$0.00193000	\$0.29
Total Delivery Service Amount		\$21.04
Electric Supply (BGS-1)	Service From 05/06/2011	to 06/07/2011
Purch Elec Summer	32.00 kWh @ \$0.05045000	\$1.61
Purch Elec Non-Summer(0-800 kWh)	116.00 kWh @ \$0.05936000	\$6.89
Purchased Electric Adj	148.00 kWh @ -0.00228343	-\$0.34
Rider PER Supply Cost Adj	148.00 kWh @ \$0.00122655	\$0.18
Transmission Service Charge	148.00 kWh @ \$0.00941000	\$1.39
Total Supply Amount		\$9.73
Taxes	Service From 05/06/2011	to 06/07/2011
Illinois State Electricity Excise Tax	\$0.49	
Electric Distribution Tax	\$0.29	
Total Tax Related Charges		\$0.78
Total Electric Charges		\$31.55

MISCELLANEOUS CHARGES DETAIL

Gas Adjusted Service Amt	\$217.54
Seasonal Reconnect-Gas	\$15.00
Total Miscellaneous Charges	\$232.54
Current Month Charges	\$275.93

Charge should have only been 15.00

*Amount in question!
Charged for usage when service disconnected re: seasonal issue
Same issue as electric disconnect & re connect*





Please Return This Portion With Your Payment.

July 17,

AMOUNT DUE	DUE DATE
\$290.93	Jun 30, 2011
AMOUNT PAYABLE AFTER DUE DATE	ACCOUNT NUMBER
\$294.84	19860-15048

Amount Enclosed \$ 61.55



>17085 0071379 0001 092139 17085 1 MB 0.390 MIX 630
 RANDY L ALLISON
 11193 SW GILBERT CREEK RD
 WILLAMINA, OR 97396



Ameren Illinois
 P.O. Box 66884
 St. Louis, MO 63166-6884

2040000 0019860150408 00260930 00275930 00290930

Keep This Portion For Your Records

ACCOUNT NUMBER	19860-15048
NAME	RANDY L ALLISON
SERVICE AT	1020 E CARROLL ST MACOMB, IL 61455

BILL DATE	Jun 9, 2011
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TOTAL AMOUNT DUE BY	Jun 30, 2011	\$290.93
AMOUNT PAYABLE AFTER DUE DATE		\$294.84

SERVICE	TOTAL USAGE	READ
ELECTRIC KWH	148.0	A
GAS THERMS	0.0	A

Total Electric Charges \$31.55
 Total Natural Gas Charges \$11.84
 Total Miscellaneous Charges \$232.54

USE PER DAY	ELECTRIC KWH	GAS THERMS	TEMP
THIS PERIOD	4.6	0.0	73
SAME PERIOD LAST YEAR	0.0	0.0	0

Current Amount Due \$275.93
 Prior Amount Due \$15.00
 Total Amount Due \$290.93

*** IMPORTANT INFORMATION ***

Your late payment charge has been waived.

Electricity and water are always a dangerous combination! Never enter a flooded basement or other flooded areas where water may be in contact with electrical wiring, appliances or other electrical devices.

Summer Season/Prorated Bill
 Summer rates are effective June 1 - Sept. 30. As a result, this bill is prorated. Proration occurs when part of your bill is charged on the non-summer rates and part of your bill is charged on the summer rates, dependant upon your meter reading date. For detailed information about rates and billing charges, go to AmerenIllinois.com

For big savings on small appliances, go to ActOnEnergy.com. Residential electric customers can get a \$35 rebate on Energy Star qualified room air conditioners and \$20 back on air purifiers. Learn more and find rebate forms at ActOnEnergy.com

Direct Pay Makes Paying Bills Easier - For an easy way to pay your bill, consider Direct Pay. The payment comes directly from your designated bank account on the due date of your bill. To enroll, go to AmerenIllinois.com and click on View Payment Options, or call 1.800.755.5000 to request an enrollment form.

Important Message for Gas Customers - Be Safe
 If you ever smell gas, call Ameren Illinois to investigate the problem at no cost. Know what's below. Call before you dig. To locate underground utility-owned gas pipelines and electric lines, call JULIE at 8-1-1. It's the law.

Ameren Illinois has partnered with SPEEDPAY to offer residential customers yet another payment option-NOW you can use a valid MasterCard or Visa Credit, Debit card or check to pay your bill seven days a week, 24 hours a day. Just call 1.888.777.3108 or to set up a recurring credit or debit card payment visit us on the web at AmerenIllinois.com. A convenience fee applies.



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