

FORMAL COMPLAINT

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

2011 NOV -7 A 10:15 ^{AMS}

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Jennifer Meyer

Against (Utility name): Ameren Illinois

As to (Reason for complaint) A deposit request

in Cartersville Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 108 Twin Lakes Cartersville, IL 62918

The service address that I am complaining about is 108 Twin Lakes Cartersville, IL 62918

My home telephone is [618] 559-9530

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [618] 453-8824 or 618-559-9530

My e-mail address is jennlosiu@yahoo.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.

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 memo

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

Have Ameren cancel deposit request.

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: Sept 14, 2011
(Month, day, year)

Complainant's Signature: Jennifer Meyer

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, Jennifer Meyer, 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.

Jennifer Meyer
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) November 2, 2011

Michelle L. Parker-Clark
Signature, Notary Public, Illinois



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

In January of 2011, we received an astoundingly high electric bill from Ameren for the amount of \$529.97. This was greatly concerning, as our electric bills have usually run anywhere between \$44 and \$291.00. I contacted Ameren, they suggest an audit by the Act on Energy program. I expressed concern that the contractor across the street had been plugging construction equipment into outside outlets to our home. The stated that that issue was "not their problem" and I should contact local authorities.

On January 31, 2011, I contacted the Act on Energy program. I was told that since I lived in a rural area, they were not scheduling appointments at the current time, but someone would contact me in the next few weeks.

On February 10, 2011 I again contacted Ameren Act on Energy program. I was told again to call in a few weeks. The operator stated "we are not scheduling rural areas at this time. It is not financially feasible for our auditors to drive from Belleville, IL."

My electric bill for February 2011 was \$370.00. This was again concerning.

On February 28, 2011 I again contacted Ameren to schedule an appointment with the Act on Energy program. I was told that I could be placed on a waiting list. I informed the operator that it was discriminatory to offer and advertise this service, but refuse to come to rural areas. That same day, I informed Ameren that I would not be paying my bill until an audit was scheduled. The operator stated she would have a manager return my call. I was never contacted.

Again, on March 4, 2011, I phoned Ameren Act on Energy program. I was again told that I would be called by a manager within the next few days.

I then call Ameren and explain the reason I am refusing to pay my total bill. The operator again suggested that I have an energy audit. I explained that I was on a waiting list. They told me that they had never heard of the Act on Energy program waiting to come to a home for an audit. I must have "misheard them." The operator then tell me since I have an elderly person in the home, I should apply for medical assistance. I informed operator that the individual was not on any operating medical equipment.

March 31, 2011. Contacted Ameren. I was told I am still on the waiting list for the Act on Energy program. The operator stated a manager would call me back as soon as possible.

April 21, 2011. Contacted Ameren. I was told I am still on the waiting list for the Act on Energy program. The operator stated someone would return my call as soon as possible.

April 21, 2011. Finally, a representative returns my call and schedules an appointment.

April 27, 2011. Disconnect notice received. I called Ameren and stated I would pay a portion of the bill, and would pay in full after audit is completed.

May 10, 2011. My services are disconnected. I contacted Ameren. Operator is very rude and disrespectful. I am asked by the representative if I "have a job to pay my bills." I ask to speak to a supervisor. Payment is made in full to Ameren.

May 24, 2011. Energy audit is completed. My home was considered to be adequately insulated and energy efficient.

Without notification, \$450 is added to my bill as part of a deposit. I have not been warned verbally about this deposit, and I do not have any written notification regarding this deposit. I pay \$150 of the deposit, and contact Ameren regarding the remaining \$300. I was told on more than one occasion that a representative (manager) would return my calls. Finally after calling three days in a row, I was contacted. She was very understanding, but was not willing to budge on the deposit.

I understand that the deposit is based on an average of a homeowner's electric bill from the past 12 months. My deposit would have been lower, if not for the ridiculously high electric bills in Jan/Feb/March. Even in the previous winter months, my bills were reasonable. What happens to the low income individuals that cannot afford to pay a deposit? I feel that a \$450 deposit is unreasonable. I have been a customer of Ameren since 1996, and have always paid my electric bill.

It is also frustrating to feel as if the individuals at Ameren are not listening. I have told numerous operators that I do not have any medical equipment in my home. I have been sent numerous letters to register my home medical equipment. I called Ameren twice to have them remove me from the list, but I continually receive "Medical equipment registry reminders."

With the assistance of the Illinois Commerce commission, I filed an informal complaint. Unfortunately this complaint was closed, and the \$300 of the \$450 deposit is still due. I am very frustrated with Ameren's poor customer service. With exception of a few individuals, I was left with unreturned phone calls and broken promises. It is very upsetting to hear of Ameren offering new programs for Illinois homeowners, yet not assisting those in rural areas. Families in rural areas often need these programs more than those in big cities. This can be considered geographic discrimination.

With the current state of the economy, and my economic situation, I am requesting that the \$150 I have already paid be considered a satisfactory deposit.