

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION COMPLAINT

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

For Commission Use Only:
Case: 11-0728

ORIGINAL

Regarding a complaint by (Person making the complaint): Lakecia Cole (Complaint ID# 2011-18908)

Against (Utility name): Ameren Illinois (Account# 13524-19250)

As to (Reason for complaint) an outstanding balance of \$3,406.⁸⁴ of which is clearly a neglect on their behalf. If field agents had been coming out monthly to read the meter, this overlook on their part would not be an issue.

in East St. Louis Illinois.

CHIEF CLERK'S OFFICE
2011 NOV 14
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 1929 Fleur-De-Lis, Cahokia, IL 62206

The service address that I am complaining about is 650 Post Place, East St. Louis, IL 62205

My home telephone is (618) 337-7969

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (636) 322-9393

My e-mail address is keciacar1@att.net 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.
Section 200.330, 200.345, 200.350, 200.370, 200.400, 200.410
200.420

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

ILLINOIS

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.

The nature of my complaint with Ameren Illinois has to do with the fact that when I purchased the resident at 650 Post Place, East St. Louis, IL 62205, I called and placed a work order for a meter in February of 2010. I paid for the meter and placed an order for service at that time. It took 18 (eighteen) months (1 year and 6 months) to generate a bill and based the amount of the bill on service at the same resident before I took ownership of it. If I'm not mistaken, there are to be field representatives to come out and read meters on a monthly basis, so why was there no bill out and read meters on a monthly basis, so why was there no bill (continue on attached sheet of paper)

Please clearly state what you want the Commission to do in this case: Speak with Ameren Illinois to clear this outrageous balance off of my account due to the fact that this mistake is not of my responsibility.

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 (Social Security Number, Driver's License Number, Medical Records, etc.) 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: 11-10-11
(Month, day, year)

Complainant's Signature: Lakecia Cole

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

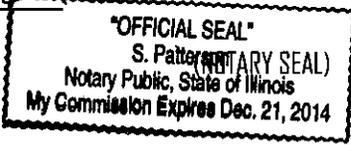
A notary public must witness the completion of this part of the form.

I, Lakecia Cole, 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.

Lakecia Cole
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) November 10, 2011

[Signature]
Signature, Notary Public, Illinois



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

for that long length of time was not my responsibility. Then to receive an outstanding balance of \$3,406.⁸⁴ is ridiculous.

③ Ameren Illinois after that informed me that the balance on the account was only for August of 2010 to August of 2011 and that I was not being billed for February, 2010 through July 2010 if it were not in fact a mistake on their behalf.

④ On 2/24/2011 Ameren Illinois reports that meter number 2D167928 appears on an orphan meter report and that the meter was showing usage but not billing, so why did it take from 2/24/11 to 8/22/2011 for billing information to be sent to customer accounts department.

⑤ In conclusion, when I reached out for an explanation for this outrageous bill, a supervisor was never available when I called. If no action is taken to resolve the matter on their behalf, I will contact the Better Business Bureau along with an attorney to end this nightmare of tarnishing my excellent skills of budgeting and bill paying.