

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**  
**NORMAL COMPLAINT**

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

For Commission Use Only:  
Case: 12-0490

**ORIGINAL**

Regarding a complaint by (Person making the complaint): Jeffrey S. Muehlich  
Against (Utility name): for Ameren Celco Ameren Illinois Company DBA Ameren Illinois  
As to (Reason for complaint) wanting full payment because of having service shut off

in Tremont Illinois.

CHIEF CLERK'S OFFICE  
2012 AUG 24 11 A 10:38  
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 813 S. Sampson Street Tremont, IL 61568

The service address that I am complaining about is 813 S. Sampson Street Tremont, IL 61568

My home telephone is [309] 925-9939

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [309] 613-2500

My e-mail address is mueh3328@comcast.net I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) Ameren Celco (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.  
I Am not sure of the sections of law, if any -  
but they should not have the right to do things in the manner they did  
and then lie in a cover up

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.

① On July 9<sup>th</sup> I went online to make my payment that was due on 26<sup>th</sup>, I scheduled the payment for July 13<sup>th</sup>. On July 11<sup>th</sup> Ameren CILCO cut off my service for lack of payment. They said that they left a message on my cell phone and sent notice in mail. I receive all my documents from Ameren CILCO via email but they did not send notice by email. When I called they said they saw that I scheduled a payment on the 9<sup>th</sup> of July to be taken out July 13<sup>th</sup>. I said if I knew service was scheduled to be shut off on the 11<sup>th</sup> why would I have not paid the amount right away.

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

I want them to make Ameren CILCO allow me to make 10 equal monthly payments on the amount due over and above my regular monthly charge.

**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: 8-17-2012  
(Month, day, year)

Complainant's Signature: Jeffrey G. Muehlich

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, Jeffrey G. Muehlich, 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.

Jeffrey G. Muehlich  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 8/17/2012

Farrah M. Eeten  
Signature, Notary Public, Illinois



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