

1 Lydia Mahr – Transcript of Initial Enrollment Call Recorded May 12, 2008 11:14 AM
2 *Please note: All of the Complainant's personal confidential information has been redacted from*
3 *the transcript provided.*
4 (Call connects)
5 CSR: Good morning, this is Kathy. May I help you?
6 LM: Um, yes, I am wanting to hook up a service at an address (inaudible)
7 CSR: Ok, what address ma'am?
8 LM: It's, uh, 3029 Linden, L-I-N-D-E-N.
9 CSR: Let's see.
10 LM: Springfield, Illinois.
11 CSR: Just a moment.
12 CSR: Have you had service with us before?
13 LM: No, I haven't.
14 CSR: 3029 East Linden Avenue, Springfield, Illinois 62702?
15 LM: Yes.
16 CSR: I'm going to ask you to fill out, uh, an application with your information (inaudible)
17 LM: Okay.
18 CSR: Okay, and your name?
19 LM: Lydia L-Y-D-I-A... Mahr M-A-H-R.
20 CSR: Your middle initial?
21 LM: J.
22 CSR: Your social security number, Lydia?
23 LM: *REDACTED*
24 CSR: Where are you employed at ma'am?
25 LM: Memorial Hospital, here in Springfield, Illinois.

26 CSR: And your contact phone number?
27 LM: 217-525-1322
28 CSR: And your date of birth?
29 LM: *REDACTED*
30 CSR: Do you have a spouse you want listed on the account?
31 LM: No.
32 CSR: How soon did you want this set up in your name?
33 LM: I want it on the 24th of May.
34 LM: Is that, and will my billing be at the end of the month? I'd like to have it at the end of the
35 month (inaudible)
36 CSR: I'm sorry we can't, we can't, that's one thing that we can't change. Right now the bills are
37 due around the 22nd.
38 LM: Okay.
39 CSR: They'll stay that way based on the routes when they read the meter.
40 LM: Mmm hmm.
41 CSR: That's one thing we can't change unfortunately.
42 LM: Okay.
43 CSR: It comes out when it comes out.
44 LM: Okay.
45 CSR: Alright, do you want the bills mailed to that address, Lydia?
46 LM: Yes, please. And starting on the 24th, you know, that's when I'll be moving in.
47 CSR: Well this is electric, electrical lighting and gas set up so we have all of your utilities.
48 LM: All of utilities? PWIT doesn't take care of any?
49 CSR: Nope.
50 LM: Oh, so y'all take care of all of it?
51 CSR: Right.

52 LM: Oh, okay.

53 CSR: So...

54 LM: Oh, okay, I didn't know that. I thought PWIT was going (inaudible)

55 CSR: Normally they do, but in this case you must be on a border or something. We do, we do
56 them all.

57 LM: Oh, okay, so it's lighting, gas and all that good stuff?

58 CSR: Electric, gas and electrical lighting. Water you may still have to call PWLT.

59 LM: Yeah, I think he said water was on that so I didn't know what was on that. So y'all take care
60 of all the major stuff?

61 CSR: Right.

62 LM: So the 22nd is usually when the billing goes out?

63 CSR: Well that's when it's due. It'll go out about 21 days before that.

64 LM: Oh, okay.

65 CSR: They're actually scheduled to read the meter again around May 30th.

66 LM: Oh, okay.

67 CSR: So the next bill will be around June 22nd.

68 LM: Oh, okay, thank you. That's fine.

69 (inaudible)

70 CSR: Now we work Monday through Friday so the soonest we can put service in your name is
71 Friday the 30th?

72 LM: Oh, okay.

73 CSR: And...what was I going to tell you? Oh, I have to read a quick statement to you to let you
74 know that Illinois law provides all electric customers the opportunity to choose their electric
75 supplier. Ameren will provide your delivery service and for a list of supply providers you can
76 visit our website at Ameren.com. Welcome to Ameren. As of Friday, May 23rd, we'll have
77 electric and gas service placed in your name at 3029 East Linden Avenue, Springfield, Illinois
78 62702 and we'll mail the bills to that address also.

79 LM: Okay.

80 CSR: Anything else I can help you with today?

81 LM: Uh, no, I'm just wondering, so when I move in on the 24th will I, will I be able to have
82 lights in service?

83 CSR: Right, we're just going to come out and read the meter. It will be a final read for the old
84 owner and a beginning read for you.

85 LM: Okay, on the 30th will be the final read for them?

86 CSR: Um, no, on the 23rd, er, yes, because you wanted to take over the 24th the 23rd would be the
87 next available date.

88 LM: Oh, okay. Okay so I understand now. (laughs) So, alright, thank you very much. I was just
89 wondering can you put it on like a budget thing if you wanted to pay it like that?

90 CSR: Right, you'll see a, um, a note on your first bill if you want to take a look. It's based on
91 last year's usage.

92 LM: Okay.

93 CSR: You know over the course of the year it'll tell you that you're in control with budget
94 billing and if you send in a certain amount you'll automatically begin the budget program by
95 sending in the amount by the due date on the bill.

96 LM: Oh, okay.

97 CSR: Okay. The average I have listed based on last year's usage, and I don't know how many
98 people lived there (inaudible)...

99 LM: Yeah.

100 CSR: ...is \$150.

101 LM: Oh, \$150 is average?

102 CSR: Yes.

103 LM: Okay.

104 CSR: Now if it was empty for any part of the year that could be a low average.

105 LM: Yeah...yeah. Okay, well I don't know, I don't know for sure about that, but \$150 is
106 average.

107 CSR: Right.

108 LM: Okay. Alrighty. Well now at least I know that so but I, and I just do it on a budget plan if I
109 wanted?

110 CSR: Yes, and it will tell you in a paragraph under Important Information on your first bill.

111 LM: Okay.

112 CSR: Okay?

113 LM: Alright, well thank you very much.

114 CSR: You're welcome, Lydia. Thanks for calling and good luck with everything.

115 LM: Oh, thank you. God bless you.

116 CSR: Thank you.

117 LM: Bye-bye.

118 CSR: Bye.

119 (Call disconnects)

120

121

122

123