

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION MAL COMPLAINT

For Commission Use Only:  
Case: 13-0016

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Michael Flynn

Against (Utility name): AMEREN ILLINOIS

As to (Reason for complaint) A "tampering" fee of \$250 for 39 S. Griffen, Danville IL 61832. There was no tampering.

in Danville Illinois.

CHIEF CLERK'S OFFICE  
2013 JAN - 1 P 3:38  
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 707 N. Vermilion, DANVILLE IL 61832

The service address that I am complaining about is 39 S. Griffen, DANVILLE IL 61832

My home telephone is (217) 497-3547

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (217) 497-3547

My e-mail address is mkevin.flynn@yahoo 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.

charging fee something that did not occur  
Failure To Itemize Charge; Failure To provide documentation of Alleged tampering - Extorting fee from 3<sup>RD</sup> party

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

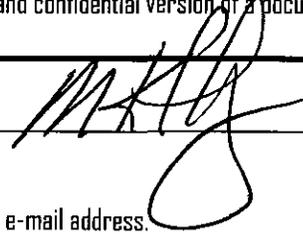
\* Requesting \$ 25475 - Refund

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

**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: 1-2-2013  
(Month, day, year)

Complainant's Signature: \_\_\_\_\_



If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

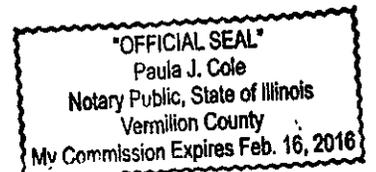
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

**VERIFICATION**

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

I, Michael K. Flynn, 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.

[Signature]  
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 1/3/13

[Signature]  
Signature, Notary Public, Illinois

(NOTARY SEAL)

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

We are a property management company. A short time ago one of our properties was leased, 39 S. Griffin, Danville IL. Prior to the new tenant moving in we had to re-wire it as the house was vandalized and all of the electrical wires were stripped out to sell the copper.

After it was wired the new tenants called to have service activated in their name. When Ameren came out they pinned the meter and did not notify the new tenants, or me of this course of action. When the new tenants began to move their belongings into the residence they expected power to be activated as Ameren apparently assured they would have service. To their displeasure they did not have service and Ameren did not notify of any issues (even though they had their number).

Ameren advised the tenants that there would be a "tampering" charge of \$252 BEFORE any service would be activated. I contacted Ameren and they advised me that power (not gas) was apparently activated at the house even though they did not have service at this location. I told them that on many occasions I noted that their service people do not deactivate electricity when service is terminated-only the gas. I further advised Ameren that there could be no "tampering" since there were no wires in the house! Nonetheless, Ameren REQUIRED that I pay \$252 before they would activate service. I paid the fee via their Western Union service (for an additional charge). Ameren also has refused to provide an itemization of the \$252.00.

Since there was no tampering, I am requesting the return of the \$252 along with the Western Union fee.