

ORIGINAL

For Commission Use Only:

Case: 13-0199

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

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

2013 MAR 11 AM 11:42
ILLINOIS COMMERCE COMMISSION
CONSUMER SERVICES DIVISION

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

Against (Utility name): Ameren Illinois

As to (Reason for complaint) When service (Commercial Service) was established at my business office (even though I do not pay dep. on my residential) I was required to pay a deposit. Under "Plug in Illinois" I changed my electric service to AEP (BlueStar). I requested the deposit refund however Ameren has refused. Service address is 101 E. English in Danville Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

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

The service address that I am complaining about is 101 E. English St., 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@yaho.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.

They are charging a deposit for service they are not providing. They do not have anything on file permitting a deposit for delivering a service.

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.

FILED
MAR 15 2013
CHICAGO, ILLINOIS

Please see "Reason for Complaint"

Please clearly state what you want the Commission to do in this case: HAVE Ameren Refund Security Deposit PAID for Electric Service (Electricity Only)

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: 3-05-2013
(Month, day, year)

Complainant's Signature: Michael K. Flynn

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

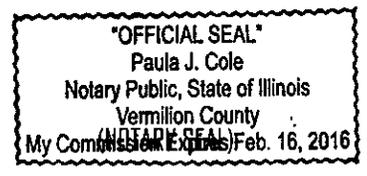
A notary public must witness the completion of this part of the form.

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.

Michael K. Flynn
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 3-5-2013

Paula J. Cole
Signature, Notary Public, Illinois



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



ILLINOIS COMMERCE COMMISSION

February 6, 2013

Mike Flynn
101 E. English
Danville, IL 61832

Re: Informal Complaint #2013-00630
Utility of Record: **Ameren Illinois Company d/b/a Ameren Illinois**

Dear Sir/Madam:

In response to your request for formal complaint forms, we are enclosing the following information for filing a formal complaint:

- 1 blank formal complaint form
- 1 sample formal complaint form
- 1 copy of the Illinois Commerce Commission's Rules of Practice (Note Sections 200.150 & 200.170)
- 1 Quick Reference Guide

Please return, to my attention, the original and one (1) copy of the formal complaint signed by you. One copy will be served on the respondent.

Please note the signature block and verification paragraph on the second page of the form which must be signed by you and signed and notarized by a notary public. Both must be original signatures. Failure to complete the verification portion of the form will result in the complaint form being returned to you.

I understand that you have advised the consumer counselor of your intention to file a formal complaint rather than seek resolution through mediation. Should you reconsider this decision, please note that 83 Ill. Adm. Code Part 201 and Section 10-101.1 of the Public Utilities Act provide that you may request voluntary mediation upon completion of the Commission's informal complaint process. **Voluntary mediation means that both you and the utility company must agree to the mediation. You must contact the utility company directly to initiate mediation.** The utility company is not required to participate in the mediation. Voluntary mediation may also be requested by you and the utility company at any point during the formal complaint process. If you and the utility company both agree to mediate, your written request to mediate must be submitted jointly with the utility company and include the following:

- a) A brief statement of the issues to be addressed;
- b) A statement of whether any of the disputed issues are the subject of any pending proceeding, and if so, the docket number of that proceeding;