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FORMAL COMPLAINT

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

For Commission Use Only:
Case: 13-0240

ORIGINAL

Regarding a complaint by (Person making the complaint): CORNELIUS J. CRANE

Against (Utility name): AMEREN ILLINOIS (ACCT # 83880-01938)

As to (Reason for complaint) BACK CHARGES FOR METER USE WITHOUT ANY INTERNAL DOCUMENTATION TO PROVE METER WAS AT MY PROPERTY. METER WAS INSTALLED MANY MONTHS AFTER MAY 8, 2009 STORM. AFTER METER WAS INSTALLED I CALLED AMEREN TO SAY I WAS NOT RECEIVING A BILL. AMEREN DENIED THAT THE METER WAS INSTALLED AT MY HOME. I CALLED 3 TIMES WAS TOLD THE SAME THING; "NO
in MAKANDA Illinois. METER AT THAT LOCATION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 1376 CEDAR CREEK ROAD, CARBONDALE, IL 62903

The service address that I am complaining about is 1376 CEDAR CREEK ROAD, MAKANDA, IL 62958

My home telephone is [618] 967-9679

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [618] 967-9679

My e-mail address is Corny2000@aol.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.
83 IL ADM CODE 410.40(c) COMPLAINTS
83 IL ADM CODE 410.110(a)(4) METER RECORDS
83 IL ADM CODE 410.210(a)(1) INFORMATION TO CUSTOMERS

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. I DON'T HAVE MANY OF THE DATES THAT I CALLED AMEREN BECAUSE THE ISSUE WAS IN THEIR FAVOR (THEY WEREN'T BILLING ME FOR MY ELECTRICITY USE). I DIDN'T THINK I WOULD HAVE TO KEEP ~~THE~~ NOTES ABOUT WHEN I CALLED THEM TO INFORM THEM THAT THERE WAS A METER AT MY PROPERTY BUT I WASN'T GETTING A BILL. THEY TOLD ME THAT THEY HAD NO RECORD OF A METER AT MY PROPERTY.

Please clearly state what you want the Commission to do in this case. ① I WANT THE "BACK CHARGES" FOR METER USE REMOVED FROM MY BILL. ② I WANT THE ICC TO SEE THAT AMEREN FIXES THEIR INTERNAL CONTROL ISSUES AND TELL AMEREN THAT THEY HAVE NO RIGHT TO CHARGE CUSTOMER "BACK CHARGES" IF THEY DO NOT KEEP ACCURATE RECORDS OF METER INSTALLATIONS AND CUSTOMER COMPLAINTS.

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: MARCH 16, 2013 (Month, day, year) Complainant's Signature: Cornelius J. Crane

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

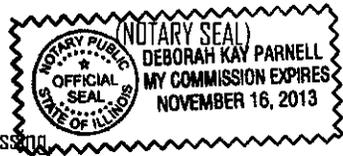
A notary public must witness the completion of this part of the form.

I, Cornelius J. Crane, 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.

Cornelius J. Crane
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) March 19, 2013

Deborah Parnell
Signature, Notary Public, Illinois



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

March 16, 2013

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

Re: Formal Complaint against Ameren of Illinois (Acct#83880-01938)

To whom it may concern,

1) I am filing this formal complaint to address a glaring deficiency in the operations and internal control of Ameren of Illinois. My main concern is that after they installed a meter at my residence they were contacted on numerous occasions to inform them that while I had been receiving electricity, I was not receiving a bill. On three (3) different occasions three different Ameren Customer Service Representatives told me that there was NOT a meter at my location and that was why I was not receiving a bill. On each occasion of my calling I was standing AT THE METER and even read off the meter number to the representative who then still denied that there was a meter at my home. On the third occasion, I had to demand that an investigation be carried out.

2) Well, surprise, surprise, when they came out to investigate they found the exact meter that I had told three (3) different reps was at my home. But the real surprise came when I got a bill for back meter charges of \$217.62. They don't have ANY internal records stating when the meter was installed or how much energy went through the meter but they felt that they deserved "back charges" for meter use (a meter they denied was even there!). They took my word for it that the meter had been there for over 12 months. But they don't take my word for the fact that I called in on three (3) different occasions to inform them that there was a meter at home for which they were not billing me. Nor do they accept my word for the initial meter reading and charge me for my energy consumption.

3) I believe in our Capitalist system. But I do not believe that corporations should be rewarded for INCOMPETENCE. If Ameren wanted to collect their "meter charges" or collect for the energy that I had consumed, then they SHOULD HAVE come out the first time that I called to inform them that I wasn't being charged for the energy that I was consuming. But instead of acknowledging that they might have made a mistake or misplaced a record of their meter being installed they COMPLETELY IGNORED my phone calls and continued to allow me to use energy without charge. It is only through my being a person of integrity and an honest consumer that they were forced to come out and investigate. Had I not demanded an investigation I am sure that I could be receiving free electricity to this day. Corporations should have to EARN their profits and part of their performance is keeping accurate records and responding to consumer concerns. Ameren did neither!

4) If Ameren wants to charge me for the meter or electricity usage before I demanded an investigation then they should use ONLY their internal documentation to prove that the meter was at my home. But they can't do that because THEY DON'T HAVE ANY INTERNAL DOCUMENTATION concerning the meter in question and the time it was at my home providing me with electricity (but when they came and took it out in Oct 2012,

I'm certain that they found an Ameren seal, because I was there the day the Ameren employee put the meter in. I remember what he looks like!).

5) And this brings me to the core of my complaint: Ameren has serious flaws in their control operations if a customer can call on three (3) different occasions to inform the company that they are not being charged for energy usage (and read the meter number FROM THE ACTUAL METER) and then have the company representatives deny that the meter that I was looking at was even at my home. There is a SERIOUS PROBLEM here! THIS PROBLEM NEEDS TO BE ADDRESSED! And rewarding Ameren by allowing them to charge me back charges on the meter use based on my honesty does not create any reason or incentive for them to review and fix their flawed system. They need an incentive to fix their system and while \$217.62 doesn't sound like much, maybe it will be enough to get someone's attention and cause them to fix the system so that this does not happen to another consumer in the future. Or perhaps there is some other administrative fine that can levied upon them for ignoring a customer's concern and failing to meet minimum standards as set in the Administrative Code of Conduct for Electrical Utilities.

6) Experience has shown that having a customer call in to Ameren to say that they are not being charged for their energy consumption DID NOT cause ANYONE at Ameren to initiate an investigation into this serious allegation. How can a company survive when their own representatives ignore customers that are reading meter numbers from the actual meter to the representative on the phone only to have the representative deny that the meter is there and do NOTHING about it?? I'm sorry but I do not feel that I should have to reward Ameren for their incompetence. If they wanted their money they should have investigated my concern the first time that I called them which was within 2 months of their installing the meter or when I called them the second time, only a few months after the first call, when I was still not receiving a bill for my electricity consumption.

7) I'm leaving out some details because I can't recall some of the dates. Let's see if Ameren can use their own internal documents to fill in the details that justify their "back charges". I can get re-prints of my phone bills to show when I made the calls. The question I have is, "Will Ameren reimburse me the \$150.00 cost to have Verizon Wireless reprint the old bills so I can prove to them that I did call their Customer Service number and speak to their representatives?"

- When was the meter re-installed after the May 8, 2009 storm and by whom?
- What was the meter number they installed?
- What was the initial reading on the meter that they installed?
- What was the final reading on the meter when they changed it out in Oct 2012?
- What were the meter readings for the months that they are demanding meter charges?
- What dates did I call their customer service representatives to inform them of my concern (I gave them my name and address and they informed me that all calls were being recorded, I have two meters at my home and the calls should have been associated with one of the two meters)

8) I don't believe that Ameren has any of the information in their records required to give documentation to justify their back charges. And if they don't have documentation how do they justify charging me? Ameren would be better off to put their time and resources into fixing their internal control problems than demanding money from me that they can't justify with proper internal documentation.

9) I hope Ameren learns something from this experience. I did all I could as a consumer to fix the issue; Ameren just ignored my pleas and treated me like I was an idiot that didn't know what I was talking about (I was reading the meter number DIRECTLY FROM THE METER when I called them, only to be told "that meter is not at that location"). I even asked the reps if they wanted me to e-mail them a photo of the meter and was told "Our records indicate that there is no meter at that location". Why should they be rewarded for this general incompetence??

10) I also find it ironic and illogical that Ameren claims "my testimony" for their justification for the back meter charges but they deny "my testimony" when I say that I called in three (3) times to inform them of the issue and deny "my testimony" for the initial and final meter readings. If they don't believe my story then they shouldn't be able to use it as justification for back charges. Either believe my WHOLE story or don't use ANY of my story. They can use their own internal documents to prove their case! I wish I had taken better notes. But how could I have anticipated that a corporation would deny and ignore a customer calling in to tell them that they were receiving energy but were not receiving a bill?! I didn't think I would have to take detailed notes especially when the company tells you that they are recording the phone calls for quality control purposes.

11) I think Ameren should apologize to me for not taking my concerns seriously the first, second and third time that I called in to alert them. I then think that they should accept that they "dropped the ball" on this case and they should forget about any "back charges". I would also like to be reimbursed for money paid to Verizon Wireless to get reprints to prove to Ameren that I DID call them to inform them of the issue. We can move on from the date of their investigation that revealed that I was telling the truth about the meter installed at my address. It doesn't make any sense that they are charging me "back charges" for the meter that they repeatedly told me was not at my property. Ameren needs to get their house in order!

Sincerely,



Cornelius J. Crane
1376 Cedar Creek Road
Carbondale, IL 62903