

Records of complaints related to voltage regulation or accuracy of metering equipment or data, other than requests for meter rereads, shall be kept in the following manner: each entity receiving complaints shall keep an index or file containing all those complaints for 3 years, separated by year. If the entity chooses to maintain an index of complaints, it shall contain enough information to allow access to individual records of each complaint.

- No record of my numerous complaints about metering data and lack of billing (there should be a file of my three complaints maintained for three years)

### 83 Ill. Adm. Code 410.110(a)(4) **Meter Records**

- a) Each entity shall keep records that contain the following information about each service watt-hour meter and var-hour meter the entity owns or has in service in this State:

4) date and place of present or most recent installation (entities that do not already retain this information on meters removed from service must begin keeping this information starting with all meters installed or removed from service after January 1, 2001);

- Ameren has no record of the date and place of meter# NXA098367529PAJVB during 2011 while it was at 1376 Cedar Creek Road, Makanda, IL

### 83 Ill. Adm. Code 410.210(a)(1) **Information to Customers**

- a) Bills rendered to retail customers for service shall clearly show at least the following:

- 1) The date of the meter reading, the number of days in the billing period, the energy used, the meter constant if applicable, the type of service rendered, a complete description of the service or rate classification under which the customer receives service, and the type of reading that was used in the bill calculation (such as actual, estimated or customer reading), and, for meters for which beginning and ending meter readings are used as billing determinants, the reading of the meter at the beginning and the reading of the meter at the end of the period for which the bill is rendered.

- Ameren has no "date of meter reading" for their charges, because they were unaware that a meter was at my property even though I called on three (3) occasions to alert them of the situation.



Please Return This Portion With Your Payment.

Input boxes for EAF \$3 and EAF \$5

Table with columns: AMOUNT DUE, DUE DATE, AMOUNT PAYABLE AFTER DUE DATE, ACCOUNT NUMBER

Amount Enclosed \$

CORNELIUS J CRANE
1376 CEDAR CREEK RD
MAKANDA, IL 62958

Ameren Illinois
P.O. Box 66884
St. Louis, MO 63166-6884

5043307 0083880019308 00214370 00214370 00214370

Keep This Portion For Your Records

Table with account details: ACCOUNT NUMBER, NAME, SERVICE

Table with BILL DATE: Nov 19, 2012

Table with payment summary: TOTAL AMOUNT DUE BY, AMOUNT PAYABLE AFTER DUE DATE

Table with usage summary: SERVICE, TOTAL USAGE, READ

Table with charges breakdown: Total Electric Charges, Current Amount Due, Prior Amount Due, Total Amount Due

Table with usage comparison: USE PER DAY, ELECTRIC KWH, GAS THERMS, TEM

HAD REPAIRS MADE?
DEC 2009

\*\*\* IMPORTANT INFORMATION \*\*\*

Make your life easier with paperless eBill. This free and convenient service helps you receive and pay your monthly bill online.

For information about your electric supply choices, visit www.pluginillinois.org

Pursuant to the Order In Docket No. 12-0001, the Delivery Service Charges have changed for electric delivery service on and after 10/19/2012.

Before decorating for the holidays, check all holiday lights and discard damaged sets. And be sure to turn off all holiday lights before you leave the house or go to bed.

Your donation to the Energy Assistance Foundation will help keep homes warm in the winter and cool in the summer.

Direct Pay Makes Paying Bills Easier - For an easy way to pay your bill, consider Direct Pay.

SPEEDPAY offers residential customers convenient payment options. You can pay your bill using MasterCard, VISA or American Express 24/7.

Thank you for your business.

20.13.01.03.13.30 No RECORD OF PREVIOUS ATTEMPTS to RESOLVE ISSUE.
KEISHA "DID NOT INVESTIGATE IT IN A TIMELY MANNER"
ACCOUNT OPENED Nov 2011?
KIERSTON, EXT. 16350



ACCOUNT NUMBER	83880-01938
NAME	CORNELIUS J CRANE
SERVICE AT	1376 CEDAR CREEK RD MAKANDA, IL 62958

BILL DATE	Nov 19, 2012
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TOTAL AMOUNT DUE BY	Dec 10, 2012	\$214.37
AMOUNT PAYABLE AFTER DUE DATE		\$217.62

TYPE OF READING	METER NUMBER	SERVICE FROM	TO	NO. DAYS	METER READING		READING DIFFERENCE	METER MULTIPLIER	TERRM FACTOR	USAGE	R D
					PREVIOUS	PRESENT					
Total kWh	98367529	11/09-12/12	12	33	105.0000	105.0000	0.0000	1.0000		0.0000A	
Total kWh	98367529	12/12-01/13	01	32	105.0000	105.0000	0.0000	1.0000		0.0000A	
Total kWh	98367529	01/13-02/13	02	31	105.0000	105.0000	0.0000	1.0000		0.0000A	
Total kWh	98367529	02/13-03/13	03	29	105.0000	105.0000	0.0000	1.0000		0.0000A	
Total kWh	98367529	03/13-04/12	04	30	105.0000	105.0000	0.0000	1.0000		0.0000A	
Total kWh	98367529	04/12-05/11	05	29	105.0000	105.0000	0.0000	1.0000		0.0000A	
Total kWh	98367529	05/11-06/12	06	32	105.0000	105.0000	0.0000	1.0000		0.0000A	
Total kWh	98367529	06/12-07/12	07	30	105.0000	105.0000	0.0000	1.0000		0.0000A	
Total kWh	98367529	07/12-08/10	08	29	105.0000	105.0000	0.0000	1.0000		0.0000A	
Total kWh	98367529	08/10-09/11	09	32	105.0000	105.0000	0.0000	1.0000		0.0000A	
Total kWh	98367529	09/11-10/10	10	29	105.0000	105.0000	0.0000	1.0000		0.0000A	
Total kWh	98367529	10/10-11/08	11	29	105.0000	107.0000	2.0000	1.0000		2.0000A	

Service To				SUMMARY				Service To			
Total kWh		12/12/2011	0.0000	Total kWh		01/13/2012	0.0000	Total kWh		01/13/2012	0.0000
Total kWh		02/13/2012	0.0000	Total kWh		03/13/2012	0.0000	Total kWh		03/13/2012	0.0000
Total kWh		04/12/2012	0.0000	Total kWh		05/11/2012	0.0000	Total kWh		05/11/2012	0.0000
Total kWh		06/12/2012	0.0000	Total kWh		07/12/2012	0.0000	Total kWh		07/12/2012	0.0000
Total kWh		08/10/2012	0.0000	Total kWh		09/11/2012	0.0000	Total kWh		09/11/2012	0.0000
Total kWh		10/10/2012	0.0000	Total kWh		11/08/2012	2.0000	Total kWh		11/08/2012	2.0000
Non-Summer kWh		11/08/2012	2.0000								

**ELECTRIC SERVICE BILLING DETAIL - Rate Zone I**

DS - Residential (DS-1)		Service From	11/09/2011	to	12/12/2011
Customer Charge			\$14.37		
Meter Charge			\$5.19		
Total Delivery Service Amount					\$19.56
Electric Supply (BGS-1)		Service From	11/09/2011	to	12/12/2011
Purchased Electric Adj	0.00 kWh @		-.00220726		\$0.00
Total Supply Amount					\$0.00
DS - Residential (DS-1)		Service From	12/12/2011	to	01/13/2012
Customer Charge			\$13.05		
Meter Charge			\$4.72		
Total Delivery Service Amount					\$17.77
Electric Supply (BGS-1)		Service From	12/12/2011	to	01/13/2012
Purchased Electric Adj	0.00 kWh @		-.00211656		\$0.00
Total Supply Amount					\$0.00
DS - Residential (DS-1)		Service From	01/13/2012	to	02/13/2012
Customer Charge			\$13.05		
Meter Charge			\$4.72		
Total Delivery Service Amount					\$17.77
Electric Supply (BGS-1)		Service From	01/13/2012	to	02/13/2012
Purchased Electric Adj	0.00 kWh @		-.00212805		\$0.00
Total Supply Amount					\$0.00
DS - Residential (DS-1)		Service From	02/13/2012	to	03/13/2012
Customer Charge			\$13.05		
Meter Charge			\$4.72		
Total Delivery Service Amount					\$17.77
Electric Supply (BGS-1)		Service From	02/13/2012	to	03/13/2012
Purchased Electric Adj	0.00 kWh @		-.00261240		\$0.00
Total Supply Amount					\$0.00
DS - Residential (DS-1)		Service From	03/13/2012	to	04/12/2012
Customer Charge			\$13.05		
Meter Charge			\$4.72		
Total Delivery Service Amount					\$17.77
Electric Supply (BGS-1)		Service From	03/13/2012	to	04/12/2012
Purchased Electric Adj	0.00 kWh @		-.00306400		\$0.00
Total Supply Amount					\$0.00