

July 26, 2013

ILLINOIS COMMERCE
COMMISSION

Complainant Direct Testimony

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Illinois Commerce Commission

CHIEF CLERK'S OFFICE

Case: 13-0240

Cornelius J. Crane v. Ameren Illinois Company

Introduction: I am not a lawyer. I don't know how else to offer this "testimony" other than to tell my story. I have no reason to make any of this up or to embellish this tale. From the beginning of this situation, I have tried to be a good consumer and help Ameren resolve an issue of internal record keeping that has affected one of my two accounts with them. From the beginning, I've only wanted to help Ameren diagnose the cause of their erroneous meter tracking and see that this simple concern does not "snowball" into the consumer nightmare that I've had to endure for any other Ameren customers.

This testimony is the truth. Some details are hard to pinpoint as I did not realize when this was happening that I would have to keep records of every detail of my interactions with Ameren to prove to them that there was a meter at my property for which they were not billing me. Here is my story.

Honest Testimony of Cornelius J. Crane

I've had pretty good relations with Ameren since moving to Southern Illinois in 1991. I first got service with them around 1992. Over the course of 20+ years, I have an excellent record of paying my bill on time. Then on May 8, 2009 a tremendous storm ravaged Southern Illinois and my troubles with Ameren of Illinois began.

I bought some land at 1376 Cedar Creek Road, Makanda, Illinois in December of 1997 (the property has a Carbondale mailing address for postal delivery reasons). On this land there was a mobile home in which I would live and an old, dilapidated log cabin which I would use for storage. The residence had a power meter on a pole at the top of the driveway (Account #65880-01114) and the cabin had a power meter attached to the north side of it (Account #83880-01929). These meters are approximately 100 feet from each other.

On May 8, 2009 a massive storm tore through Southern Illinois. My property took a direct hit knocking over or seriously damaging approximately 40 trees on my five acres of land. One tree that got toppled landed on the cabin and took down the power line that went to the cabin. I cut my way out of the property and then went to help clear my girlfriend's property. When I came back a few days later, the power line was coiled on the ground. The fallen tree was blocking access to the meter and it was left in the meter box. My insurance company paid for a few damaged items at my property but did not offer a single penny for "clean-up" of the downed trees. I got estimates but most were around \$10,000 and I just didn't have that kind of money to spend on clearing the trees.

I was going to have to do the clean-up myself over time or try to save up the money to pay someone else to do it. Clearing the driveway and other areas near my residence were my #1 priority. I rarely used any electricity in the cabin so I wasn't too worried that I didn't have power to it; removing the tree from the cabin was at the bottom of my "to do" list.

A couple of months after the storm, I noticed that I was still getting billed for electricity usage on the cabin account. I realized that I would be getting a bill sometime in June for any electricity used prior to the storm but was surprised when I got a bill in July and one in August for a lot of electrical usage. It seems Ameren still was receiving "meter readings" from a meter for a power line that wasn't even hooked up to my account. This point is very important. Even though a representative of Ameren came to my property and disconnected my power line, Ameren was still sending me bills for usage on this account (Phone call "8_20_2009_433"). Ameren has sent me a spreadsheet showing electricity usage with meter readings from a meter that wasn't attached to a power line at my property. Ameren sent me a check and closed the account in September of 2009 when they verified that the power line was down.

I got around to removing the tree in November of 2009 (see images below). The mast head was damaged and the meter box was old and rusty. It would take me a few more months before I got around to fixing those issues. I took the meter and stored it in the cabin. I should note here that I wasn't worried about getting power to the cabin as I rarely needed electricity in the cabin. Here it is important to note that the power line was not attached from the utility pole to the cabin. It is important because during a January 14, 2013 phone call, an Ameren customer service representative, Thomas, insinuated that I re-installed the old meter myself and had been stealing energy from Ameren between May 2009 and November 2012.



Left: Beginning to clear the tree from the cabin.
Taken: October 31, 2009

Right: After the tree is cleared.
Taken: November 13, 2009

Note, no power line going to masthead.



I finally got the repairs done in April of 2010. I called Ameren on April 15, 2013 to request the power to be hooked back up which meant that the line could be re-attached to my mast head and the meter re-installed. The representative asked if I had turned off the breaker box inside the house. I stated that I did not but that I would do so on April 16, 2013. I left the meter and the power line on the ground near the meter box and an Ameren employee, re-attached the power line to the cabin and installed a meter. I don't know the meter number of the unit that was left at my property after the line was taken down (it's not something that I ever would have imagined that I needed to track for

Ameren). My best recollection was that it was an old non-digital type with the clock dial numbers like the type that is still at my property being used to meter the electricity for my other account (65880-01114, meter # 2GE71209170S). I do know that the meter that was installed was a new electronic digital unit with a reading of 00000.

On or about April 16, 2010 I had power connected to my cabin again. As I stated earlier, I rarely use any electricity in the cabin so I was not surprised when I didn't get a bill for the first few months. I hadn't used any electricity and I imagined that they wouldn't send me a bill until I started to use electricity. But after I had used some electricity in the cabin, I still didn't get a bill. On August 20, 2010 (see attached scan of Verizon Wireless bill, Exhibit 1), I called Ameren to inform them that I had not been receiving a bill for my electricity usage. I stated that I had my power hooked back up in April of 2010 after the May 2009 storm and that I wasn't receiving a bill from Ameren. I was told that there was not a meter at the location for account # 83880-01929. I insisted that there was a meter there and that I want to pay for my electricity usage. I was told again that their records indicated that there was not a meter at my location and they said good-bye. I was flabbergasted. I thought for sure that this call would have prompted the customer service rep to dig a little deeper and attempt to resolve my concern. But to my surprise, I continued to receive electricity but did not receive a bill. A number of months later, I'm not sure when (I've combed several hundreds of pages of phone records but could not locate the record of the second call that I made), I called Ameren again to inform them that I was not receiving a bill for account #83880-01929. Again, the rep informed me that there was not a meter at the location for that account. I insisted that there was a meter and that I was receiving electricity. This time, I was standing at the meter and read the meter number off of the meter to the customer service rep. They still insisted that the meter number that I just read off the meter to them was not at my location. I asked if they wanted me to e-mail a photo of the meter to them and they said that they cannot receive e-mail from customers. They said good-bye and ended the call. I didn't use very much energy so I wasn't too worried that I was "stealing" power from Ameren. I figured that eventually someone would respond to the two phone calls that I made or find the meter when they were here checking my other meter.

By October of 2012, I had still not received a bill for this account. At that time a friend, John Kernahan, wanted to store some items in my cabin and I told him that he could but that he'd have to pay the electricity he used. I told him to call Ameren and set up the account in his name. When he called, they told him that there wasn't a meter at my location for that account number (Phone call "Kernahan). On November 9, 2012 I called Ameren to resolve this issue once and for all (Phone call "11_09_2012"), in this call you'll hear the representative Trisha tell me "that meter number is not showing up in my system." She then goes on to say, "I did find a address though, where they're showing that it shouldn't be a meter there." Trisha was very helpful and she set up a meter investigation. I told Trisha that I would gladly pay for any electricity that I used; I was not trying to steal electricity. When they investigated, they found a meter where they had been denying that a meter existed for over 2 years.

I anticipated that I would get a bill in December of 2012 for the 107 kWh that had accumulated on the meter between its initial reading in April 2010 of 00000 to its reading of 00107 in November of 2012. But instead, I got a bill of \$214.37 for 12 months of back "meter rental" (for a meter that they denied was at my location) and charges for only 00002 kWh of electricity (\$0.04). I was agreeable to pay for the 107 kWh of electricity that I used but I didn't feel that I should be charged for 12 months of back "meter rental" charges for a meter that I tried to tell them was there but was told repeatedly that it was not. I made numerous calls to Ameren to try to resolve this issue and eventually one of their reps, Lakesha ext 82020, told me rudely to file a complaint with the Illinois Commerce Commission and here we are today.

I filed an informal complaint to which Ameren denied any error on their part. I then filed a formal complaint to which Ameren again denied any error or wrongdoing on their part. I feel that Ameren has not complied with

TITLE 83: PUBLIC UTILITIES

CHAPTER I: ILLINOIS COMMERCE COMMISSION

SUBCHAPTER c: ELECTRIC UTILITIES

PART 410 STANDARDS OF SERVICE FOR ELECTRIC UTILITIES AND
ALTERNATIVE RETAIL ELECTRIC SUPPLIERS

Section 410.40 Complaints

- a) Each entity shall investigate each complaint received. The receipt of all written complaints shall be acknowledged in writing or verbally.

- b) Each complaint received by an entity shall be documented, and any records required by this Part shall be made available to Commission personnel upon request. Each record shall contain, at a minimum, the name and address of the complainant, the time of day and the date received, the nature of the complaint, the result of the investigation and/or analysis, when and by whom conducted, the final disposition of the complaint, and the date of disposition.

- c) 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.

I called Ameren on numerous occasions between April 2010 and November 2012 to inform them of a problem with the accuracy of their metering equipment and received no response.

Section 410.110 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:
 - 1) manufacturer and date of purchase, along with any testing data provided by the manufacturer that is used by the entity for acceptance testing of the meter;
 - 2) manufacturer or entity identification number;
 - 3) nameplate data, including:
 - A) form designation or circuit description;
 - B) "watt-hour meter" or other description;
 - C) manufacturer's name or trademark;
 - D) manufacturer's type;
 - E) electrical current class;

- F) rated voltage;
 - G) number of wires;
 - H) frequency;
 - I) test amperes;
 - J) watt-hour meter constant; and
 - K) watt-hour meter test constant (if applicable);
- 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 was not aware of the location of meter # 98367529 from April 2010 to November 2012.

Section 410.210 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,

Exhibit 1: Phone call made to Ameren on August 20, 2010 circled. Note bill due date in upper right corner showing year.



Invoice Number Account Number Date Due Page
 2451787319 980058482-00001 09/23/10 16 of 17

Detail for Cornelius Crane: 618-967-9679

Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
8/13	8:46A	600-000-6086	Peak	PlanAllow,CarVM	Carbondale IL	Voice Mail CL	1	---	---	---
8/13	9:51A	618-351-6214	Peak	PlanAllow	Carbondale IL	Carbondale IL	4	---	---	---
8/13	11:31A	630-373-3276	Peak	PlanAllow	Carbondale IL	Resette IL	5	---	---	---
8/13	11:36A	600-000-6086	Peak	PlanAllow,CarVM	Carbondale IL	Voice Mail CL	2	---	---	---
8/13	11:38A	600-771-6645	Peak	PlanAllow	Carbondale IL	Toll-Free CL	4	---	---	---
8/13	11:43A	600-771-6645	Peak	PlanAllow	Carbondale IL	Incoming CL	2	---	---	---
8/13	11:46A	618-351-6001	Peak	PlanAllow	Carbondale IL	Carbondale IL	11	---	---	---
8/13	4:57P	630-373-3276	Peak	PlanAllow	Carbondale IL	Resette IL	3	---	---	---
8/13	8:04P	402-717-2049	Peak	PlanAllow	Carbondale IL	Incoming CL	10	---	---	---
8/14	10:12P	618-697-2355	Off-Peak	M2MAllow	Carbondale IL	Incoming CL	1	---	---	---
8/14	10:12P	618-697-2355	Off-Peak	M2MAllow	Carbondale IL	Area IL	1	---	---	---
8/14	10:13P	618-697-2355	Off-Peak	M2MAllow	Carbondale IL	Incoming CL	1	---	---	---
8/16	5:55P	618-697-2355	Peak	M2MAllow	Murphysbor IL	Incoming CL	1	---	---	---
8/17	8:46A	618-319-4759	Peak	PlanAllow	Carbondale IL	Incoming CL	6	---	---	---
8/17	2:39P	618-457-2868	Peak	PlanAllow	Carbondale IL	Incoming CL	2	---	---	---
8/17	3:22P	618-457-2868	Peak	PlanAllow	Mckanda IL	Carbondale IL	1	---	---	---
8/17	6:17P	618-521-1729	Peak	M2MAllow	Carbondale IL	Carbondale IL	2	---	---	---
8/17	7:07P	618-521-2556	Peak	M2MAllow	Nashville IL	Incoming CL	2	---	---	---
8/17	7:10P	618-549-3157	Peak	PlanAllow	Nashville IL	Incoming CL	2	---	---	---
8/18	2:43P	618-521-1729	Peak	M2MAllow	Carbondale IL	Carbondale IL	2	---	---	---
8/18	2:45P	618-549-3157	Peak	PlanAllow	Carbondale IL	Carbondale IL	3	---	---	---
8/18	4:21P	618-521-2556	Peak	M2MAllow	Carbondale IL	Carbondale IL	1	---	---	---
8/19	6:16P	618-697-2355	Peak	M2MAllow	Mckanda IL	Incoming CL	1	---	---	---
8/20	11:49A	618-457-5915	Peak	PlanAllow	Carbondale IL	Carbondale IL	2	---	---	---
8/20	3:53P	702-293-1610	Peak	PlanAllow	Carbondale IL	Las Vegas NV	11	---	---	---
8/20	4:20P	608-799-2477	Peak	PlanAllow	Carbondale IL	Toll-Free CL	1	---	---	---
8/20	4:41P	618-521-1729	Peak	M2MAllow	Carbondale IL	Incoming CL	4	---	---	---
8/21	7:14P	708-997-9122	Off-Peak	NSW	Carbondale IL	Incoming CL	9	---	---	---
8/22	6:59P	618-549-4400	Off-Peak	NSW	Carbondale IL	Carbondale IL	1	---	---	---
8/23	1:37P	600-000-6086	Peak	PlanAllow,CarVM	Carbondale IL	Voice Mail CL	3	---	---	---
8/23	3:73P	708-226-0484	Peak	PlanAllow	Murphysbor IL	Orland IL	2	---	---	---
8/23	4:44P	618-351-6214	Peak	PlanAllow	Carbondale IL	Carbondale IL	5	---	---	---
8/23	6:39P	618-549-6511	Peak	PlanAllow	Carbondale IL	Incoming CL	7	---	---	---
8/23	6:58P	618-549-4400	Peak	NSW,PlanAllow,Span	Carbondale IL	Carbondale IL	10	---	---	---
8/24	7:51A	600-365-6936	Peak	PlanAllow	Carbondale IL	Toll-Free CL	3	---	---	---
8/24	3:50P	618-549-6511	Peak	PlanAllow	Carbondale IL	Carbondale IL	5	---	---	---
8/24	4:15P	618-457-6625	Peak	PlanAllow	Carbondale IL	Carbondale IL	7	---	---	---
8/26	6:21P	618-697-2355	Peak	M2MAllow	Carbondale IL	Incoming CL	1	---	---	---
8/27	11:41A	618-967-4352	Peak	M2MAllow	Boreville IL	Carbondale IL	2	---	---	---
8/27	11:41A	618-967-4352	Peak	M2MAllow	Genwille IL	Incoming CL	8	---	---	---
8/26	7:17P	Unavailable	Off-Peak	NSW	Carbondale IL	Incoming CL	1	---	---	---
8/28	9:06P	618-610-3953	Off-Peak	NSW	Carbondale IL	Incoming CL	2	---	---	---

Case # 256 Copy # 103 Center # 82000389-00003437

Transcript of Phone call – 8_20_2009_433:

Note: This is the second call made approximately 13 minutes after an initial call at 4:20 on Aug 20, 2009 that got cut off.

Call begins:

Ameren: Good afternoon this is Cheri, how can I help you?

Crane: Hey Cheri, I was working with Sandra and she put me on hold and I got disconnected. Um, my situation is that I live in Southern Illinois and during the uh May 8, uh, massive storm we had down here, one of my power line to one of my buildings went down with some trees and I haven't been able to fix it yet, but for some unknown reason ever since then what was normally a \$10 bill per month,

Ameren: uh, hm

Crane: Is now \$100 and there is not even a line hooked up.

Ameren: OK, I'd be happy to take a look at that, what's your name?

Crane: Cornelius Crane

Ameren: And Cornelius, what's the address and phone number there?

Crane: address there is 1376 Cedar Creek Road, the mailing address is Carbondale 62903 but the service address is actually in Makanda. And my phone number is, uh, the one I'm calling from is 618/967-9679 but my home phone which is probably on record is 618/549-4258.

Ameren: Let me take a look here.

Crane: And I have 2 bills, one goes to my mobile home and the other goes out to my cabin and it's the cabin that doesn't have any more power.

Ameren: So, are you saying that service is turned off there?

Crane: Well, a tree knocked down the line so like whatever, a day after the storm somebody came out 'cause they tore up the driveway and cut the wire down, so the wire from the telephone pole to the house is like laying on the ground. Someone took it down, it was hanging from the pole with a tree on it to the house and somebody came out and drove up the drive and cut that wire down and it's been laying on the ground ever since May 8th or May 9th. So there should be no power going to the, to the cabin. But the bill went up from like a normal of only like \$10 a month but now it's over \$100 every month. That doesn't make any sense.

Ameren: And you're sure it was the power wire that, that's down?

Crane: It's the only, it's just a little cabin that I have power going to so that I can have lights and stuff.

Ameren: uh, hm.

Crane: And it's the only wire that goes to it is this power line and they came and take it down.

Ameren: ...there, um.

Crane: And you can send someone out to look at it, there's no power going to this house.

Ameren: Yeah, I'm gonna have to 'cause that doesn't make any sense.....um.....let me look.....so it looks like last month we sent somebody out to there to verify everything and they took a reading. Let me, let me send another note out

Crane: Aint no possibility, there are so many trees...and, and the meter....you can't even get to the meter.

Ameren: You can't even get to the meter?

Crane: There's trees laying on top of each other. You can't even get to the meter.

Ameren: OK, um, I'm gonna put another order in for them to get out there, uh, let's see here. Why don't you give us a call back next week and we'll see what notes are on the account, but I'm gonna put an order in for them to go there and figure out what's going on.

Crane: OK, what was your name again?

Ameren: My name is Cheri. C-H-E-R-I

Transcript of phone call – Carnahan:

Note: This is a call made by my friend John Kernahan to request service be put in his name on the account in question. I have not transcribed the complete conversation but have noted the time and pertinent data where the Ameren rep tells him that the meter has been removed and that there is no meter at the service location. I am uncertain of the date but I would say that it occurred sometime in October of 2012.

Call begins:

Ameren: Good morning this is Barb how can I help you?

Kernahan: Hello Barb, my name is John Kernahan, um, I want to change, I want to put service in my name at an address it's currently an active account held by Cornelius Crane.

Ameren: OK, what's the address John?

Kernahan: Uh, OK, the meter is at 1376 Cedar Creek Road, Makanda, IL 62958 but the billing address is 1376 Cedar Creek Road, Carbondale, IL 62903.

Ameren: OK

Kernahan: Does that make sense?

Ameren: Yes, the service address is how we pull the property up here, so I've 1376 Cedar Creek Road.

Kernahan: OK, there are, there are 2 services there, uh, and uh, the one I want is, uh, he said it's, let's see how, uh, the account for the, for the, for the meter I get is 83880-01929.

Ameren: OK,

Kernahan: That's, that's the account number and the meter number is: 098367529

Ameren: OK, let's make sure I got the correct one. I'm sorry, what was the meter number again?

Kernahan: The meter number is 098367529 and, and that's the one for the house.

Ameren: OK, let me take a look, because the account number that you gave me and that meter number is not matching up.

Kernahan: hmmm

Ameren: So, he might have give you a different.....

Kernahan: There, there's one, OK he said here, he called you guys and the customer service rep said to make sure to tell them that this is the one for the house and that the meter is on the house this is not for the meter on the pole near the driveway.

Ameren: OK, let me take a look here.....let me take a look here, and it's the meter 'on the house' is the one they're wanting?

Kernahan: Yeah.

Ameren: The one you're wanting?

Kernahan: Yeah. Yeah. And he gives me the account of 83880-01929 and he says the meter is 098367529

AT 2:44

Ameren: OK, let me just double check here on the meter.....OK, that meter's been removed. OK, on that account, the meter that we had there, the electric meter that we had has been removed.

Kernahan: Oh.

Ameren: So let me take a look at the other ones, John, just a moment and see.

Kernahan: yeah.

Ameren: See if I can find that meter number

Kernahan: 'cause he's got 2 active meters there.

Ameren: So, here's one on the pole and he said that you do not want that one, correct?

Kernahan: Correct

Ameren: OK...well then it would be this other one but it looks like we've remov, actually removed the electric meter. Let me take a look here and see if they've installed one and just not, yeah, we've removed the meter back in '09, does that sound correct, like there's not been a meter there for a, has it been an empty home for a while, er?

Kernahan: No, no there's, there's a meter there and, uh, uh, no, no, there's

Ameren: OK, let me take a look here. And give me, uh, I'm sorry John, I'm just trying to find, I want to make sure we get the correct property here. What was that meter number again? 0783?

Kernahan: 098367529

Ameren: OK, let me see where that one's going to...yeah, it's not finding that meter number.

End transcribing at 4:21

Transcript of call – 11_09_2012

Note: In this call I call Ameren in an attempt to resolve the issue once and for all. Meter #098367529 was at my property providing electricity and Ameren did not know where the meter was.

Call begins:

Ameren: Good morning this is Trisha how can I help you?

Crane: Hi Trisha. Um, uh...OK, this is a little complex. There's been numerous calls made to Ameren. Um, I'm trying to get a meter, a power meter set up in a friend's name, who's trying to take over the little house I'm gonna rent him.

Ameren: Uh, hm

Crane: OK, here's the problem, Ameren doesn't believe us when we tell them that there's already a meter here at the house and I've told them numerous times that there's a meter here at the house.

Ameren: OK, if I could

Crane: We

Ameren: Go ahead sir.

Crane: We had a storm in Southern Illinois back in 2009, the power line was broken. It took me almost a year to get all the stuff removed and get my mast head and everything set back up. In 2010 they came out and put a meter in it.

Ameren: Uh, hm.

Crane: Now, I didn't, I get my thing automatically billed through my bank account so I didn't really not notice that there wasn't 2 charges coming out.

Ameren: Uh, hm.

Crane: So, finally I called to say, "Hey, have you guys been charging me for this meter that's here?" And someone on that end insisted that, "There's no meter there, sir." And I'm like, "There is a meter here, I'm looking at it." And they are like, "There is no meter there." And, um, I just want to get someone to pay for it and to get rolling on this. And my friend called and he was told the same thing, "There's no meter there."

Ameren: Do you happen to have the meter number, sir?

Crane: Yes, ma'am, I'm standing in front, I'm gonna read it off the meter.

Ameren: OK

Crane: OK, there's a number at the top that says, "Cellnet, there's an Ameren number with a bar code and at the very bottom there's a Landis + G-Y-R number 98367529.

Ameren: And what should be the address for that service?

Crane: It should be, 1376 Cedar Creek Road, now here's the twist, Makanda, IL is the service address but Carbondale is the mailing address.

Ameren: OK....OK, and what's your name please?

Crane: My name is Cornelius Crane.

Ameren: Thank you very much, Mr. Crane, just one moment please.

Crane: I appre, I appreciate your patience Trisha, I know that it's not you. I don't know if I've talked with you before...

Ameren: No, I haven't, but let's see what we can do for you, OK?

Crane: I hope I'm not getting too, uh, I'm not taking this out on you, I'm trying not to.

Time: 2:36

Ameren: No, no, you're fine, I understand where all the confusion and everything could come from. Alright, so right now that meter is not showing up in my system here maybe it might be listed differently but let me try at least one other thing here. Give me just a moment, OK?

Crane: OK.

Ameren: OK, so there should be 2 meters for that location, am I correct?

Crane: Yes, I can walk to the other one and read the number off that one if you want.

Ameren: Not yet, I want you to stay at that one first because that's the one that you're stating should be active in our system but is not, am I correct?

Crane: Correct, it's giving me power. I'm in here with a heater and tools and yeah, it's working.

Ameren: OK. Alright, I did find a address though where they're showing that it shouldn't be a meter there and I believe that this is what we're looking for, so give me just a moment here.

Certificate of Service

I, Cornelius Crane, certify that on July 26, 2013 I sent copies of my
Complainant Direct Testimony
in the Illinois Commerce Commission
docket # 13-0240 to:

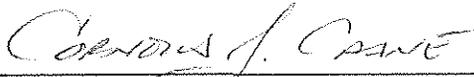
Judge Stephen Yoder via e-mail at syoder@icc.illinois.gov
Eric Dearthmont of Ameren via e-mail at edearthmont@ameren.com
Amanda Tesdall of Ameren via e-mail at atesdall@ameren.com

In addition, I have sent a physical copy of my testimony to the Chief Clerk of the Illinois Commerce Commission on August 5, 2013 which includes written transcripts of phone conversations mentioned in the Complainant Direct Testimony.

Copies of the written transcripts will be sent via e-mail to the above mentioned people on the service list on August 5, 2013.

Attached please see an e-mail from Judge Stephen Yoder noting that parties on the service list have received my testimony via e-mail.

Signed on this day, August 5, 2013.



Cornelius J. Crane

From: Yoder, Stephen <syoder@icc.illinois.gov>
To: Cornelius Crane <corny2000@aol.com>
Cc: @ Dearmont, Eric <EDearmont@ameren.com>; @ Tesdall, Amanda <atesdall@ameren.com>
Subject: RE: My testimony
Date: Wed, Jul 31, 2013 10:21 am

You may hire an attorney if you wish. It appears that Ameren and I have your direct testimony, although it would need to be properly filed with the Chief Clerk prior to the evidentiary. I can't advise you much further past that as to what would be the better course of action.

J. Stephen Yoder, Administrative Law Judge

Illinois Commerce Commission

217-785-3805

From: Cornelius Crane [<mailto:corny2000@aol.com>]
Sent: Tuesday, July 30, 2013 12:04 PM
To: Yoder, Stephen
Cc: @ Dearmont, Eric; @ Tesdall, Amanda
Subject: Re: My testimony

Are we at a point that I can request a period of time to look for and hire a lawyer that has the time, resources and knowledge to proceed with this complaint at this time? Or is it more proper within the procedures to withdraw the complaint and start the process over when I've found a lawyer to deal with this? I could probably find a lawyer by Friday of this week, at which point we could file the testimony properly and serve those on the service list of the docket by the following Friday.

I apologize for my frustrated tone, this has been going on for over 2 years and I'll ever tried to do was pay for the electricity that I used. Being an honest consumer feels like a punishment rather than a virtue.

Cornelius J. Crane
618/967-9679
corny2000@aol.com

-----Original Message-----

From: Yoder, Stephen <syoder@icc.illinois.gov>
To: Cornelius Crane <corny2000@aol.com>
Cc: @ Dearmont, Eric <EDearmont@ameren.com>; @ Tesdall, Amanda <atesdall@ameren.com>
Sent: Tue, Jul 30, 2013 11:30 am
Subject: RE: My testimony

If you wish to withdraw you complaint, all you need to do is file a "Motion to Withdraw Complaint", indicating