

For Commission Use Only:  
Case: 13-0531

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**  
**ORIGINAL COMPLAINT**  
Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

**ORIGINAL**

Regarding a complaint by (Person making the complaint): Sherman and Lisa IMLER  
Against (Utility name): Ameren Illinois  
As to (Reason for complaint) A deposit request

in Danville Illinois.

CHIEF CLERK'S OFFICE  
2013 SEP 18 12:33  
ILLINOIS COMMERCE COMMISSION  
*(Signature)*

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 311 FOREST ST. DANVILLE IL 61832

The service address that I am complaining about is \_\_\_\_\_

My home telephone is (217) 431-0947

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [ ] \_\_\_\_\_

My e-mail address is lisa.imler111@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.  
8311. Adm. Part 280.70, 280.60

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.

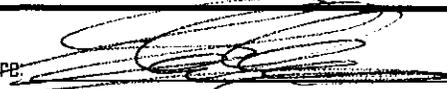
SEE ATTACHMENT (A)

SEE # 10 ON ATTACHMENT (A)

Please clearly state what you want the Commission to do in this case: DETERMINE IF THE ELECTRONIC AGREEMENT COMPLYS WITH THE LEGAL REQUIREMENTS OF A BINDING CONTRACTUAL COMMITMENT.

**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: 9/16/03  
(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**

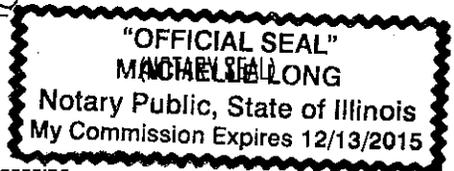
A notary public must witness the completion of this part of the form.

I, Sherman C. Fuller Jr., 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.

  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) September 16, 2013

  
Signature, Notary Public, Illinois



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

- (A)
1. On August 12, 2013, Ameren Illinois disconnected the electricity at 311 Forrest St. Danville Illinois 61832, allegedly due to non- payment of a utility bill.
  2. My complaint involves a demand for \$1500.00 security deposit due to disconnection of service.
  3. When the power was disrupted, my wife called Ameren to report an outage. It was explained that the disconnection was due to non-payment.
  4. My wife spoke with Marsha, explaining that on August 5, 2013, we utilized the online system for our Ameren account, made a \$100.00 payment, as well as, made a payment arrangement to have \$500.00 debited from our checking account on August 19, 2013. This amount would have paid the \$291.00 as well as applied \$208.85 toward the August bill which wasn't due yet. Both a confirmation of receipt was given #1321712321927778, as well as an email confirming the agreement. (Attached)
  5. Marsha verified the information on her computer and explained that consumers can't set up payment arrangements on their online site that the consumer must speak with a representative.
  6. My wife questioned Marsha why their online site allows the consumer to manage their accounts online, but doesn't prompt the customer to call a representative or reject the transaction if not allowed. Marsha said that Ameren was updating their system, but we would have to speak to her supervisor to have the deposit waived.
  7. Her supervisor Hadley, would not waive the deposit, and would not honor the online transaction.
  8. Ameren's online site operates only in accordance with the information and directions supplied by its programmers. The online site allows consumers to pay on their accounts, as well as set up payment arrangements. Nothing on the Ameren website or the confirmation e-mail restricted me from making a payment online or scheduling the date for the electronic funds transfer on August 19, 2013.
  9. The confirmation number and email are both reliable evidence documenting the terms of the transaction and the agreement with Ameren. Nothing in the email indicated that my account was in jeopardy, nor did it instruct me to contact a live representative, rather it states "do not respond to this email"
  10. Did the electronic agreement comply with the legal requirements of a binding contractual commitment? Is Ameren exempt from honoring its online transactions? Is it the consumer's responsibility to update the Ameren web-site, or change the capabilities or prompts concerning payments or payment arrangements?

Subject: Payment has been scheduled for Ameren Illinois  
Date: Mon, Aug 5, 2013 11:32 am

(B)  
The following payment has been scheduled for Ameren Illinois.

Ameren Account Number: 311FORRESTST-9756526254  
Payment Date: 8/19/13  
Tracking ID: 13217-123219277.78  
Total Payment Amount: \$500.00

**How do I change or cancel this scheduled payment?**

If your payment is an immediate payment it cannot be changed or canceled.  
For other scheduled payments, sign in using your Ameren eCustomer log-in.

**How do I get general information about my account?**

Sign in with your Ameren eCustomer log-in to view more details, pay your bill,  
and manage your account.

Please do not reply to this message, it is simply a notification. Replies to this  
message are routed to an unmonitored mailbox.

If you need additional information please visit us on the web at  
[www.amerenillinois.com](http://www.amerenillinois.com), or contact us directly at  
[AmerenIllinoisCustomerService@ameren.com](mailto:AmerenIllinoisCustomerService@ameren.com).

Thank you. We appreciate your business.