

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**

For Commission Use Only:  
Case: 14-0386

**ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT**

2014 MAY 20 P 1:09

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

**ORIGINAL**

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

Dscc McCallum

Against (Utility name):

Ameren Illinois

As to (Reason for complaint)

Ameren Illinois say I old two past due bills from two different address. I do not agree the bills has been paid in full. On or about the 6th of June 2009 for 7609 Woodcliff Drive Belleville IL 62223. The 7609 N. 74th East St. Louis IL 62204 was merged with my current address at 11K Kensington Hight Road Belleville on or about the 11-2011. IHEP and Salvation Army made the pledges at the time in Illinois.

**TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:**

My complete mailing address is (include City)

11#K Kensington Heights Road

The service address that I am complaining about is

7609 Woodcliff Drive and 760 North 74th  
Belleville IL 62223 East St. Louis IL 62204

My home telephone is

(618) 772-1738

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

(618) 772-9738

My e-mail address is

Dsccmccallum@yaphan.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. Code 280.01 735 280.170 8311 735.000

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.

① I moved to 7609 Woodlark Drive and got Ameren Electric service and Gas on Oct. 4, 2004 thru Aug. 31, 2007  
② I went to Salvation Army sometime on June 2008 a pledge was then made to my account electric 99341-11533 of \$600.00 paying the current amount due and leaving credits to this account. Also gas 60243-28036 a pledge of \$600.00 was made on June 2008 leaving a credit also. All service were paid in full then I moved to 760 N. 74th East St. I was got new service and Ameren Illinois say I owe \$181.53 for electric and \$193.76 for gas. I don't have money for those accounts that were paid.

Please clearly state what you want the Commission to do in this case: HAVE Ameren Illinois take the \$181.53 off my account due to the fact it has been paid in full and the amount of \$193.76. That's pending

**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: May 19, 2014  
(Month, day, year)

Complainant's Signature: Osee McCallum

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, Osee McCallum, 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.

Osee McCallum  
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 5/19/14

Nancy L. Gudinas  
Signature, Notary Public, Illinois

(NOTARY SEAL)

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