

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 14-0390

2014 MAY 22 P 12:40

FORMAL COMPLAINT

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

ORIGINAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Bernard & Anne Hettinger

Against (Utility name): Ameren

As to (Reason for complaint) Being Charged \$1,375.00 for a broken gas line that was 3" below grade

in Grafton Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 1208 Eagle Lane, Grafton Ill 62034

The service address that I am complaining about is As Above

My home telephone is (618) 406-1696 or 618-946-6755

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

My e-mail address is bmhetting@yahoo.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) _____ (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.

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.

On 7-29-13 there was no gas to the house Ameren was called they came out & stated the the gas line was cut, from digging, there was "no digging done."

- We would like the mediation to be done in Springfield.

Please clearly state what you want the Commission to do in this case:

that the \$1375~~00~~ bill be waived

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: _____
(Month, day, year)

Complainant's Signature: Bernard & Anne Hettinger

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, Bernard & Anne Hettinger, 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.

Bernard Hettinger
Complainant's Signature
Anne Hettinger



Subscribed and sworn/affirmed to before me on (month, day, year) May 20, 2014.

Tammie Updike
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.