

For Commission Use Only:
Case: 16-0001

ILLINOIS COMMERCE
COMMISSION
2016 JAN -4 A 10:44

FORMAL COMPLAINT

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

CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Brooks D. Boyd
Against (Utility name): Ameren ILLINOIS
As to (Reason for complaint) Credit, Late Billing & poor organization of Ameren billing system

in Fairview Heights Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 37 Gamlin Drive, Fairview Heights, IL 62208

The service address that I am complaining about is 37 Gamlin Drive, Fairview Heights, IL 62208

My home telephone is (618) 213-8262

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (618) 477-9509

My e-mail address is lt-boyd-brooks@hotmail.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.

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.) Requested Service on Sept 18, 2015. I completed all the required steps that Ameren asks in order to turn on service & to put Account in my name. (Ameren knows I am in Residence)
 - 2.) NOV 17, 2015 + Ameren sends notice of Disconnection of Utility service Post Card.
 - 3.) NOV 25, 2015 + Ameren sends me bill for \$187.82 covering Time in Residence. (60+ days)
 - 4.) Dec 03 called ICC & talked to Mr. Carlos Ruiz to file complaint on Ameren failure of system. "How can a big company charge you when you are late on paying your bill, but they can't give a credit when they are late."
- BLUF: I am asking the Commission to credit my account (50717-13228) for \$187.82

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: Dec 30, 2015
 (Month, day, year)

Complainant's Signature: *Brooks D. Beard*

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

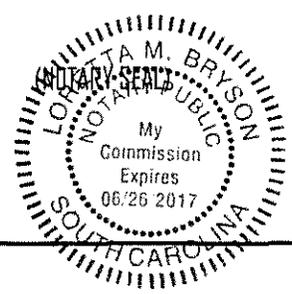
A notary public must witness the completion of this part of the form.

I, Brooks D. Beard, 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.

Brooks D. Beard
 Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 12/30/2015

Loretta M. Bryson
 Signature, Notary Public, Illinois Greenville, SC



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