

 **Ameren**
ILLINOIS
300 Liberty Street
Peoria, IL 61602-1404

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE PAID
AMEREN

ADDRESS SERVICE REQUESTED



00128 1 SP 0.350

>00128 2172661 0001 092139

OCCUPANT
37 GAMLIN DR
FAIRVIEW HEIGHTS IL 62208

IMPORTANT NOTICE
CONCERNING YOUR
UTILITY SERVICE

Exhibit A

NOTICE OF DISCONNECTION OF UTILITY SERVICE

We have **Not Received An Order** for the Electric and/or Gas Service at this location.

If you desire this service to remain connected, please contact us immediately to open an account.

Failure to contact us immediately may result in service(s) being disconnected.

You may contact our Customer Service at 1.800.755.5000 or visit us online at AmerenIllinois.com for customers using a TTY, call 711 in Illinois.

DATE: Nov 17, 2015





Please Return This Portion With Your Payment.

☐ EAF \$3 EAF \$5 ☐

AMOUNT DUE	DUE DATE
\$187.82	Dec 16, 2015
AMOUNT PAYABLE AFTER DUE DATE	ACCOUNT NUMBER
\$190.64	50717-13228



>00185 2173943 0001 092139
BROOKS D BOYD
37 GAMLIN DR
FAIRVIEW HEIGHTS, IL 62208

Ameren
300 Liberty Street
- Peoria, IL 61602
* No Phone #

Supervisor
Mr. Hestley
Mrs. Gengenhen
Ext 19405

Mrs. Shelly # nice lady

Amount Enclosed \$ Chandra next supervisor
Talked Dec 03, 2015 Deferred Jan 02, 2016

ICC: 1-800-524-0795



Ameren Illinois
P.O. Box 88034
Chicago, IL 60680-1034

Carlos Ruiz
Case manager

7043307 0050717132208 00187820 00187820 00187820

Case # 2015-15383

Keep This Portion For Your Records

ACCOUNT NUMBER	50717-13228
NAME	BROOKS D BOYD
SERVICE AT	37 GAMLIN DR FAIRVIEW HEIGHTS, IL 62208

BILL DATE	Nov 25, 2015
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TOTAL AMOUNT DUE BY	Dec 16, 2015	\$187.82
AMOUNT PAYABLE AFTER DUE DATE		\$190.64

SERVICE	TOTAL USAGE	READ
ELECTRIC KWH	718.0	A
GAS THERMS	81.00	A

Total Electric Charges	\$100.96
Total Natural Gas Charges	\$86.86
Current Amount Due	\$187.82
Prior Amount Due	\$0.00
Total Amount Due	\$187.82

USE PER DAY	ELECTRIC KWH	GAS THERMS	TEMP
THIS PERIOD	10.6	2.09	54
SAME PERIOD LAST YEAR	0.0	0.00	0

*** IMPORTANT INFORMATION ***

Make your life easier with paperless eBill. This free and convenient service helps you receive and pay your monthly bill online. Just go to AmerenIllinois.com, set up an eCustomer account, and watch for your paperless energy bill in your in-box.

For information about your electric supply choices, visit www.pluginillinois.org

Before decorating for the holidays, check all holiday lights and discard damaged sets. And be sure to turn off all holiday lights before you leave the house or go to bed.

Important Message for Gas Customers - Be Safe

If you ever smell gas, call Ameren Illinois to investigate the problem at no cost. Know what's below. Call before you dig. To locate underground utility-owned gas pipelines and electric lines, call JULIE at 8-1-1. It's the law.

Your donation to the Energy Assistance Foundation will help keep homes warm in the winter and cool in the summer. This non-profit organization helps weatherize homes and provides bill payment assistance for neighbors in need. To contribute, please visit WarmNeighborsCoolFriends.org or check one of the boxes at the top of this bill to add a contribution to your monthly energy bill.

Non-Summer Season/Prorated Bill

Non-Summer rates are effective Oct. 1 - May 31. As a result, this bill is prorated. Proration occurs when part of your bill is charged on the non-summer rates and part of your bill is charged on the summer rates, dependent upon your meter reading date. For detailed information about rates and charges, go to AmerenIllinois.com

Direct Pay Makes Paying Bills Easier - For an easy way to pay your bill, consider Direct Pay. To learn more or enroll, please visit the Customer Service Center at AmerenIllinois.com, or call 1.800.755.5000 to request a brochure.

SPEEDPAY offers residential customers convenient payment options. You can pay your bill using MasterCard, VISA or American Express 24/7, just call 1.888.777.3108. For recurring payments visit us at AmerenIllinois.com

Thank you for your business.

-called Dec 30 to ask about deferral, late fees, next Bill.





ACCOUNT NUMBER	50717-13228
NAME	BROOKS D BOYD
SERVICE AT	37 GAMLIN DR FAIRVIEW HEIGHTS, IL 62208

BILL DATE	Nov 25, 2015
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TOTAL AMOUNT DUE BY	Dec 16, 2015	\$187.82
AMOUNT PAYABLE AFTER DUE DATE		\$190.64

TYPE OF READING	METER NUMBER	SERVICE FROM TO	NO. DAYS	METER READING PREVIOUS	METER READING PRESENT	READING DIFFERENCE	METER MULTIPLIER	THERM FACTOR	USAGE	R D
Total Therm	1TC94223	09/19-10/14	25	3396.0000	3410.0000	14.0000	1.0000	1.00000	14.0000 A	
Total Therm	1TC94223	10/14-11/15	32	3410.0000	3477.0000	67.0000	1.0000	1.00000	67.0000 A	
Total kWh	52789273	09/19-10/14	25	67620.0000	67996.0000	376.0000	1.0000		376.0000 A	
Total kWh	52789273	10/14-11/15	32	67996.0000	68338.0000	342.0000	1.0000		342.0000 A	

Service To				SUMMARY				Service To			
Sales Therm		10/14/2015	14.0000	Sales Therm		11/15/2015	67.0000				
Total kWh		10/14/2015	376.0000	Total kWh		11/15/2015	342.0000				
Summer kWh		10/14/2015	165.0000	Non-Summer kWh		10/14/2015	211.0000				
Non-Summer kWh		11/15/2015	342.0000								

NATURAL GAS SERVICE BILLING DETAIL - Rate Zone III

GDS-1 Residential Gas Delivery-Space Heat		Service From		09/19/2015	to		10/14/2015
Customer Charge				\$18.44			
Delivery Charge Gas	14.00	@	\$.09320000	\$1.30			
Res Gas Env Chg	14.00	@	-.01380060	-\$0.19			
Rider GER Charge	14.00	@	\$.01070000	\$0.15			
Qual Infrastructure Charge	\$19.42	@	.880000%	\$0.17			
Total Delivery Service Amount							\$19.87
Gas Supply		Service From		09/19/2015	to		10/14/2015
Gas Charge (PGA)	14.00	@	\$.44101160	\$6.18			
Total Supply Amount							\$6.18
Taxes		Service From		09/19/2015	to		10/14/2015
Illinois State Gas Revenue Tax				\$0.34			
Illinois State Commerce Commission Tax				\$0.03			
Total Tax Related Charges							\$0.37
GDS-1 Residential Gas Delivery-Space Heat		Service From		10/14/2015	to		11/15/2015
Customer Charge				\$22.13			
Delivery Charge Gas	67.00	@	\$.09320000	\$6.24			
Res Gas Env Chg	67.00	@	\$.00729280	\$0.49			
Rider GER Charge	67.00	@	\$.01070000	\$0.72			
Qual Infrastructure Charge	\$28.40	@	.970000%	\$0.28			
Total Delivery Service Amount							\$29.86
Gas Supply		Service From		10/14/2015	to		11/15/2015
Gas Charge (PGA)	67.00	@	\$.43146560	\$28.91			
Total Supply Amount							\$28.91
Taxes		Service From		10/14/2015	to		11/15/2015
Illinois State Gas Revenue Tax				\$1.61			
Illinois State Commerce Commission Tax				\$0.06			
Total Tax Related Charges							\$1.67
Total Natural Gas Charges							\$86.86

ELECTRIC SERVICE BILLING DETAIL - Rate Zone I

DS - Residential (DS-1)		Service From		09/19/2015	to		10/14/2015
Customer Charge				\$9.15			
Meter Charge				\$3.99			
Distribution Deliv Chg Summer	165.00 kWh	@	\$.03980000	\$6.57			
Distribution Deliv Chg Non-Summer	211.00 kWh	@	\$.02247000	\$4.74			
Electric Environmental Adj	376.00 kWh	@	\$.00006280	\$0.02			
Rider EDR Charge	376.00 kWh	@	\$.00410000	\$1.54			
Total Delivery Service Amount							\$26.01
Electric Supply (BGS-1) ME		Service From		09/19/2015	to		10/14/2015
Purch Elec Summer	165.00 kWh	@	\$.05031000	\$8.30			
Purch Elec Non-Summer(0-800 kWh)	211.00 kWh	@	\$.05836000	\$12.31			
Purchased Electric Adj	376.00 kWh	@	-.00109560	-\$0.41			
Rider PER Supply Cost Adj	376.00 kWh	@	\$.00169320	\$0.64			
Transmission Service Charge	376.00 kWh	@	\$.00772000	\$2.90			
Total Supply Amount							\$23.74
Taxes		Service From		09/19/2015	to		10/14/2015
Illinois State Electricity Excise Tax				\$1.24			
EDT Cost Recovery				\$0.55			
Total Tax Related Charges							\$1.79





December 10, 2015

Carlos Ruiz
Illinois Commerce Commission
Consumer Services Division

Open Date: 12/03/2015
Complaint ID #: 2015-15383
Account #: 50717-13228

Customer Name: Brooks Boyd
Service Address: 37 Gamlin Dr
Fairview Heights, IL 62208

The customer's complaint is in regard to billing.

Ameren Illinois Response

Ameren Illinois conducted a thorough investigation of the subject complaint which revealed the following information.

Ameren Illinois provides the following sequence of events pertaining to the complaint:

09/19/15 Ameren Illinois records indicate that Mr. Boyd requested to have both gas and electric service placed into his name. Meters at the premise were already active. An order was placed within the Ameren Illinois system to obtain meter reads from the AMR meters present at this location.

11/23/15 Mr. Boyd contacted the Ameren Illinois Contact Center inquiring why he had received correspondence requesting him to call and establish services with Ameren. The customer service representative researched the account which revealed that while an order had been placed to put services in Mr. Boyd's name, the order had not been completed in Ameren Illinois' system once the meter readings were obtained. The AIU customer service representative advised the customer that the issue would be corrected and that he would receive a bill for usage since September 19, 2015.

11/24/15 Ameren Illinois completed the necessary order for Mr. Boyd and issued a bill in the amount of \$187.82 due by December 16, 2015. The amount that Mr. Boyd referenced in his complaint (\$190.64) includes a 1.5% late fee if the billed amount of \$187.82 is received after the due date. The billing includes dates of service from 09/19/15 through 11/15/15. Mr. Boyd is only being billed for his actual usage, delivery charges and applicable taxes.

Ameren Illinois apologizes for the error and any inconvenience that this has caused. Mr. Boyd has been offered a special agreement which he previously declined but is still eligible for if he should change his mind.

Given the above, Ameren Illinois considers this issue to be resolved and the complaint closed.

Thank you,

Ameren Illinois
Regulatory Affairs
370 S. Main Street, E-17
Decatur, IL 62523
cc: Brooks Boyd