

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 16-0105

FORMAL COMPLAINT

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

ILLINOIS COMMERCE
COMMISSION

2016 FEB 29 P 1:09

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Angela Little

Against (Utility name): Ameren Illinois

ORIGINAL

As to (Reason for complaint) Reversal of unfair/undisclosed
seasonal reconnection fees and, possibly,
deposit fees upon reconnection

in Taylorville, Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 7587 Duncross Dr. Portage, MI 49024

The service address that I am complaining about is 413 N. Ridge St. Taylorville, IL 62568

My home telephone is (269) 270-8412

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (269) 270-8412

My e-mail address is LittleFamily_5@yahoo.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. *Cust. Terms & Conditions*
12. Disconnect and Reconnection
E. Seasonal Service Disconnects / E. Seasonal Service Disconnects (Gas)
(Electric)

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 Please see attached letter including details, dates, etc...
- ② A follow up call to Ameren on 2/25/16 (Lisa) was made. I was told by Lisa that this did not look like the typical "Seasonal disconnect" and she thought that landlords were exempt from this as well. When she called back after looking into it, she said that because it had escalated to the ICC, there was nothing she could do to help. This is the 4th Ameren employee to say that they understand my argument & agree

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

Forgive the \$249.39 charge as well as any deposit, reconnect or late fees since

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: 2/25/16
(Month, day, year)

Complainant's Signature: Angela Little

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

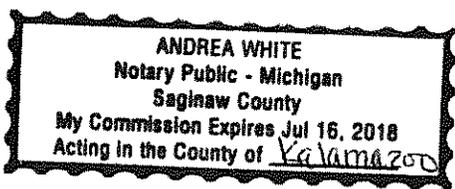
A notary public must witness the completion of this part of the form.

I, Angela Little, 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.

Angela Little
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 2/25/16

Andrea White
Signature, Notary Public, Illinois - Michigan



(NOTARY SEAL)

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