



COPY

December 2, 2015

Cynthia Susmarski
Illinois Commerce Commission
Consumer Services Division

Open Date: 11/25/2015
Complaint ID #: 2015-15139
Account #: 72270-38437

Customer Name: Angela Little
Service Address: 413 Ridge Ave
Taylorville, IL 62568

The customer's complaint is in regard to seasonal disconnect charges.

Ameren Illinois Response

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

Ameren Illinois records indicate Angela Little previously held gas and electric services at 413 N. Ridge Ave., Taylorville, between 11/16/12 and 04/20/15 (previous Ameren account number 72270-38419)

On 04/20/15, at Ms. Little's request, the gas and electric services were disconnected.

The final bill dated 04/21/15 clearly stated the following:

This is the final bill for the gas and/or electric service on this account. If you have this service turned back on at this premise within the next 12 months you will be required to pay an amount equal to the applicable monthly minimum charges, plus a service reconnection charge. Thank you for your business.

On 10/29/15, the gas and electric services were reconnected at Ms. Little's request.

On 10/30/15, seasonal reconnection fees in the total amount of \$249.39 (\$149.47 gas and \$99.92 electric) were assessed to Ms. Little's new account.

Ameren Illinois strives to be consistent with all customers pursuant to the Company's tariffs and the Customer Terms and Conditions regarding seasonal service disconnects, as approved by the Illinois Commerce Commission:

CUSTOMER TERMS AND CONDITIONS

12. DISCONNECTION AND RECONNECTION

F. Seasonal Service Disconnects

When a Customer served under this Schedule makes only seasonal use of **electric service** and requests the Company to:

1. *Disconnect the service, and where said service is left disconnected for fewer than 12 months, Customer shall pay to the Company at the time of reconnection an amount equal to the applicable monthly minimum charges times the number of months service was disconnected, plus a service reconnection charge.*

And

CUSTOMER TERMS AND CONDITIONS

12. DISCONNECTION AND RECONNECTION

E. Seasonal Service Disconnects

When a Customer served under this Schedule makes only seasonal use of gas service and requests the Company to:

- 1. Disconnect the service, and where said service is left disconnected for fewer than 12 months, Customer shall pay to the Company at the time of reconnection an amount equal to the applicable monthly minimum charges times the number of months service was disconnected, plus a service reconnection charge.*

Seasonal, in these contexts, refers to those customers who request reconnection of service within 12 months after requesting disconnection of the same service.

The charges in Ameren Illinois' tariffs are based on the Company's costs to provide service. Many of these costs are incurred by Ameren Illinois to maintain the readiness of the Company's facilities to provide service regardless of whether any usage occurs at customer locations.

The seasonal reconnection charges have been billed appropriately and will remain on Ms. Little's current account number 72270-38437.

Ms. Little last held electric service in her name at 409 N. Ridge Ave., Taylorville, between 05/01/07 and 05/16/07 (Ameren account number 52270-38000). Ms. Little re-established electric service effective 10/29/15 (new Ameren account number 52270-38108). Because the service was off in her name longer than 12 months at 409 N. Ridge Ave., seasonal reconnect charges were not applied to the new account at this address.

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: Angela Little

- **Angela Little** <littlefamily_5@yahoo.com>
- 12/15/15 at 11:54 AM

- To: csusmars@icc.illinois.gov

Copy
Email to ICC
(informal complaint)

Message body
RE: 2015-15139

Cindy,

Here is a copy of the falsified bill that they claim we received...we did not. It looks as though they sent a falsified bill as it is dated just 4 days after the one we actually did get and it is for \$0, not the \$39.47 we owed just 4 days before.

When I spoke with Ameren on 11/19, I was told by 3 people that they were supposed to have told me when I called to have service turned on, that there would be a "back charge," but they did not - They have a recording to verify this. When I called on 11/24 to ask why they had decided not to reverse the charges, they said that it was because they weren't required to tell me on the phone because it was listed on the last bill that I received. Clearly it was not, so they should reverse the charge.

As I stated before, had I been made aware of their so-called policy, I would not have had the power turned on as we could have used the power at the house we own right next door in order to have some yard work done on these 2 vacant homes. \$4 for the house at 409 Ridge vs. \$250 for the same size house at 413 Ridge is outrageous, they know exactly what they are doing, and they should be held accountable for trying to deceive me as a customer, as well as the Illinois Commerce Commission.

Thank you for your help with this,
Angela Little
(269) 270-8412



Please Return This Portion With Your Payment.

AMOUNT DUE	DUE DATE
\$0.00	May 12, 2015
AMOUNT PAYABLE AFTER DUE DATE	ACCOUNT NUMBER
\$0.00	72270-38419

Amount Enclosed \$ _____

ANGELA LITTLE
BRIAN N LITTLE
7587 DUNROSS DR
PORTAGE, MI 49024

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

2040000 0072270384109 00000000 00000000 00000000

Keep This Portion For Your Records

ACCOUNT NUMBER	72270-38419
NAME	ANGELA LITTLE
SERVICE AT	413 N RIDGE AVE TAYLORVILLE, IL 62568

BILL DATE	Apr 21, 2015
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TOTAL AMOUNT DUE BY	May 12, 2015	\$0.00
AMOUNT PAYABLE AFTER DUE DATE		\$0.00

SERVICE	TOTAL USAGE	READ
ELECTRIC KWH	3.0	A
GAS THERMS	1.00	A

Total Electric Charges	\$3.93
Total Natural Gas Charges	\$6.02
Total Miscellaneous Charges	-\$9.95

USE PER DAY	ELECTRIC KWH	GAS THERMS	TEMP
THIS PERIOD	0.4	0.14	63
SAME PERIOD LAST YEAR	1.6	0.00	61

Current Amount Due	\$0.00
Prior Amount Due	\$0.00
Total Amount Due	\$0.00

*** IMPORTANT INFORMATION ***

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

This is the final bill for the gas and/or electric service on this account. If you have this service turned back on at this premise within the next 12 months you will be required to pay an amount equal to the applicable monthly minimum charges, plus a service reconnection charge. Thank you for your business.

Help our workers stay safe - don't attach signs or decorations to utility poles. The nails, staples or wire used to attach items to poles can create safety hazards for our line crews - and even delay recovery from power outages.

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.

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

* Bill they claim they sent -
Never received.



Please Return This Portion With Your Payment.

EAF \$3 EAF \$5

AMOUNT DUE	DUE DATE
\$39.47	May 7, 2015
AMOUNT PAYABLE AFTER DUE DATE	ACCOUNT NUMBER
\$40.08	72270-38419

Amount Enclosed \$ _____

>18005 2139470 0002 092139
 ANGELA LITTLE
 BRIAN N LITTLE
 7587 DUNROSS DR
 PORTAGE, MI 49024

Copy - Actual bill received



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

5043307 0072270384109 00039470 00039470 00039470

Keep This Portion For Your Records

ACCOUNT NUMBER	72270-38419
NAME	ANGELA LITTLE
SERVICE AT	413 N RIDGE AVE TAYLORVILLE, IL 62568

BILL DATE	Apr 16, 2015
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TOTAL AMOUNT DUE BY	May 7, 2015	\$39.47
AMOUNT PAYABLE AFTER DUE DATE		\$40.08

SERVICE	TOTAL USAGE	READ
ELECTRIC KWH	15.0	A
GAS THERMS	0.00	A

Total Electric Charges	\$17.03
Total Natural Gas Charges	\$23.36
Total Miscellaneous Charges	-\$0.92

USE PER DAY	ELECTRIC KWH	GAS THERMS	TEMP
THIS PERIOD	0.4	0.00	52
SAME PERIOD LAST YEAR	0.9	0.00	44

Current Amount Due	\$39.47
Prior Amount Due	\$0.00
Total Amount Due	\$39.47

*** IMPORTANT INFORMATION ***

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

Help our workers stay safe - don't attach signs or decorations to utility poles. The nails, staples or wire used to attach items to poles can create safety hazards for our line crews - and even delay recovery from power outages.

April is National Safe Digging Month. Remember to call JULIE at 811 any time you plan to dig. JULIE will make sure that all buried utility lines are marked so you can dig safely. Every digging job requires a call - even small projects like planting trees and shrubs.

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.

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

** Note: No reconnection fee notification*



**Brian and Angela Little
7587 Dunross Dr.
Portage, MI 49024
(269) 270-8412**

January 20, 2016

COPY—
No response
received.

Ameren Illinois Regulatory Affairs
370 S. Main Street
Decatur, Illinois 62523

RE: Complaint ID#: 2015-15139
Acct. #: 72270-38437
Service Address: 413 Ridge Ave., Taylorville, IL 62568

To whom it may concern,

On 10/29/15, I requested that the services at our properties located at 409 Ridge and 413 Ridge Ave (similar in size, right next door to each other) be turned on so that we could have some yard maintenance done in an effort to get these rental properties on the market for sale. We have owned these properties since approximately 2001 and have been Ameren customers for as long as Ameren has provided service to these properties, always paying for service between renters as needed.

As long as we have been with Ameren, we have never been charged an exorbitant reconnect fee and when I called to connect service on 10/29/15, I was not advised that there would be any extra fees to connect service. So, when I received the bills for both of these address in November and one was \$15 while the other was nearly \$260, I called to find out why. On 11/19, I spoke with 2 CSRs who, when I explained and inquired about the situation, told me that because I had the service reinstated within 12 months of having it turned off, that I was being back-charged. They both stated that I should have been told of this fee because it shows up in big letters when they make the connection. I said that if I had been told of this provision, I would have only turned on the power at 409 Ridge and waited to have 413 turned on as we could have had the landscapers use only one of the house's electricity with some extension cords rather than paying an outrageous early reconnect fee. The CSMs agreed and ended up passing me to a supervisor by the name of Joyce, who said that she understood, confirmed what the CSMs had said about the "warning" that shows up and that I should have been told about the back charges. She advised that she would pass this along, check the recording of the conversation in which I requested turn on service to see if I had been told, and then get back to me. A couple of days later, Joyce called and left a message that it didn't matter that I

hadn't been told about the charges...that it was stated on my final bill back in April, so "it didn't matter if Ameren told me about it or not - (I) should have known." When I called to get more information, the CSR said there was nothing more I could do except file a complaint with the Illinois Commerce Commission and she gave me the contact information.

When I went back and checked the last bill I received dated April 16, 2015, there was no mention of the back charges (attached). I called Ameren to ask about it and they said that it was on the bill and they would send me a copy. They did, but it was not the same bill that they sent me...It looks like a dummy. It shows a \$0 balance dated just 5 days after the actual bill they sent to me (also attached). I believe that the bill Ameren sent me was intentionally falsified in an effort to get me to pay an exorbitant fee that could have been avoided if I had been told about it before having the service turned on.

The next step is to file a formal complaint with the ICC, which I really don't think should be necessary. Will you please review this issue one more time to decide whether or not you agree with my argument that:

- 1) I should have been told of the additional turn on fee associated with this turn on when I called.
- 2) If I had known about it, I would have chosen not to turn the service on as I had the service next door turned on at the same time and could have used it.
- 3) The enclosed bills show that Ameren did not send they final bill that they claimed to and that the final bill I did receive did not include the notice Ameren claims to have given me.

I would appreciate your prompt response so that we can get this resolved. Of course, I do not mind paying for actual usage, but respectfully request that the approximate \$240 in extra charges be removed. I can be reached at (269) 270-8412 and will wait until 2/19/16 before filing a formal complaint with the ICC.

Thank you for your consideration in this matter,

Angela Little