

**OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION**

**ORIGINAL**

For Commission Use Only:

Case: 16-0356

**FORMAL COMPLAINT**

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

**RECEIVED**

JUN 24 2016

ILLINOIS COMMERCE COMMISSION  
CUSTOMER SERVICE OFFICE

Regarding a complaint by (Person making the complaint): Brandon M. Wise

Against (Utility name): Ameren Illinois

As to (Reason for complaint) Refusal of Ameren Illinois to disconnect electric services without imposition of minimum fee if service is re-connected within 12 months citing inapplicable "seasonal" disconnection, which constitutes an unfair and deceptive business practice.

in Carlinville Illinois.

**TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:**

My complete mailing address is (include City) 405 Donna Drive, O'Fallon, IL 62269

The service address that I am complaining about is 332 E. 1st South, Carlinville, IL 62626

My home telephone is [ 217 ] 710-1403

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [ 217 ] 710-1403

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

(Full name of utility company) Ameren Illinois 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.

Ill. C. C. No. 1, 2nd Revised Sheet No 3; any rules, regulations, statutes, or tariffs that define "seasonal service"

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

Yes  No

I filed an informal complaint.

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. On June 1, 2016, I called to have the electric service disconnected at a property that I own and was undergoing renovation.
2. I was told that I could have service disconnected, but that if I had the service reconnected within 12 months, that I would have to pay a reconnection fee and the monthly minimum fees.
3. I asked for clarification on Ameren's authority to charge these fees. Ameren stated that it was in the contract under the seasonal service section.
4. After researching, I found the section that Ameren was relying on and do not believe it applies. As such, I called Ameren and again requested that my service be disconnected, and that it be made clear that if I did need service reconnected, that there would not be a charge for monthly minimum fees if the reconnect was within 12 months.
5. Ameren declined on June 1, even after I explained that this was not a "seasonal" disconnect and was due to unforeseen circumstances.

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

I want the Commission to declare what Ameren has done a violation of the tariff, as it is not a "seasonal" disconnect, and award the minimum fees that I had to pay because Ameren refused to honor the clear terms of their tariff, and any other remedies the Commission deems just and proper.

**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: June 21, 2016  
(Month, day, year)

Complainant's Signature: *Bob M. Wise*

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**

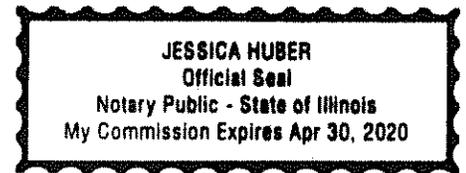
A notary public must witness the completion of this part of the form.

I, Brandon M. Wise, 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.

*Bob M. Wise*  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) June 21, 2016.

*Jessica Huber*  
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.