

FORMAL COMPLAINT

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

2016 OCT 11 P 1:34

CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Premissa Acoff

Against (Utility name): Ameren Illinois

As to (Reason for complaint) a deposit request

in Swansea Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 3411 Whistling Cove, Swansea, IL

The service address that I am complaining about is 3411 Whistling Cove, Swansea 62226

My home telephone is (757) 344-9015 IL 62226

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (757) 344-9015 (618) 537-4401

My e-mail address is premiacof2@aol.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.
Code Title 83, Section 280.40

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.

I was informed by Ameren that I was 30 days past due on my bill ending for 7/27/16 for \$1.17. I told them I paid what speedpay said I owed, and it is not my fault that their online system, bills, speedpay, and respres. entafies don't have the same information. (see sheet)

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

Reverse their decision to charge me a \$572.00 deposit over ~~\$1.17~~ \$1.17

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: 10/1/16
(Month/day, year)

Complainant's Signature: *Premina Acoff*

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, Premissa Acoff, 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.

Premina Acoff
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 1 Oct 2016

Darlene Mosley
Signature, Notary Public, Illinois



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

Statement continued 10/01/16.

I have been a customer of theirs for over 9 years and have never been 30 days past due on any bill, so why would I not pay

1.17¢. Recently, 9/27/16 thru 9/30/16, I had the same

problems with their systems in paying my correct bill amount for ~~to~~ my bill ending for 9/27/16.

I ~~am not~~ admit I was late on my bills due to losing my job,

but never 30 days past the due date. I have always paid in full, and even a couple of dollars over, which their records show.

I just don't understand how this
is happening. I'll have to
say at the time of the hearing.

P. Deft
10/01/16