

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

FORMAL COMPLAINT

For Commission Use Only:
Case: 16-0478

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

2016 OCT 11 P 1:35

CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Johannes Stolvoort

Against (Utility name): Ameren Illinois

As to (Reason for complaint) Denied new utility service. Will not allow payment arrangement for old bill. Since it is after October 1, should be able to restore service under Heating Season provision.

in Heyworth Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) po box 233 Heyworth IL 61745

The service address that I am complaining about is 219 main st #2 heyworth IL 61745

My home telephone is 309 323-0015

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

My e-mail address is jontank@gmail.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.
83/280.180 Section 280.APPENDIX A Disconnection Notice
83/280.30 (e) (f) 290.120 290-125

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.

Ameren claims I owe \$1,071.67 for an old bill in Decatur, IL. I never gotten verification of how they came up with this amount. Also, I was not living at the residence at the time. I was an over the road truck driver and not at home during the period of 2014. My employer was Western Express, from Nashville, TN. *including western pay statements.* I moved into new residence located at 109 E main st #2 Heyworth on 8/10/2016. The electricity was working on this date. On 9/14/2016 the electricity was disconnected. No disconnect notice was given.

I have contacted all utility assistance programs in my area. Randolph Township, LIHEAP, Path program, WNCF, MCCA. None of these programs can assist me with my utility problem.

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

Order that the utility service be restored. Cancel the old bill.

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: 10/6/2016
(Month, day, year)

Complainant's Signature: [Signature]

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, Johannes Stolvort, 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.

[Signature]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) October 6, 2016

Stacy R Shoemaker
Signature, Notary Public, Illinois



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