

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED

JAN 25 2010

Missouri Public  
Service Commission

Name: \_\_\_\_\_ )  
Complainant )

vs. )

Case No. )

Company Name: \_\_\_\_\_ )  
Respondent )

COMPLAINT

Complainant resides at \_\_\_\_\_  
(address of complainant)

1. Respondent, \_\_\_\_\_  
(company name)  
of \_\_\_\_\_,  
(location of company) is a public utility under the

jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

SEE ATTACHED

3. The Complainant has taken the following steps to present this complaint to the Respondent:

WHEREFORE, Complainant now requests the following relief:

To be released From the charges  
that I don't believe I owe.  
I believe Ameren UE has been  
paid through the grant plus what  
I have paid.

1-15-10  
Date

John W. Healy  
Signature of Complainant

( Attach additional pages, as necessary.  
Attach copies of any supporting documentation. )

January 15, 2010

John W. Holley  
4211 Mexico Gravel Road  
Columbia, MO. 65202

Secretary of the Missouri Public Service Commission  
ATTN: Data Center  
P.O. Box 360  
Jefferson City, MO. 65102-0360

RE: Complaint Against Ameren UE

My first complaint to Ameren UE was in February 2008 for what I believe to be "excessive heating bills." Several weeks later Ameren UE responded saying "they had checked the gas meter at 532 West End Place Moberly, MO. 65270, the gas meter was working properly and the bills you are receiving are correct." I continue to disagree and believe the meter *was not working properly* and the readings were "excessive."

Eleven months later (January 2009) something occurred that I believe we should take a look at and remember for later reference. The heating bill for January 2009 magically fell to a range that I believe to be the *correct range*. Another thing happened in January 2009. I believe the Grant and Energy Assistance paid the heating bills through July 2009 as the bills for the time period of January 2009 through July 2009 were all stamped "DO NOT PAY" (see copies of attached). Then I received a bill for service from 07/30/09 to 08/30/09 (copy attached), and then I received two bills for service from 09/29/09 to 10/28/09 (first one was for \$74.19, the second one was marked "this is a Corrected Bill" for \$1,122.43—copies of both are attached). Next comes the bill for service from 10/28/09 to 11/30/09 for \$1023.45 (copy attached).

Ameren UE told me they had discovered the gas meter had not been working properly from January 2009 (I had told you to remember January 2009 earlier) through October 2009. Ameren UE told me more than once they didn't discover the gas meter was malfunctioning until October 2009 and so they replaced the gas meter in October 2009. I called Ameren UE twice to see when they changed the gas meter and they lied to me both times and said "October 2009." The truth is they changed the gas meter in January 2009, the same month the gas bill magically started to fall into normal range and also when the Grant and Energy Assistance started. I have photos that prove the gas meter was changed in January 2009 instead of October 2009 (copies attached).

Something stinks to high heaven. This is misused power and gross business practice which I am not going to stand for.

Respectfully,  
  
John W. Holley