

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

Name: Roy W. BRANT II
Complainant

vs.

Company Name: Ameren UE
Respondent

Case No.

FILED⁴

SEP 30 2004

Missouri Public
Service Commission

COMPLAINT

Complainant-resides at 215. CHERRY ST.
(address of complainant)
KEISO, MO. 63758

1. Respondent, AMEREN UE
(company name)
of CAPE GIRARDEAU, MO
(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:

AUGUST 26.04 - RECEIVED LETTER FROM AMEREN UE INFORMING ME THAT MY GAS METER HAD BEEN BROKEN SOMETIME BETWEEN 12.15.03 TO 12.30.03 AND WAS NOT REGISTERING USAGE UP TO 07.20.04 LETTER ALSO SAID I NOW OWE THEM FOR GAS USED DURING THIS TIME SPAN. MADE CONTACT WITH AMEREN UE AS TO WHY THIS WENT UNDETECTED FOR 8 MONTHS AND WHY IT WAS MY RESPONSIBILITY TO COVER UE'S BILLING DEPT. NEGLIGENCE IN NOT NOTICING THE FAILURE OF SAID METER TO REGISTER USAGE. NO SUPERVISOR WAS AVAILABLE.
AUGUST 27.04 - MADE CONTACT AGAIN AND GOT TO TALK WITH SUPERVISOR OVER BILLING (PICK). WAS REPEATEDLY TOLD THAT THIS WAS NOT MY FAULT BUT OTHER THAN A 25% DISCOUNT, THE BILL STILL STANDS. WAS GIVEN NUMBER TO THE

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

MISSOURI PUBLIC SERVICE COMMISSION. SPOKE BRIEFLY WITH PAM. OFFERED DETAILS BUT SHE SAID IT WAS NOT NEEDED.

SEPTEMBER 07.04 RECEIVED LETTER FROM MPSC. SAYING BASICALLY THE SAME THING AMEREN HAD SAID. MADE CONTACT WITH MARILYN JOERHOFF TO SEE WHY INVESTIGATORS NEVER MADE CONTACT WITH ME TO ASK QUESTIONS. ALTHOUGH VERY POLITE, I THOUGHT SHE WAS REPRESENTING AMEREN USE INSTEAD OF BEING UNBIASED AND OBJECTIVE AS I WAS EXPECTING.

EXPLAINED TO HER JUST AS I HAD TO AMEREN, THAT I KNOW NOTHING ABOUT GAS METERS TO DO MY OWN PREVENTIVE MAINTENANCE OR I WOULD HAVE. AMEREN HAD ALSO SENT A \$700.00 REFUND CHECK TO US FOR BUDGET BILLING OVERPAYMENT. ASKED BILLING DEPT. ABOUT THIS BUT, ALTHOUGH ODD IN THEIR WORDS, STILL NO RED FLAG!

WHEREFORE, Complainant now requests the following relief:

I KNOW NOTHING OF UTILITY WORKS OR GAS METERS. WE WERE ON BUDGET BILLING DURING DATES IN QUESTION SO OUR BILL WAS THE SAME EVERY MONTH. PERSON OR PERSONS WHO'S JOB IT IS TO MONITOR GAS USAGE, AND BILL ACCORDINGLY, SHOULD BE HELD RESPONSIBLE FOR MISTAKES THEY MADE. I WOULD LIKE THIS \$719.79 ERROR REMOVED FROM MY BILL.

THANK YOU -

09.27.04

Date

Ray A. Brand

Signature of Complainant

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