

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

**Levieta Jo Brown**

**Complainants,**

**vs.**

**AmerenUE**

**Respondent.**

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**Case No. GC-2003-0275**

**UNION ELECTRIC COMPANY, d/b/a AMERENUE'S  
RESPONSE TO COMPLAINT**

Comes now Union Electric Company, d/b/a AmerenUE, ("Respondent"), by and through its attorney, and in response to the Complaint filed by Levieta Jo Brown with the Missouri Public Service Commission ("Commission"), states as follows:

On or about February 5, 2003, Complainant initiated a formal Complaint with the Commission regarding a gas leak at her residence in Mexico, Missouri. Complainant seeks a credit and/or reimbursement of "at least" fifty (50%) percent of [her] gas usage during the period in which the leak purportedly occurred based upon "Ameren's neglect and lack of concern for [her] safety".

2. Ms. Brown reported gas leaks at her residence on November 1, 4, 14 and 25, 2002. On each occasion the Company responded to her Complaint. The Company believes that the leaks in question were located on the customer's portion of the gas line. Nevertheless, in an effort to accommodate Ms. Brown, each time she reported a gas leak, a serviceman answered the call and attempted to repair the leak which allowed the gas to remain on and saved her the expense of hiring a plumber to make the repairs.

3. In addition, on November 14, 2002 and in response to continued complaints from Ms. Brown, the Company replaced the Brown's gas meter.

4. On November 25, 2002, Ms. Brown again called reporting a gas leak and demanding that AmerenUE repair the leak. The Company's serviceman locked off her gas and advised her that a plumber would have to be contacted to repair the pipe. When Ms. Brown refused to call a plumber, the Company hired a plumber, at Ameren's expense, to make the necessary repairs so as to alleviate any safety concerns. In an effort to amicably resolve this matter, AmerenUE deducted \$20.00 from the Brown's account.

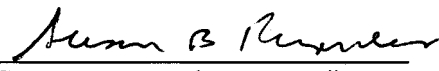
5. In addressing Ms. Brown's Complaint, the Company believes it fully complied with all applicable tariffs, Commission rules and regulations. The Company further believes that its actions as described herein were appropriate and that Ms. Brown's Complaint is without merit.

WHEREFORE, for the reasons set forth above, AmerenUE respectfully requests that the Commission dismiss this Complaint.

Dated: March 14, 2003

Respectfully submitted,

Union Electric Company, d/b/a AmerenUE

By:   
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