

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED
April 9, 2008
Data Center
Missouri Public
Service Commission

Name: PETER B. HOWARD
Complainant

vs.

Case No.

Company Name: AMEREN UE
Respondent

COMPLAINT

Complainant resides at 4453 ATHLONE
(address of complainant)

ST. LOUIS, MISSOURI, 63115

1. Respondent, AMEREN UE, P. O. Box 66529,
(company name)
of ST. LOUIS, MO 63166-6529, is a public utility under the
(location of company)

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

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

Enclosed, you will find the original letter (Exhibit A) sent to me by Ameren UE on February 6th 2008. In this letter, the company alleges that the meter transmitting device at 411 Mattitt effectively stopped transmitting correct readings shortly after January 25th, 2007. Subsequently, according to the company's response to your inquiries, the relevant period of nontransmittal became July 23rd, 2006 or August 23rd 2006. This aforementioned information, seems to outright "impeach" the credibility of the company's previous statements.

Concerning the relevant period of time, the nontransmittals began to occur. Additionally, the structure is uninhabited, with the exception of two canines who are primarily outdoor dwellers and do not consume much electricity.

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

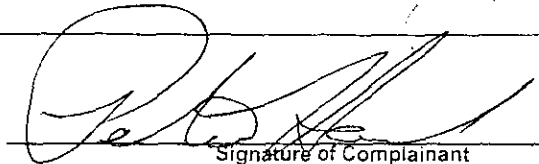
MADE REPEATED REQUESTS FOR THE BILLING (MONTHLY) STATEMENTS OVER THE PAST SIX (6) YEARS REGARDING THE RESIDENCE AT 4111 MAFFITT, ST. LOUIS, MISSOURI, 63113. SUCH REQUESTS HAVE GONE UNHEEDED. ADDITIONALLY, COMPLAINANT HAS CONTACTED THE COMPANY NUMEROUS TIMES BUT HAS BEEN PUT ON HOLD OR DISCONNECTED THROUGH NO FAULT OF HIS OWN. I HAVE ATTEMPTED TO EXPLAIN TO THE COMPANY THAT ABSENT ELECTRICAL THEFT BY THE NEIGHBORS, OR MAJOR APPLIANCE USAGE, THERE IS NO JUSTIFICATION FOR SENDING INFLATED BILLS TO THIS RESIDENCE. FURTHERMORE, I BELIEVE THIS TO BE A LEGIBLE ATTEMPT BY THE COMPANY TO APPORTION UNFORESEEN EXPENSES (TUM SUNK SETTLEMENTS, COST OF BURYING LINES AND TRIMMING TREE BRANCHES FROM LINES) ONTO THE UNWARY CONSUMERS.

WHEREFORE, Complainant now requests the following relief:

THAT THE ELECTRIC USAGE BE DOWNWARDLY ADJUSTED TO REFLECT ACTUAL USAGE OF AN UNOCCUPIED RESIDENCE, and for such other. This Agency seems PROPER AND JUST UNDER THE CIRCUMSTANCES, including ordering the newly installed Jack rabbit meter removed immediately.

03-31-2008

Date



Signature of Complainant

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

Peter Howard
4111 Maffitt
Saint Louis, MO 63113

43871-07125

Average monthly usage for the
past 6 years.

Actual			Corrected		
Reading Date	kwhs Used	Bill Amount	Reading Date	kwhs Used	Bill Amount
7/21/2005	265	\$28.65	7/25/2007	1,584	\$138.08
8/21/2005	264	\$28.56	8/23/2007	1,530	\$133.78
9/20/2005	271	\$29.11	9/24/2007	1,689	\$146.90
10/19/2005	273	\$22.97	10/23/2007	1,530	\$82.17
11/20/2005	879	\$54.81	11/23/2007	1,636	\$86.34
12/20/2005	2,335	\$110.32	12/26/2007	1,741	\$90.48
1/23/2006	2,252	\$107.16	1/28/2008	1,742	\$90.52
2/21/2006	2,139	\$102.85	2/23/2007	1,530	\$79.64
3/22/2006	1,675	\$85.17	3/26/2007	1,636	\$83.68
4/20/2006	994	\$59.20	4/25/2007	1,583	\$81.66
5/21/2006	545	\$38.32	5/24/2007	1,531	\$79.67
6/20/2006	359	\$36.13	6/25/2007	1,688	\$145.16
Total:	12,251	\$703.25	Total:	19,420	\$1,238.08

These amounts reflect a doubling or tripling of previous monthly bills not paid (delinquent). I have never received (and rightly so) a monthly bill over Fifty Dollars (\$50.00).

Exhibit A

February 6, 2008

PETER B HOWARD
4111 MAFFITT AVE
SAINT LOUIS, MO 63113



Account Number: 43871-07125

Dear Customer:

Enclosed is a corrected bill covering service from 1/25/07 to 1/28/08. This bill includes an adjustment made to your previously billed usage.

Our records indicate that shortly after 1/25/07 the device that transmits readings from your meter stopped transmitting correct readings. Service personnel recently obtained an accurate manual reading from the meter. The enclosed bill includes an adjustment using the manual reading to correct previous bills as well as current charges.

Your meter will be changed in the near future. No action is required on your part.

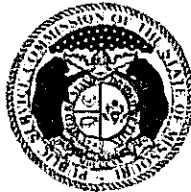
Our intention is always to provide you with dependable service and accurate billing. Should you have any additional questions about your account, or if you would like to make arrangements on the balance due, please do not hesitate to contact us at the AmerenUE hour Customer Contact Center 1-877-726-3736 from 8:00 a.m. to 6:00 p.m. Monday through Friday.

Sincerely,

A handwritten signature in black ink, appearing to be "K. Smith", written over a horizontal line.

Customer Service Center

Exhibit
B



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

TERRY JARRETT

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

WESS A. HENDERSON
Executive Director

DANA K. JOYCE
Director, Administration

ROBERT SCHALLENBERG
Director, Utility Services

NATELLE DIETRICH
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

February 19, 2008

Mr. Peter Howard
4111 Maffitt
St. Louis, MO 63113

Dear Mr. Howard:

This letter is a follow up to the complaint you filed February 13, 2008, regarding the adjusted bill you received from AmerenUE (Ameren). After my initial review of your complaint matter, I contacted the company to obtain additional information. Following is a summary of my review of the issues involved in your complaint.

According to Ameren's response, the Automated Meter Reading (AMR) device on your meter stopped working sometime between July 23, 2006 and August 23, 2006. The meter continued to register your usage, but the readings failed to transmit properly; since readings were not received, bills were issued based on estimated readings. The last good reading Ameren received was 76913 on July 23, 2006.

On August 23, 2006 an Ameren technician attempted to retrieve a reading but was unable to do so, because the gate was locked and there was a dog in the yard.

Ameren mailed letters requesting you to contact them to schedule a meter change on October 23, 2006, January 12, 2007, July 16, 2007, October 12, 2007, November 9, 2007, and December 14, 2007.

Ameren attempted to change the meter on October 23, 2006, July 5, 2007, September 13, 2007, October 11, 2007 and December 5, 2007, but was not able to do so because of the locked gate and the dog in the yard.

On January 28, 2008, Ameren mailed a letter to you informing you that your service would be disconnected if you did not contact Ameren and schedule a meter change.

Mr. Peter Howard
February 19, 2008
Page 2

On January 29, 2008, Ameren mailed you an estimated bill for \$12.35; this bill reflected a reading of 78849 on January 28, 2008. Ameren states you contacted them on January 29, 2008 and scheduled a meter changed for February 1, 2008. The meter was changed on February 1, 2008. When the meter was changed, a reading of 97252 was obtained (a difference of 18,403 kwh from the previous reading of 78849). This reading indicates the previous estimates were too low.

On February 11, 2008, a corrected bill for \$1,075.30 was mailed. This bill reflected charges of \$1,238.08 for service from January 28, 2007 to January 28, 2008; and a credit of \$162.78. The credit of \$162.78 is for payments received from January 28, 2007 to January 8, 2008 (the bill for \$12.35 that was mailed on January 29, 2008 had not been paid yet).

Ameren compared the adjustment to the most recent twelve (12) months of actual bills and found a difference of \$534.83. Ameren has agreed to credit your account \$534.83; even though you repeatedly ignored their requests to change the meter.

I have enclosed a copy of the Commission's rule and Ameren's approved tariff relating to billing adjustments for your review.

This concludes our investigation of your informal complaint. Receipt of this letter serves as your notice of closure into this matter. If you are dissatisfied with the resolution, it is our responsibility to advise you that under Commission rule 4 CSR 240-13.070 (4), you may file a formal complaint.

For your convenience, please contact us within 31 days from the date of this letter to request a formal complaint packet. The formal complaint process is a quasi-judicial process similar to a civil court hearing, whereby all parties are responsible for presenting their facts to the Commission.

I hope that I have been able to address your concerns. Thank you for contacting our office regarding this matter. If I can assist you further in any way, please do not hesitate to contact me at 1-800-392-4211.

Sincerely,



Pam Craig
Consumer Specialist II
Missouri Public Service Commission

Enclosure

PETER B. HOWARD
4453 ATHLONE
ST. LOUIS, MO 63115

MISSOURI PUBLIC SERVICE
COMMISSION
P.O. BOX 360
JEFFERSON CITY, MO 65102

