

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED²

MAR 02 2009

Name: SHIRLEY HENRY
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: AMERENUE
Respondent

COMPLAINT

Complainant resides at 5940 Baydy Peaks Rd. # 921
(address of complainant)

OSAGE BEACH, MO 65065

1. Respondent, AMERENUE
(company name)

of P.O. Box 66529, St. Louis, MO 63166, 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:

on the daily meter reading report provided by the Public Service Commission
The kilowatts shown used during periods the property was unoccupied
is substantially higher in comparison to kilowatts shown used
during periods the property was actually occupied. For example, the
property was occupied from 4:30 p.m. Thursday, October 30, 2008 to 11:00
a.m. Sunday Nov 3, 2008. Amerenue's meter reading report shows a total
of 111 kilowatts used for the 3 day period the property was actually
occupied (Exhibit-1). The property had not been occupied from 11/4/08
thru 1/21/09, however, Amerenue meter reading report shows that on
just one (1) day (12/18/08), the meter reading shows 178 kilowatts used,
although the property was unoccupied on that particular day; and had
not been occupied for over a month prior to that date (Exhibit-1)
THE history of kilowatt usage as shown by UE's daily meter
reading report is inconsistent in regards to usage and non-usage
of service (Exhibit-2)

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

FEBRUARY 16, 2007 - Letter to Public Service Commission (Exhibit 3)
DECEMBER 29, 2008 - Letter to Public Service Commission (Exhibit 4)
JANUARY 13, 2009 - Letter to KNOX CONDO ASSOCIATION (Exhibit 5)
FEBRUARY 7, 2009 - Letter to AMERENUE (Exhibit 6)

WHEREFORE, Complainant now requests the following relief:

According to the Public Service Commission, AMERENUE cannot determine why there is an increase in Kilowatts used during periods the property is not occupied. Request the following relief:

- 1) Written explanation + Justification for any increase in Kilowatts used during periods the property is NOT OCCUPIED
- 2) FUTURE CHARGES to be based on Actual Kilowatt hours used.
- 3) ADJUSTMENT TO PREVIOUS OVER-CHARGES

2/25/09
Date

Shirley Nennig
Signature of Complainant

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



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

ROBERT M. CLAYTON III

TERRY JARRETT

KEVIN GUNN

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 and
Regulatory Policy

ROBERT SCHALLENBERG
Director, Utility Services

NATELLE DIETRICH
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

January 5, 2009

Ms. Shirley Henry
5 Mill Race Court
St. Peters, MO 63376

Dear Ms. Henry:

This letter is a follow up to the telephone message left for you today, advising that AmerenUE (UE) previously tested the meter and found it to be operating at 99.72% on a light load and at 99.86% on a full load. I have included the daily meter readings, which indicates that the usage increased substantially from December 15, 2008 to December 22, 2008. Unfortunately, UE is unable to determine how and why the service was used; only the amount used and the date used. Therefore, it may be beneficial to you to contact the condo management company.

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.

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

Sincerely,

Consumer Services Specialist II
Missouri Public Service Commission

Enclosures: Tariff Sheet No. 28
Tariff Sheet No. 165

Shirley Henry
5 Mill Race Ct
St. Peters, MO 63376

January 13, 2009

Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

In Response to the attached letter. Pursuant to Commission rule 4 CSR 240-13.070, I am requesting a formal complaint packet.

Sincerely,

A handwritten signature in black ink, appearing to read 'Shirley Henry', with a long horizontal flourish extending to the right.

Shirley Henry

Roy Henry
Knolls Condo Unit 921
Osage Beach, MO 65065

85597-08146

Exhibit - 1

Reading Date	kwhs Used	Reading
10/15/2008	4	52231
10/16/2008	4	52235
10/17/2008	3	52238
10/18/2008	4	52242
10/19/2008	3	52245
10/20/2008	4	52249
10/21/2008	4	52253
10/22/2008	3	52256
10/23/2008	4	52260
10/24/2008	4	52264
10/25/2008	3	52267
10/26/2008	3	52270
10/27/2008	4	52274
10/28/2008	3	52277
10/29/2008	3	52280
10/30/2008	42	52322
10/31/2008	62	52384
11/1/2008	35	52419
11/2/2008	20	52439
11/3/2008	5	52444
11/4/2008	4	52448
11/5/2008	5	52453
11/6/2008	4	52457
11/7/2008	4	52461
11/8/2008	4	52465
11/9/2008	3	52468
11/10/2008	4	52472
11/11/2008	4	52476
11/12/2008	4	52480
11/13/2008	4	52484
Total:	257	

Reading Date	kwhs Used	Reading
11/14/2008	5	52489
11/15/2008	15	52504
11/16/2008	16	52520
11/17/2008	8	52528
11/18/2008	21	52549
11/19/2008	14	52563
11/20/2008	21	52584
11/21/2008	37	52621
11/22/2008	24	52645
11/23/2008	15	52660
11/24/2008	6	52666
11/25/2008	8	52674
11/26/2008	11	52685
11/27/2008	7	52692
11/28/2008	4	52696
11/29/2008	6	52702
11/30/2008	16	52718
12/1/2008	32	52750
12/2/2008	17	52767
12/3/2008	21	52788
12/4/2008	32	52820
12/5/2008	31	52851
12/6/2008	21	52872
12/7/2008	27	52899
12/8/2008	11	52910
12/9/2008	16	52926
12/10/2008	34	52960
12/11/2008	21	52981
12/12/2008	12	52993
12/13/2008	8	53001
12/14/2008	7	53008
12/15/2008	71	53079
Total:	595	

Reading Date	kwhs Used	Reading
12/16/2008	70	53149
12/17/2008	139	53288
12/18/2008	178	53466
12/19/2008	14	53480
12/20/2008	42	53522
12/21/2008	69	53591
12/22/2008	43	53634
12/23/2008	10	53644
12/24/2008	4	53648
12/25/2008	9	53657
12/26/2008	4	53661
12/27/2008	4	53665
12/28/2008	4	53669
12/29/2008	4	53673

Exhibit - 2

Roy Henry
Knolls Condos Unit 921
Osage Beach, MO 65065

85597-08146

Reading Date	kWh Used	Total kWh
12/14/2006	3	42437
12/15/2006	3	42440
12/16/2006	3	42443
12/17/2006	3	42446
12/18/2006	2	42448
12/19/2006	11	42459
12/20/2006	13	42472
12/21/2006	5	42477
12/22/2006	5	42482
12/23/2006	8	42490
12/24/2006	14	42504
12/25/2006	24	42528
12/26/2006	20	42548
12/27/2006	11	42559
12/28/2006	3	42562
12/29/2006	3	42565
12/30/2006	3	42568
12/31/2006	3	42571
1/1/2007	3	42574
1/2/2007	3	42577
1/3/2007	2	42579
1/4/2007	3	42582
1/5/2007	3	42585
1/6/2007	3	42588
1/7/2007	3	42591
1/8/2007	6	42597
1/9/2007	11	42608
1/10/2007	17	42625
1/11/2007	8	42633
1/12/2007	19	42652
1/13/2007	44	42696
1/14/2007	40	42736
1/15/2007	48	42784
1/16/2007	68	42852
Total:	418	

Reading Date	kWh Used	Total kWh
1/17/2007	57	42909
1/18/2007	38	42947
1/19/2007	28	42975
1/20/2007	45	43020
1/21/2007	36	43056
1/22/2007	40	43096
1/23/2007	29	43125
1/24/2007	31	43156
1/25/2007	21	43177
1/26/2007	17	43194
1/27/2007	12	43206
1/28/2007	55	43261
1/29/2007	34	43295
1/30/2007	56	43351
1/31/2007	73	43424
2/1/2007	48	43472
2/2/2007	54	43526
2/3/2007	60	43586
2/4/2007	50	43636
2/5/2007	59	43695
2/6/2007	26	43721
2/7/2007	47	43768
2/8/2007	50	43818
2/9/2007	55	43873
2/10/2007	43	43916
2/11/2007	33	43949
2/12/2007	32	43981
2/13/2007	45	44026
2/14/2007	58	44084
Total:	1232	

Roy & Shirley Henry
5 Mill Race Court
St. Peters, MO 63376
(636) 477-9224

February 16, 2007

Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102
ATTN: Consumer Services Department

RE: AmerenUE
Acct #: 85597-08146

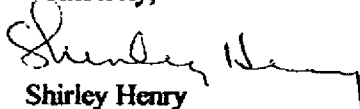
On 2/17/07, we received a bill that without a doubt is excessively inflated. The bill for the month of January (\$29.91) was inflated, but the bill received for the period 1/18-2/14, was almost doubled (\$65.54).

The problem with the inflated bills is that the property is a Condo that no one lives in and we very rarely visit the place. The last time anyone was in the Condo was last Labor Day weekend. The last time we were in the Condo we left the windows open the entire time because the weather was such that neither the air conditioning or heating was needed. Our Condo is located in a three-story complex. Our Condo is located in the middle of the other two Condos and this has proven to be financially beneficial in regards to the actual use of air condition and heat usage. By being in such a favorable location the heat has not been turned on the entire winter months.

The bills are inconsistent and I have enclosed copies for your review. The bill for the \$29.91 was excessive, but there definitely is no legitimate reason for the inflated bill we received for the \$65.54. In comparing previous bills for example, service from 10/12-11/13/06, the actual bill was \$12.40; service from 11/13-12/13/06, the actual bill was \$18.85; service from 12/13-1/16/07, the actual usage listed was \$29.91 and then we receive the bill for service from 1/16-2/14/07, for \$65.54 (Exhibit-1). I ask you to keep in mind that the heat has not been turned on and no one has visited the place since Labor Day.

The reason for the protest for the excessive bills is because the heat is not on in the property and the bills from AmerenUE for the \$65.54 is not only excessive, but also fraudulent. We do not leave any lights on and there is nothing else in the Condo that would generate that amount of usage. Since no one lives in the Condo and there has been no one in the place since September there is no justification for the excessive amount AmerenUE has billed. I am requesting an investigation and justification for the excessive bills. My position is that the bill should be reduced to reflect actual usage, not what AmerenUE thinks it should charge.

Sincerely,


Shirley Henry

Shirley Henry
5 Mill Race Court
St. Peters, MO 63376

December 29, 2008

Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

RE: AmerenUE
Acct #: 85597-08146

We received a bill from AmerenUE for services from 11/13/08 to 12/15/08 that is double the bill for services from 10/14/08 to 11/13/08, although no one has been in the condo since 10/31/08.

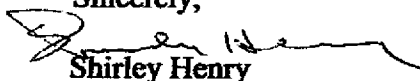
In looking at the inconsistency in billings, it appears that AmerenUE is charging us a higher rate for non-usage, or for other factors approved by the Public Service Commission that allows AmerenUE to charge higher rates that are not related to actual usage. We are very seldom in the Condo and when we do visit the Condo, the maximum time spent there is usually 3 days. When we leave the Condo we always make sure that the thermostat is set at the minimum according to the time of year. Electrical appliances are disconnected and the water heater is turned off. As previously stated, the last time we visited the Condo was on 10/31/08. At the end of the summer we visit the Condo to make sure that the thermostat is left on 68 degrees, the water heater is turned off, electrical appliances disconnected, and lower the thermostat on the refrigerator. Since there hasn't been anyone in the Condo since 10/31/08, and there was not any actual usage, why did the bill increased from \$21.00 to \$40.00.

The following are a list of previous bills. Again, why the gross inconsistency in the bill received for services from one month to the next, even though there is no living or visiting the Condo. The gross inconsistencies are not justifiable.

04/16 to 05/15/08	\$13.34
05/15 to 06/17/08	\$41.39
06/17 to 07/20/08	\$26.65
07/20 to 08/17/08	\$39.48
08/17 to 09/15/08	\$41.34
09/15 to 10/14/08	\$14.05
10/14 to 11/13/08	\$21.69
11/13 to 12/15/08	\$40.69

I am requesting an explanation for the billing inconsistencies. If I should send my request to AmerenUE, please let me know.

Sincerely,


Shirley Henry

Shirley Henry
5 Mill Race Ct.
St. Peters, MO 63376

January 13, 2009

The Knolls Resort Condominiums
5940 Baydy Peak Roads
Osage Beach, MO 65065

RE: AmerenUE
Unit 921

We have been getting electric bills from AmerenUE (UE) that were considerable higher during periods of non-usage compared to billings for periods usage had occurred. In an effort to get an explanation for the disparity I contacted the Public Service Commission (PSC). I communicated to the PSC that some of the bills we received from UE were excessive in view of the fact that we had not occupied the unit during the period our bills actually doubled and in some cases tripled. The response I received from UE was that their equipment was working properly and the meter readings were accurate and therefore the disparity in billings was justified. The PSC response was that UE is unable to determine how and why the service is being used during the time the unit is unoccupied. The PSC suggested that it may be beneficial for me to contact the condo management since the disparity in billing is not attributed to UE's equipment and meter reading.

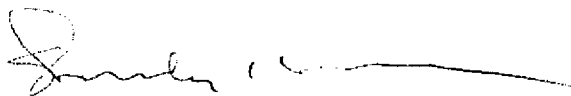
My letter is an effort to follow up on PSC's suggestions and to get some legitimate answers, if possible, to my concerns regarding the increase in charges during periods of non usage. My request for a response to the following questions is in no way suggesting that the condo management's supervision and oversight of the complex is lacking as to allow breaking and entering into unoccupied units without the management's knowledge, or that the condo management is conducting some other activities that may be the cause for the increase in billings.

I would appreciate if you would respond to the following questions.

- 1). Is the condo association aware of any unoccupied units being lived at any time during the owners absence? *NO*
- 2). Are there other activities conducted by the Condo management that would attribute to the rise in utility bills in unoccupied units during certain times of the month/year? *NO*

Your response would be greatly appreciated. Thank you in advance for your cooperation.

Sincerely,


Shirley Henry

NOTE: The response from the Condo Association is this copy of my letter with the "NO" written in. The Condo Employee who returned the letter did not initial or sign.

Exhibit- 6

Roy & Shirley Henry
5 Mill Race Court
St. Peters, MO 63376
(636) 477-9224

February 7, 2009

AmerenUE
P.O Box 66529
St. Louis, MO 63166

RE: Protest
Property: Knolls Condo Unit 921
Osage Beach, MO 65065

Acct #: 85597-08146

I am protesting payment of electric bills for the above premises. The reason for the protest is that the bills are inflated and not consistent with period of usage and non-usage.

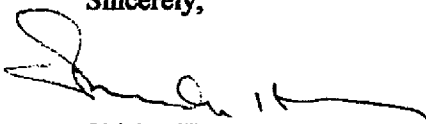
For example, We arrived at the unit on 10/30/08, at approximately 4:30 P.M. We left the unit at 11:30 A.M. on 11/2/08. The total kilowatt hours (kwhs) shown used for that 3 day period was 111. However, on 12/18/08, the kwhs shown used for one day was 178.

The letter from Public Service Commission (PSC), dated 1/5/09, forewarned that the charges for the period 12/15/2008-12/22/2008 would show a substantial increase in usage. The letter also stated that UE was unable to determine how and why the service was used; only the amount and days used. I contacted the condo management per PSC suggestions and the condo management responded "NO" to the condo management conducting activities, or activities experienced on the premises that would cause increase service usage in unoccupied units.

I realize there will be some charges for periods the condo is not occupied. However, there has to be an explanation for the substantial increase in kwhrs during periods of non-usage. The PSC made reference to multiple metered account billing. My question is, in what way does multiple metered account billing apply to me personally?

The previous response I received from UE was a message left on my voice mail stating that UE.s equipment and meter readings were accurate. I am requesting that the response to my letter, be made in writing.

Sincerely,



Shirley Henry