

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED
March 24, 2008
Data Center
Missouri Public
Service Commission

Name: KFVS, LLC)
Complainant)
vs.) Case No.
Company Name: Ameren UE)
Respondent)

COMPLAINT

Complainant resides at 310 Broadway, Cape
(address of complainant)
Girardeau, MO 36701

1. Respondent, Ameren UE
(company name)
of St. Louis, 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:

On May 23, 2007, KFVS received a bill from Ameren UE for \$19,706.62. This bill was questioned by KFVS. Ameren UE said the meter was not working properly. We have asked for proof of handling, testing, and accuracy of the meter. Nothing has been shown to support the claims by Ameren UE are accurate and justified.

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

- Multiple Phone Calls
- Letters
- Emails
- 12/6/07 Complaint to PSC

WHEREFORE, Complainant now requests the following relief:

The unreasonable and unsupported bill by Ameren UE be voided and any available remedies allowed, including attorney fees.

3-21-08

Date

Michael R. Smythe

Signature of Complainant

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



Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

TERRY JARRETT

Missouri Public Service Commission

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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 25, 2008

Mr. Michael Smythe
310 Broadway
Cape Girardeau, MO 63701

Dear Mr. Smythe:

This is in response to your request to file a formal complaint against **AmerenUE (UE)** regarding the corrected bill issued on the account. As requested via telephone today, this letter serves as notification of your right to file a formal complaint with the Commission.

Since your complaint involves disputed charges, the nonpayment of which could subject your service to discontinuance, this letter also serves as notification of the Commission rules, which state that if a formal complaint is not filed within thirty (30) days of the date of this letter, your service may become subject to discontinuance by Company.

Additionally, failure to pay the amount of a bill, which is not in dispute, is grounds for an informal or formal complaint to be dismissed and your service may also be subject to discontinuance. If you and the company cannot agree on the amount not in dispute, the company may require you to pay an amount not to exceed fifty percent (50%) of the charge in dispute or an amount based on usage during a like period under similar conditions. Unless you have already paid the amount not in dispute, as determined above, you should contact the company immediately to comply with these provisions to avoid the dismissal of your complaint and the potential discontinuance of your service.

A formal complaint must be filed in written form including an original or duplicate original and nine (9) copies addressed to **Secretary of the Missouri Public Service Commission, ATTN: Data Center, P.O. Box 360, Jefferson City MO 65102-0360**. After filing, the Commission will give the company thirty (30) days to either satisfactorily resolve the complaint or respond in writing with the company position. If the complaint is not settled and the company responds

Mr. Michael Smythe
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denying the allegations, the Commission may order the Staff to conduct an investigation and may schedule a hearing.

The Commission is a regulatory body to make sure that the company is not in violation of the State Code of Regulations or the Company's approved tariffs.

The hearing is very similar to a trial in a court of law. At the time of the hearing, state law requires that you present evidence, which will substantiate your claim against the company. The company also will be given the opportunity to present evidence discounting your claims. All parties, including the Commission's Staff, will have the opportunity to cross-examine the other party's witnesses. Further, any person as defined in 4 CSR 240-2.010(11), other than an individual must be represented by an attorney.

Please note further filing requirements in the enclosed Chapter 2 - Rules of Practice and Procedure.

Sincerely,

Michelle Bocklage

Michelle Bocklage
Consumer Services Specialist

cc: AmerenUE

Enclosures: Chapter 2 – Rules of Practice and Procedure and Formal Complaint Form