

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

Sharon Greene,

Complainant,

v.

AmerenUE,

Respondent.

Case No. EC-2002-1035

NOTICE OF COMPLAINT

Legal Department
Union Electric Company, d/b/a AmerenUE
1901 Chouteau Avenue
Post Office Box 66149, MC 07
St. Louis, Missouri 63166-6149
CERTIFIED MAIL

On April 19, 2002, Sharon Greene filed a complaint with the Missouri Public Service Commission against Union Electric Company, doing business as AmerenUE, a copy of which is enclosed. Pursuant to 4 CSR 240-2.070, Respondent AmerenUE shall have **30 days** from the date of this notice to file an answer or to file notice that the complaint has been satisfied.

In the alternative, the Respondent may file a written request that the complaint be referred to a neutral third-party mediator for **voluntary mediation** of the complaint. Upon receipt of a request for mediation, the 30-day time period shall be tolled while the Commission ascertains whether or not the Complainant is also willing to submit to voluntary mediation. If the Complainant agrees to mediation, the time period within which an answer shall be due shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed.

If the Complainant declines the opportunity to seek mediation, the Respondent will be notified in writing that the tolling has ceased and will also be notified of the date by which an answer or notice of satisfaction must be filed. That period will usually be the remainder of the original 30-day period.

All pleadings (the answer, the notice of satisfaction of complaint or request for mediation) shall be mailed to:

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360

A copy shall be served upon the Complainant at the Complainant's address as listed within the enclosed complaint. A copy of this notice has been mailed to the Complainant.

BY THE COMMISSION



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

(S E A L)

Dated at Jefferson City, Missouri,
on this 25th day of April, 2002.

Copy to: Sharon Greene
2805 Annapolis
St. Louis, Missouri 63114

Thompson, Deputy Chief Regulatory Law Judge



Commissioners

KELVIN L. SIMMONS
Chair

SHEILA LUMPE

CONNIE MURRAY

STEVE GAW

BRYAN FORBIS

Missouri Public Service Commission

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

ROBERT J. QUINN, JR.
Executive Director

WESS A. HENDERSON
Director, Utility Operations

ROBERT SCHALLENBERG
Director, Utility Services

DONNA M. PRENGER
Director, Administration

DALE HARDY ROBERTS
Secretary/Chief Regulatory Law Judge

DANA K. JOYCE
General Counsel

Information Sheet Regarding Mediation of Commission Formal Complaint Cases

Mediation is a process whereby the parties themselves work to resolve their dispute with the aid of a neutral third-party mediator. This process is sometimes referred to as "facilitated negotiation." The mediator's role is advisory and although the mediator may offer suggestions, the mediator has no authority to impose a solution nor will the mediator determine who "wins." Instead, the mediator simply works with both parties to facilitate communications and to attempt to enable the parties to reach an agreement which is mutually agreeable to both the complainant and the respondent.

The mediation process is explicitly a problem-solving one in which neither the parties nor the mediator are bound by the usual constraints such as the rules of evidence or the other formal procedures required in hearings before the Missouri Public Service Commission. Although many private mediators charge as much as \$250 per hour, the University of Missouri-Columbia School of Law has agreed to provide this service to parties who have formal complaints pending before the Public Service Commission at no charge. Not only is the service provided free of charge, but mediation is also less expensive than the formal complaint process because the assistance of an attorney is not necessary for mediation. In fact, the parties are encouraged not to bring an attorney to the mediation meeting.

The formal complaint process before the Commission invariably results in a determination by which there is a "winner" and a "loser" although the value of winning may well be offset by the cost of attorneys fees and the delays of protracted litigation. Mediation is not only a much quicker process but it also offers the unique opportunity for informal, direct communication between the two parties to the complaint and mediation is far more likely to result in a settlement which, because it was mutually agreed to, pleases both parties. This is traditionally referred to as "win-win" agreement.

The traditional mediator's role is to (1) help the participants understand the mediation process, (2) facilitate their ability to speak directly to each other, (3) maintain order, (4) clarify misunderstandings, (5) assist in identifying issues, (6) diffuse unrealistic expectations, (7) assist in translating one participant's perspective or proposal into a form that is more understandable and acceptable to the other participant, (8) assist the participants with the actual negotiation process, (9) occasionally a mediator may propose a possible solution, and (10) on rare occasions a mediator may encourage a participant to accept a particular solution. The mediator will not possess any specialized knowledge of the utility industry or of utility law.

In order for the Commission to refer a complaint case to mediation, the parties must both agree to mediate their conflict in good faith. The party filing the complaint must agree to appear and to make a good faith effort to mediate and the utility company against which the complaint has been filed must send a representative who has full authority to settle the complaint case. The essence of mediation stems from the fact that the participants are both genuinely interested in resolving the complaint.

Because mediation thrives in an atmosphere of free and open discussion, all settlement offers and other information which is revealed during mediation is shielded against subsequent disclosure in front of the Missouri Public Service Commission and is considered to be privileged information. The only information which must be disclosed to the Public Service Commission is (a) whether the case has been settled and (b) whether, irrespective of the outcome, the mediation effort was considered to be a worthwhile endeavor. The Commission will not ask what took place during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the complainant in order for the Commission to dismiss the formal complaint case.

If the dispute is not resolved through the mediation process, neither party will be prejudiced for having taken part in the mediation and, at that point, the formal complaint case will simply resume its normal course.



Dale Hardy Roberts
Secretary of the Commission

Date: April 25, 2002

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED³

APR 19 2002

Name: SHARON GREENE
Complainant

Missouri Public
Service Commission

vs.

Case No. EC-2002-1035

Company Name: AMEREN U.E
Respondent

COMPLAINT

Complainant resides at 2805 ANNAPOLIS, ST. LOUIS MO 63114
(address of complainant)

1. Respondent, AMEREN U.E
(company name)

of 1901 CHOTEAU ST. LOUIS MO 63103
(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:

My account number is 4736 030 0500 95. IN FEBRUARY OF 2001, A DEPOSIT OF \$986.00 WAS APPLIED TO MY ACCOUNT. FROM FEBRUARY 2001 THROUGH AUGUST OF 2001, THE AMOUNT FOR ACTUAL USAGE, OVERLAND TAX AND BUDGET ADJUSTMENTS WERE DEDUCTED FROM THE \$986.00, LEAVING A BALANCE OF \$173.46 FOR JULY THROUGH AUGUST DUE ON 8/29/01. I REQUESTED TO BE REMOVED FROM BUDGET BILLING. FROM AUGUST OF 2001 UNTIL PRESENT I HAVE PAID THE MONTHLY CHARGE OF ACTUAL USAGE + OVERLAND TAX AND ANY LATE CHARGES ASSOCIATED WITH THE ACCOUNT. (AUGUST BILL \$173.46) PAID IN FULL, (SEPTEMBER BILL WAS ESTIMATED \$189.04) NEGLECTED TO PAY TAX OF \$12.07 AND LATE CHARGE OF \$2.60. (OCTOBER BILL WAS \$182.71) PAID IN FULL, (NOVEMBER BILL \$151.02) PAID IN FULL PLUS \$12.07 AND \$2.60 FROM SEPTEMBER BILL. TOTAL PAID IN NOVEMBER \$165.67. (JANUARY'S BILL WAS \$228.73) (DECEMBER 2001 BILL WAS \$210.74) (FEBRUARY BILL WAS \$274.69) ALL THESE BILLS WERE PAID IN FULL. HOWEVER, AMEREN NEGLECTED TO APPLY \$138.73 OF THE \$228.73 PAID IN JANUARY. AMEREN HIKEATENS DISCONNECTION AND LIGHTS CONTINUOUSLY GO OUT. (SEE ATTACHMENTS)

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

I HAVE SPOKEN WITH COMPANY REPRESENTATIVES ON SEVERAL OCCASIONS TO NO AVAIL. I HAVE WRITTEN THE COMPANY AND SUPPLIED THEM WITH COPIES OF THE ATTACHED DOCUMENTATION WHICH I AM SUPPLYING YOU. (BILLS FROM FEBRUARY 2001 - MARCH 2002 WITH ACCOMPANYING PAYMENT RECEIPTS FOR AUGUST 2001 - MARCH 2002.)

WHEREFORE, Complainant now requests the following relief:

\$4963.88 PUNITIVE PAYMENT WHICH WILL PAY FOR APPLIANCES WHICH WERE SHORT CIRCUITED AS A RESULT OF THE CONSTANT POWER SURGES WHICH CONSISTENTLY PERSISTED AFTER REPORTING UTILITY PROBLEM TO THE COMMISSION. CORRECT MONTHLY STATEMENT BY REMOVING EXCESS AMOUNT OF \$981.94 FROM MY BILL. REMOVE MY ACCOUNT FROM BUDGET BILLING. STOP HARASSING DISCONNECTION NOTICES AND DESIST THE POWER OUTAGES CAUSED BY AMECENUE

4-16-02
Date


Signature of Complainant

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

OVERLAND TAX 18.38
BUDGET ADJUSTMENT -140.00
DEPOSIT APPLIED -986.00

CREDIT BALANCE -820.00

24 0

B 07-95

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

Service at: 2805 ANNAPOLIS
Service from 02/15 to 03/19/01 Days 32
Your Last Payment 03/09/01 \$166.00
Acct. No. 4736 030 0500 95 Bill Date 03/21/2001

Your bill includes a refund of your deposit plus interest.
Budget balance behind \$288.07 after paying this bill.

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529
PRES RDG PREV RDG USE READING RATE AMOUNT
65878 61691 4187 ACTUAL RES 01 184.26
OVERLAND TAX 11.76
BUDGET ADJUSTMENT -30.02
PRIOR BALANCE -820.00

CREDIT BALANCE -654.00

01N-00404

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

24 0

B 07-95

Service at: 2805 ANNAPOLIS
Service from 03/19 to 04/17/01 Days 29
Your Last Payment 03/09/01 \$166.00
Acct. No. 4736 030 0500 95 Bill Date 04/19/2001

Budget balance behind \$318.09 after paying this bill.

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529
PRES RDG PREV RDG USE READING RATE AMOUNT
69529 65878 3651 ACTUAL RES 01 163.40
REVENUE SHARING CREDIT -38.11
OVERLAND TAX 8.00
BUDGET ADJUSTMENT 43.17
PRIOR BALANCE -654.00

CREDIT BALANCE -477.54

01N-00404

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

24 0

B 07-95

Service at: 2805 ANNAPOLIS
Service from 04/17 to 05/16/01 Days 29
Your Last Payment 03/09/01 \$166.00
Acct. No. 4736 030 0500 95 Bill Date 05/18/2001

Your bill includes a credit resulting from the Missouri sharing plan.
Budget balance behind \$274.92 after paying this bill.
Your budget amount has been changed to avoid a large 12th month adjustment. Your new budget amount is \$217.00.

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529
PRES RDG PREV RDG USE READING RATE AMOUNT
73300 69529 3771 ACTUAL RES 01 313.83
OVERLAND TAX 20.03
BUDGET ADJUSTMENT -116.86
PRIOR BALANCE -477.54

CREDIT BALANCE -260.54

01N-00357

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

24 0

B 07-95

Service at: 2805 ANNAPOLIS
Service from 05/16 to 06/17/01 Days 32
Your Last Payment 03/09/01 \$166.00
Acct. No. 4736 030 0500 95 Bill Date 06/19/2001

Budget balance behind \$391.78 after paying this bill.

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529
PRES RDG PREV RDG USE READING RATE AMOUNT
77299 73300 3999 ACTUAL RES 01 332.37
OVERLAND TAX 21.22
BUDGET ADJUSTMENT -136.59
PRIOR BALANCE -260.54

CREDIT BALANCE -43.54

01N-00306

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

24 0

B 07-95

Service at: 2805 ANNAPOLIS
Service from 06/17 to 07/15/01 Days 28
Your Last Payment 03/09/01 \$166.00
Acct. No. 4736 030 0500 95 Bill Date 07/19/2001

Budget balance behind \$528.37 after paying this bill.

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
81868	77299	4569	ACTUAL	RES 01	378.71
OVERLAND TAX					24.17
BUDGET ADJUSTMENT					-185.88
PRIOR BALANCE					-43.54
AMOUNT DUE ON 08/29					173.46

998-25488
AUTO 5-DIGIT

H

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

B

Service at: 2805 ANNAPOLIS
Service from 07/15 to 08/15/01 Days 31
Your Last Payment 03/09/01 \$166.00
Acct No. 4736 030 0500 95 Bill Date 08/17/2001

Budget balance behind \$714.25 after paying this bill.

SCHNUCKS #132

TERMINAL ID: M00819
TELLER: 7
September 20, 2001 5:53 PM

AmerenUE

TRANSH 151.1 SEQ# 1564 TSH 1165

ACT# 4736030050095

AMOUNT PAID \$173.46

CASH \$173.46

RECEIPT NUMBER: 26315015111734601

If you must call for reconnection
or to complete your transaction
please have your receipt number ready.
Metropolitan St. Louis call 342-1111
Outside the Metropolitan area call
1-800-532-7583

THANK YOU
AMERICAN PAYMENT SYSTEMS

SHARON CREENE 08/01

2805 ANNAPOLIS AVE

ST. LOUIS, MO 63114-3105

112

Date: 10-17-01

\$ 189.07

Dollars

2392 0404 102201 2-2001
03 1 151 040 0206 473605 000000

01536 00000 2236 ESTIMATE RES 01	189.04
82568 81868 MTR CHG	
OVERLAND TAX	12.07
BUDGET ADJUSTMENT	128.89
LATE PAY CHARGE @ 1.5%	2.60
PRIOR BALANCE	173.46
AMOUNT DUE ON 09/28	506.06

70

99B-25522 J
AUTO 5-DIGIT

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

Service at: 2805 ANNAPOLIS
Service from 08/15 to 09/16/01 Days 32
Your Last Payment 03/09/01 \$166.00
Acct. No. 4736 030 0500 95 Bill Date 09/18/2001

Estimate to be adjusted to actual when meter is read.
Budget balance behind \$585.36 after paying this bill.
Your budget amount has been changed to avoid a large 12th month adjustment. Your new budget amount is \$330.00.

01-12-20 15:29:10 CF41713
WKS07 EAG 000003720737750
200112200177 2014 20011022
LINDA HERKENHOFF
189.04 0000000112
053932

06

AmerenUE P.O. BOX 86529 ST. LOUIS, MO 63166-6529

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
05281	01536	3745	ACTUAL	RES 01	167.06
OVERLAND TAX					10.66
BUDGET ADJUSTMENT					152.28
LATE PAY CHARGE @ 1.5%					4.99
PRIOR BALANCE					332.60

AMOUNT DUE ON 10/29

667.59

197.38
192.71 *

PAID
11-30-01

99B-24844
AUTO 5-DIGIT

T

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

B

Service at: 2805 ANNAPOLIS
Service from 09/16 to 10/15/01 Days: 29
Your Last Payment 09/20/01 \$173.46
Acct. No.: 4736 030 0500 95 Bill Date 10/17/2001

Actual meter reading corrects previous estimate.
Budget balance behind \$433.08 after paying this bill.

SCHNUCKS #272

TERMINAL ID: M00834
TELLER: 323
November 30, 2001 12:45 PM

AmerenUE

TRANS# 20.1 SEQ# 4067 TSN 1518

ACT# 4736030050095

AMOUNT PAID \$182.71

CHECK \$182.71

RECEIPT NUMBER: 33415002021827101

If you must call for reconnection
or to complete your transaction
please have your receipt number ready.
Metropolitan St. Louis call 342-1111
Outside the Metropolitan area call
1-800-552-7563

THANK YOU
AMERICAN PAYMENT SYSTEMS

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
08207	05281	2926	ACTUAL	RES 01	135.19
OVERLAND TAX					8.63
BUDGET ADJUSTMENT					186.18
LATE PAY CHARGE @ 1.5%					7.18
PRIOR BALANCE					478.55

AMOUNT DUE ON 11/28 815.73

151.00
+ 14.67 = 165.67
12.27 } SEPT.
2.00 } TAX + LATE PAY

99B-25462
AUTO 5-DIGIT

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

Service at: 2805 ANNAPOLIS
Service from 10/15 to 11/13/01 Days 29
Your Last Payment 10/22/01 \$189.04
Acct. No. 4736 030 0500 95 Bill Date 11/15/2001

If the prior balance has been paid, pay current amount only.
Failure to pay the full amount of your bill each month will
result in removal from budget billing.
Budget balance behind \$246.90 after paying this bill.

SCHNUCKS #132

TERMINAL ID: MU0819
ATTEN: 310
DECEMBER 18, 2001 3:48 PM

AmerenUE

NAME 315.1 SER# 9321 TSN 1302

ACT# 4736030050095

AMOUNT PAID \$165.67

CASH \$165.67

RECEIPT NUMBER:
35015033511656701

If you must call for reconnection
or to complete your transaction
please have your receipt number ready.
Metropolitan St. Louis call 342-1111
outside the metropolitan area call
1-800-552-7583

THANK YOU
AMERICAN PAYMENT SYSTEMS

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
12351	08207	4144	ACTUAL	RES 01	182.59
OVERLAND TAX					11.65
BUDGET ADJUSTMENT					135.76
LATE PAY CHARGE @ 1.5%					9.50
PRIOR BALANCE					633.02

AMOUNT DUE ON 12/31

972.52

210.74

99B-24928 Z
AUTO 5-DIGIT

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2858

Service at: 2805 ANNAPOLIS

Service from 11/13 to 12/13/01 Days 30

Your Last Payment 11/30/01 \$182.71

Acct. No. 4736 030 0500 95 Bill Date 12/17/2001

Due date and delinquent date apply to current charges only.
Failure to pay the full amount of your bill each month will
result in removal from budget billing.
Budget balance behind \$111.14 after paying this bill.

SCHNUCKS #272

TERMINAL ID: M00834

TELLER: 307

January 15, 2002 1:26 PM

AmerenUE

TRANSH 28.1 SEQ# 183 TSH 1577

ACT# 4736030050095

AMOUNT PAID \$210.74

CHECK \$210.74

RECEIPT NUMBER:
01525002822107402

If you must call for reconnection
or to complete your transaction
please have your receipt number ready.
Metropolitan St. Louis call 342-1111
Outside the Metropolitan area call
1-800-552-7583

THANK YOU
AMERICAN PAYMENT SYSTEMS

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
19528	12351	7177	ACTUAL	RES 01	300.60
OVERLAND TAX					19.19
BUDGET ADJUSTMENT					111.14
LATE PAY CHARGE @ 1.5%					8.94
PRIOR BALANCE					596.11
AMOUNT DUE ON 01/31					1035.98

Paid

2-15-02 328.79

03B-00416 S
AUTO 3-DIGIT

B

Service at: 2805 ANNAPOLIS
Service from: 12/13 to 01/16/02 Days 34
Your Last Payment: 01/15/02 \$210.74
Acct. No: 4736 030 0500 95 Bill Date 01/18/2002

If the prior balance has been paid, pay current amount only.
Failure to pay the full amount of your bill each month will
result in removal from budget billing.
Your new budget amount is \$260.00.

SCHNUCKS #141

TERMINAL ID: M00833
TELLER: 2
February 15, 2002 4:14 PM

AmerenUE

TRANSH 207.1 SEGH 1896 TSH 1295

ACT# 4736030050095

AMOUNT PAID \$190.00

MONEY ORDER \$30.00

MONEY ORDER \$160.00

RECEIPT NUMBER:
04615020741900002

If you must call for reconnection
or to complete your transaction
please have your receipt number ready.
Metropolitan St. Louis call 342-1111
Outside the Metropolitan area call
1-800-552-7583

THANK YOU
AMERICAN PAYMENT SYSTEMS

SCHNUCKS #141

TERMINAL ID: M00833
TELLER: 2
February 15, 2002 4:13 PM

AmerenUE

TRANSH 206.1 SEGH 1895 TSH 1295

ACT# 4736030050095

AMOUNT PAID \$138.73

CHECK \$138.73

RECEIPT NUMBER:
04615020621387302

If you must call for reconnection
or to complete your transaction
please have your receipt number ready.
Metropolitan St. Louis call 342-1111
Outside the Metropolitan area call
1-800-552-7583

THANK YOU
AMERICAN PAYMENT SYSTEMS

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
25240	19528	5712	Actual	Res 01	243.60
Overland Tax					15.55
Budget Adjustment					.85
Late Pay Charge @ 1.5%					15.54
Prior Balance					707.25
Amount Due on 3/1					982.79

DUPLICATE BILL

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

Service at: 2805 Annapolis
Serv frn 1/16 to 2/16/02 Days 31
Your last pymt 2/15/02 \$190.00

Acct No. 4736 030 0500 95 Bill Date 2/19/02

If the prior balance has been paid, pay
current amount only. Failure to pay the
full amount of your bill each month will
result in removal from budget billing.
Budget balance ahead \$.85 after

WRONG
SHOULD BE
328.73

SCHNUCKS #210

TERMINAL ID: HQ0829
TELLER: 21
March 19, 2002 5:24 PM

AmerenUE

TRANSH 96.1 SEQ# 4169 TSH 1331

ACT# 4736030050095

AMOUNT PAID \$274.69

CHECK \$274.69

RECEIPT NUMBER:
07625009622746902

If you must call for reconnection
or to complete your transaction
please have your receipt number ready.
Metropolitan St. Louis call 342-1111
Outside the Metropolitan area call
1-800-552-7583

THANK YOU
AMERICAN PAYMENT SYSTEM

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
30456	25240	5216	ACTUAL	RES 01	224.30
OVERLAND TAX					14.32
LATE PAY CHARGE @ 1.5%					14.73
PRIOR BALANCE					981.94
AMOUNT DUE ON 04/02					1235.29

99B-25273
AUTO 5-DIGIT

F

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2858

B

Service at: 2805 ANNAPOLIS
Service from 02/16 to 03/18/02 Days 30
Your Last Payment 02/15/02 \$190.00
Acct. No. 4736 030 0500 95 Bill Date 03/20/2002

WRONG

Failure to pay the full amount of your bill each month will
result in removal from budget billing.

THIS BILL HAS NOT
BEEN PAID YET.