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

Frank and Susan Delana,	)	
	)	
Complainants,	)	
	)	
v.	)	<u>Case No. EC-2000-298</u>
	)	
Union Electric Company,	)	
d/b/a AmerenUE,	)	
	)	
Respondent.	)	

**ORDER DIRECTING STAFF INVESTIGATION**

Frank and Susan Delana (Complainants) filed a formal complaint with the Missouri Public Service Commission against Union Electric Company, doing business as AmerenUE (hereinafter referred to as AmerenUE), on October 26, 1999. The Complainants request that the bills for July and August 1999 be estimated for previous years because of Complainants' concern that their recent high electric bills were inaccurate. The Commission issued notice of the complaint on October 29, 1999.

AmerenUE filed a response on December 2, 1999. AmerenUE stated that Mr. Delana contacted AmerenUE regarding his large electric bills, and that a troubleman was sent to the Delana home to check the meter. AmerenUE stated that the meter was tested on September 3, 1999, and found to be accurate. However, the meter was changed due to insects and foreign materials under the meter glass. AmerenUE noted that service usage on the old meter averaged 173 kwhrs/day and

147 kwhrs/day on the new meter. According to AmerenUE, Mr. Delana commented that he had experienced air conditioning problems that caused the usage to drop when the air conditioner was not in use. Mr. Delana hired an electrician to check the house wiring, but the electrician found everything to be in order. On October 5, 1999, at Mr. Delana's request, an AmerenUE troubleman again checked the meter, meter base, pedestal and transformer wiring and found them to be in excellent condition. AmerenUE contends that according to its test, the meter is accurate and the bills for service are correct.

The Commission finds that there are factual issues in dispute and that the Commission's Staff should conduct an investigation and should file a memorandum setting out the results of the investigation.

**IT IS THEREFORE ORDERED:**

1. That the Staff of the Commission shall conduct an investigation of the facts alleged in the complaint and file a memorandum report of its findings no later than January 21, 2000.

2. That Union Electric Company, d/b/a AmerenUE, and Complainants may file their responses to Staff's memorandum no later than February 7, 2000.

3. That this order shall become effective on January 4, 2000.

BY THE COMMISSION

A handwritten signature in dark ink, reading "Dale Hardy Roberts". The signature is written in a cursive style with a large, stylized "D" and "R".

Dale Hardy Roberts  
Secretary/Chief Regulatory Law Judge

(S E A L)

Vicky Ruth, Regulatory Law  
Judge, by delegation of  
authority pursuant to 4 CSR  
240-2.120(1) (November 30, 1995)  
and Section 386.240, RSMo 1994.

Dated at Jefferson City, Missouri,  
on this 22nd day of December, 1999.

**R E C E I V E D**

DEC 22 1999

COMMISSION COUNSEL  
PUBLIC SERVICE COMMISSION