

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED⁴

FEB 18 2004

Name: John T. Victoria Finch
Complainant

Missouri Public
Service Commission

VS.

Case No.

Company Name: Amerenue Electric
Respondent

COMPLAINT

Complainant resides at 1027 Hughes Dr
(address of complainant)

Imperial MO 63052

1. Respondent, Amerenue Electric
(company name)

of 1901 Chouteau ST Louis MO 63103 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:

Please See all Attached Letters And
Documentation Surrounding The
Complaint Against Amerenue. Please
pay special Attention To page 3
OF Draft 3. We Feel Due to the
overwhelming Amount OF Letters, it
would Be An Impossible task To list
The Facts in An easy to understand
Format. So we ask you To please
pay special Attention To ALL
Highlighted Area's on the Letters.
They will Clear up ANY Confussion
And Clearly States our position.

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

Note: From Victoria Finch (Current Wife), I would like this noted for the record, when this account was started approx. 8-96 under Account # 4835 160080094. I was in the name of Victoria Bizelli only. I was married to John Finch 5-3-97 approx June-97 I made a last name change on account from Victoria Bizelli to Victoria Finch under the same acct. John Finch was not added to my account until 11-97 under Account # 4835 160440025. So there fore Ameren we should of sent a separate Billing showing the name that appears on that past due account - under Account # 1155105112. AND they never should of reversed primary + secondary name on original acct.

WHEREFORE, Complainant now requests the following relief:

my Relief would be, For Ameren we to show us concrete proof, that shows John T Finch as the responsible party for the past due amount. And in addition to this relief, Victoria Bizelli/Finch account be separated from any bad standing to the bad debt that you say was incurred by John Finch + Rhonda Burbank/Finch. Thanks For providing the attention this deserves.

2-13-04
Date

Victoria Finch
Signature of Complainant

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

99B-15400 (C)

**AUTO
5-DIGIT**

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 CINCINNATI
ST. LOUIS, MO
PERMIT NO. 3008

Amount \$142.49
Account Number

Due By 08/29
4835 160 0800 94

KEEP THIS PORTION

RETURN THIS STUB WITH PAYMENT - DO NOT FOLD OR STAPLE

***** AUTO 5-DIGIT 63122

AUTO 5-DIGIT 63122

BIZELIJ VICTORIA L.

2008 OAKTIMBER CT

SAINT LOUIS MO 63122-6729

minimum payments.

8-13-04 This page confirms Account to be Victoria Bizelli only. 2008 California Court

8-23-96 PFTID BY TINDERLAKH \$ 142.19

6-27-97 PAID BY Humber Lake

UNION ELECTRIC P.O. BOX 66529 ST. LOUIS, MO 63166-6529
PREVIOUS PREVIOUS PREVIOUS PREVIOUS PREVIOUS PREVIOUS
50661 49660 991 ACTUAL RES 01 8/7/92
KIRKWOOD TAX 7.11
AMOUNT DUE ON 07/01 94.83

99B-15976 Y
AUTO 5-DIGIT

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 QUANCE
ST. LOUIS, MO
PERMIT NO. 209

Service at: 2008 OAKTIMBER CT
Service from 06/15 to 06/17/97 Days 33
Your Last Payment 05/30/97 \$99.37
Acct. No. 4835, 160 0800 94 Bill Date 06/19

RETURN THIS STUB WITH PAYMENT TO:
UNION ELECTRIC

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

Forwarding and Address Correction
Requested

Amount Due	\$94.83
Due By	07/01
Delinquent After	07/11



***** AUTO 5-DIGIT 63122
FINCH VICTORIA L
2008 OAKTIMBER CT
SAINT LOUIS MO 63122-6729

2-13-04 This Bill confirms
to be in Victoria Finch name only
was marked 5-3-97

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

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
01241	00370	871	ACTUAL	RES 01	58.33
KIRKWOOD TAX					4.73
FINAL BILL *					172.43
PRIOR BALANCE					-297.57
CREDIT BALANCE					-62.08

01N-00272

24 0 B 10-97

Service at: 2044 OAKTIMBER CT
 Service from 10/11 to 11/14/97 Days 34
 Your Last Payment 11/04/97 \$172.43
 Acct. No. 4835 160 4400 25 Bill Date 11/18

* From previous address

RETURN THIS STUB WITH PAYMENT TO:
 UNION ELECTRIC
 P.O. BOX 66529
 ST. LOUIS, MO 63166-6529
 Acct. No. 4835 160 4400 25

Credit balance \$62.08-
 DO NOT PAY

11-22-97 To Much paid
 on Last months
 Bill. credit
 Bal.

FINCH VICTORIA L &
 JOHN T
 2044 OAKTIMBER CT
 SAINT LOUIS MO 63122

03 Note Approx Above Date
 Added John to Bill.

2-13-04 This Bill Confirms to be
 in Finch, Victoria L & JOHN T After
 I Added my Husband 11-97

(Draft 1)

Received no Response
Made a F/a call 11-7-04

3144447693

F.02 04

OCT-20-2003 12:24

LEWIS RICE & FINGERSH

LEWIS, RICE & FINGERSH, L.C.

ATTORNEYS AT LAW

500 N BROADWAY, SUITE 2000
ST. LOUIS, MISSOURI 63102-2147
WWW.LRF.COM
WBOLSTER@LEWISRICE.COM

WILLIAM M. BOLSTER
DIRECT (314) 444-7250

TEL (314) 444-7600
FAX (314) 612-7850

October 20, 2003

Via Facsimile - 866-724-0532

AmerenUE
One Ameren Plaza
1901 Chouteau
St. Louis, MO 63103

*Re: Account Nos. 54065-00125 (1027 Hughes Drive, Imperial, MO 63052-2600)
and 1155105112 (403 Fire Tree Lane, O'Fallon, MO 63366)*

To Whom It May Concern:

We have been retained by John T. Finch and Victoria L. Finch who live at 1027 Hughes Drive, Imperial, MO 63052-3600 and whose account number with AmerenUE is 54065-00125.

On approximately September 10, 2003, Mr. and Mrs. Finch received their AmerenUE bill for service from August 6, 2003 to September 7, 2003. The bill included approximately \$151.00 in charges for use during the thirty-two day period and a "Reinstated Amount" of \$1,800.00. The "Reinstated Amount" was for charges incurred by the residents of 403 Fire Tree Lane, O'Fallon, MO 63366 which had a corresponding AmerenUE account no. of 1155105112. Mrs. Finch called AmerenUE upon receipt of this bill to determine the origin of the "Reinstated Amount." Mrs. Finch learned from documents provided by customer service representatives at AmerenUE and through conversations with customer service representatives at AmerenUE that the "Reinstated Amount" was attributable to usage at 403 Fire Tree Lane during at least 1993-1995.

Up until approximately February 1, 1995, John T. Finch was married to Rhonda Finch (formerly Rhonda Bishop) and lived with Mrs. Bishop at 403 Fire Tree Lane. On approximately February 1, 1995, Mr. Finch moved out of 403 Fire Tree Lane and formally separated from Mrs. Bishop. Furthermore, Mr. Finch initiated marital dissolution proceedings in the Circuit Court of St. Charles County in August, 1996. The divorce decree was entered on approximately September 5, 1996.

Because Mr. Finch did not reside at 403 Fire Tree Lane beginning on approximately February 1, 1995 and separated from Mrs. Bishop at that time as well, Mr. Finch disputes any liability for the charges incurred by Mrs. Bishop at 403 Fire Tree Lane from February 1, 1995 forward. To that end, please find attached Mr. Finch's W-2 for 1995 which shows that Mr. Finch resided at 9 Acorn Drive, O'Fallon, MO 63366 during 1995. Furthermore, a customer

LEWIS, RICE & FINGERSH, L.C.

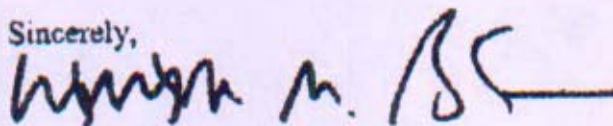
October 20, 2003

Page 2

service representative of AmerenUE told Victoria Finch, Mr. Finch's present wife who lives with him at 1927 Hughes Drive, that in April 1995, after Mr. Finch had moved out of 403 Fire Tree Lane, AmerenUE worked out payment arrangements for the amounts due on the account, presumably with Mrs. Bishop. Mr. Finch did not make any such payment arrangements with AmerenUE. According to the AmerenUE customer service representative, no payments were made under this payment plan and the account was turned over to a collection agency. Mr. Finch has never been contacted by a collection agency on this matter.

Please review the attached regarding Mr. Finch's residence after approximately February 1, 1995 and call me at your earliest convenience to work toward a resolution of this matter

Sincerely,



William M. Bolster

WMB

Attachment

cc: Victoria and John Finch (w/ attachment)

10-20-04 A W-2 Conf. John Finch
 at a Diff ADDRESS in 95 2-1-95 AS it
 states in letter on Draft 1

Copy C For EMPLOYEE'S RECORDS (see Notice on back)	
1. Social Security Number 436988571	2. Federal income tax withheld 5476.94
3. Social Security tax 5476.94	4. Social Security benefits 358.2
5. Medicare wage base 5476.94	6. Medicare tax withheld 29.3
7. Social Security tax 5476.94	8. Allocated tax
9. Medicare EC payment	10. Dependent care benefits
11. Nonqualified plan	12. Benefits included in DUA
13. See instructions for box 13	14. Other
15. State income tax withheld 16. State income tax 17. State income tax 18. State income tax 19. State income tax 20. State income tax 21. State income tax	
15. State income tax withheld MO 0009619927-B	16. State income tax 5476.94
17. State income tax 180.94	18. State income tax 180.94
19. State income tax 180.94	20. State income tax 180.94
21. State income tax 180.94	22. State income tax 180.94

W-2 Wage and Tax Statement 1995

This statement is being furnished to the Internal Revenue Service. If you are required to file a tax return, a negligence penalty or other sanction may be imposed on you if this return is false and you fail to report it.

(Draft 2)

John W. Victoria, Jr.

Attorney at Law
1000 North 1st Street
St. Louis, MO 63102
Tel: 314.241.1100

November 17, 2003

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

Attention Consumer Service Department

Via Certified Mail-Return Receipt Requested

Re: Account number 54065-00125 (1027 Hughes Dr. Imperial, Mo. 63052)
And 1155105112 (403 Fire Tree Lane, O'Fallon, Mo. 63366).

To Whom It May Concern:

I write to follow up on a letter of October 20, 2003 our attorney sent to AmerenUE regarding a disputed bill. A copy of the letter is attached hereto along with confirmation of delivery of the facsimile transmission regarding the accounts referred above.

Over the course of the last two months, we have spoken to at least five different customer service representatives regarding this matter. In each instance, we have been provided with inconsistent information regarding our bill. The facts surrounding our bill and a "Reinstated Amount" Of \$1800.70 are contained in the October 20, 2003 letter of our attorney, William M. Bolster, to AmerenUE.

On November 7, 2003, Mrs. Finch called AmerenUE to discuss Mr. Bolster's letter of October 20, 2003. In this conversation, a customer service representative stated that the reason for the "Reinstated Amount" of 1800.70 was a unpaid bill of 1070.51 attributable to an address of 37 Tee Kay Mobil Manor, O'Fallon, Missouri. Never before in the five or more conversation with AmerenUE had either of us been provided with such information. Later on November 7, 2003, Mrs. Finch again called a

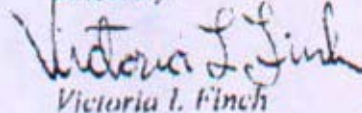
Mailed Certified Mail 11-18-03

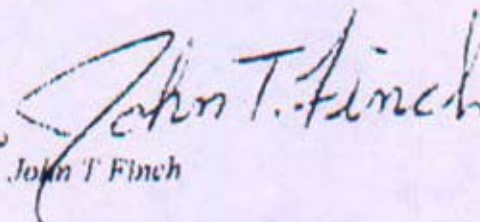
customer service Representative with AmerenUE to resolve this matter. The customer service representative that Mrs. Finch spoke to, Dee and Jasmine, both confirmed that after delivery of Mr. Bolster's October 20, 2003 letter, AmerenUE received a copy of the divorce decree For Mr. Finch and his former wife Rhonda Burbank/Finch. Dee and Jasmine of AmerenUE further advised Mrs. Finch that this was a "domestic matter" and that we should institute a small claims case against Mrs. Burbank/Finch.

(Overshadowing all of this information, on September 10, 2003, a customer service representative named Tom told Mrs. Finch that a "payment plan" had been worked out on this account. Given that Mr. Finch did not agree to such a "payment plan" and never spoke to AmerenUE about this matter, the only person who could have agreed to a payment plan was Mrs. Burbank/Finch. The AmerenUE customer service representative went on to state that the account was subsequently turned over to a collection agency named Mediacredit Corporation. Mr. Finch never received any correspondence from Mediacredit with the implication being Mediacredit pursued Mrs. Burbank/Finch to collect the past due amounts

We would like to work out a resolution of this matter but have received a lack of respect and attention to the facts of this matter that is unacceptable. We write to request your assistance in working to a solution of this matter. Thank you for your attention to this matter.

Sincerely,


Victoria L. Finch


John T. Finch

(Draft 3)

Commissioners
KELVIN L. SIMMONS
Chair

CONNIE MURRAY

STEVE GAW

BRYAN FORBIS

ROBERT M. CLAYTON III

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>

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

November 24, 2003

Mr. John Finch
1027 Hughes Drive
Imperial, MO 63052

Dear Mr. Finch:

This letter is in response to the complaint you filed with our office against AmerenUE (UE). I forwarded a copy of your complaint to UE and received the following information.

On 9/4/03, UE located and transferred an outstanding bill in your name, totaling \$1,800.70, to your current account. On 10/14/03 you advised UE that you lived at the Fir Tree Lane address; however, your ex-wife was responsible for the old bill. Then, UE received a letter from Mr. Bolster stating you are disputing the charges. The letter further indicated that you moved from 403 Fir Tree Lane on February 1, 1995.

The outstanding debt of \$1,800.70 is for service from 37 Tee Kay Mobile Manor (\$1,080.51) and 403 Fir Tree Lane (\$720.19). UE disconnected the service at 403 Fir Tree Lane on April 3, 2003, for non-payment. Mrs. Rhonda Finch advised UE that you are responsible for payment of the debt per the divorce decree. Then, on March 26, 1997, UE's records indicate that you contacted UE and accepted responsibility for the outstanding debt. At that time you agreed to make monthly payments and provided a mailing address of 2008 Oak Timber Road.

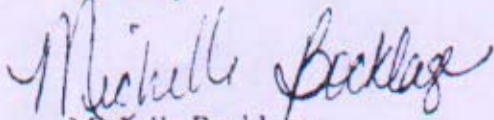
UE's records further indicate you benefited from the service; therefore, UE is unwilling to remove the charges from your account. I have included a copy of UE's tariff that states: "In the event of disconnection or termination of service at a separate customer metering point, premises or location, Company may transfer any unpaid balance to any other service account of the customer having a comparable class of service."

Mr. John Finch
November 24, 2003
Page 2 of 2

Since you and Rhonda both benefited from the service, with the exception of a couple of months, this matter appears to be a civil issue outside of the scope of the Missouri Public Service Commission's jurisdiction.

If you wish to pursue this issue, you may want to consider civil proceedings.

Sincerely,

A handwritten signature in cursive script, reading "Michelle Bocklage".

Michelle Bocklage
Consumer Services Specialist

GENERAL RULES AND REGULATIONS
V. BILLING PRACTICES

Missouri Public

REC'D MAY 30 2001

3. General Estimating Procedures

Service Commission

In estimating readings, Company will generally use the identical use during the corresponding month of the prior year. If the customer did not use service at this location at that time, the estimated use is the identical use during the preceding month of the current year. Exceptions to the general rule will be basically refinements for initial bills, final bills, bills of electric space heating customers during the first year of service, etc.

Bills rendered for electric service in months in which meters are not read will be subject to all rules and regulations applicable to bills based on actual meter readings.

Where bills are rendered for periods of use in excess of or less than the period provided for under paragraph A, Monthly Billing Periods, all components of the rate will be prorated.

*F. Transfer of Balances

In the event of disconnection or termination of service at a separate customer metering point, premises or location, Company may transfer any unpaid balance to any other service account of the customer having a comparable class of service.

G. Billing Adjustments

1. Residential - For all residential billing errors, the Company will determine from all related and available information the probable period during which the error condition existed and shall make billing adjustments for the estimated period involved as follows:

- a. In the event of an overcharge, an adjustment shall be made for the entire period that the overcharge can be shown to have existed not to exceed sixty (60) consecutive monthly billing periods calculated from the date of discovery, inquiry or actual notification of the Company whichever comes first;

Missouri Public

*Indicates Change.

FILED JUN 30 2001

Service Commission

(Draft 4)

John & Victoria Finch

1027 Hughes Dr
Imperial Mo 63052
Fax: 636-467-5335
HP: 636-461-0735

January 15, 2004

Re: Account#54063-00125 (1027 Hughes Dr Imperial Mo 63052-2600
And Account#1155105112 (403 Fire Tree Ln. O'Fallon Mo 63366)

Michelle Bocklage:

This is a letter in response to our last conversation on 12/8/03, also to our complaint against Ameren UE. However we feel as though due to the lack of concern and sincerity in looking into to this important matter. There are specific facts that surround this case that we feel have been over looked or simply ignored. I'm suggesting that this case be handed over to a higher position such as the Board of Trustee's in charge of the public works commission. At the time of said hearing we will be requesting that we receive hard evidence showing John Finch being the sole responsible party for this past debt. At the time of said conversation Michelle made a comment that she was working off memory and not looking at the e-mailed response from Ameren UE, Michelle never had a conversation With Ameren UE or has not received any concrete proof or documents to back up the allegation's against John T Finch on this past due amount of 1800.70. We feel in order for our facts to come across to you strongly, we need to put them into a format. Please note below the facts we feel was over looked during the last conversation on 12-8-03.

Fact# 1 Per Ameren UE on 3-26-97 John T Finch by phone accepted responsibility of said acct. and made payment arrangements. Ameren UE is unable to produce the recorded conversation on that day. John T Finch denies charges and say's he has never had conversation with anyone pertaining to this past due amount.

Fact# 2 Ameren UE Claims that Rhonda Burbank/Finch on 3-26-97 came

into a St Charles Ameren UE office and provided them a divorce decree that shows John Finch as the responsible party. Coincidentally Fact# 1 and Fact# 2 occurred at the same time. No divorce decree provided By Ameren UE to match up with our copy that says nothing about utility bills.

Fact# 3 According to Ameren UE Records of billing and payments and the print out they mailed in September it shows after payment arrangements were set up 4-6-95 and being sent to a collection agency by the name of Mediacredit Corp. A few payments were made, Ameren UE refuses to show us those payment, or get the collection agency involved which we feel will confirm that John Finch was not the one that set up payment arrangements. Or was not the one that had the conversation with Mediacredit Corp.

Fact# 4 Ameren UE claims that there system doesn't have the speed or the capability in producing the concrete proof needed to resolve the matter. This goes back 10 years and you should have to prove the service dates that are being billed. Surprisingly Michelle had some different Info obtained by the old system that Ameren UE customer service rep. Doesn't have access to they only have access to the new system. That's why the many different excuses behind not providing the proper proof needed to resolve this matter.

We feel with the overwhelming amount of facts surrounding this case if it was looked at with a 100% effort, it would show that John Finch is not the responsible party. A quick response would be appreciated.

Sincerely,

Please note there was not a court order
Appointing John Finch Responsible Party of any
... See letter of Draft by Fact 2 Utility
95-96

IN THE FAMILY COURT OF ST. LOUIS COUNTY, MISSOURI

Rhonda Finch
Petitioner
488-74-5942
Social Security #
and
John T. Finch
Respondent
497-80-6552
Social Security #

9-5-96
Date
689457
Case Number
FC-10/34
Family Court Division

For File Stamp Only

FAMILY COURT JUDGMENT AND DECREE

Cause called, parties appear as set forth below:

- ☒ Petitioner appears in person and with attorney.
☒ Respondent appears ~~(by attorney)(and)~~ (in person).
☐ Guardian Ad Litem appears.
- ☒ Respondent remains in default.
☐ Respondent fails to appear.
☐ Third Party appears (by attorney)(and)(in person).*
- ☒ The Court finds that one of the parties has been a resident of this state for 90 days next preceding the commencement of this action and that 30 days has elapsed since the filing of the petition. Further that there is no reasonable likelihood the marriage can be preserved and that it is therefore irretrievably broken.
- ☒ Dissolution: It is ordered, adjudged and decreed that the marriage of petitioner and respondent is dissolved.
☐ Annulment: It is ordered, adjudged and decreed that the marriage of petitioner and respondent is declared null and void and of no effect.
☐ Legal Separation: The Court enters a Decree of Legal Separation.

CHILD CUSTODY AND VISITATION

- ☐ No Children: There are no minor children and Wife is not now pregnant.
- ☒ Primary: The Court finds that it is in the best interest of the minor child(ren) that their care, custody and control is awarded to (Petitioner)(Respondent).*
- ☐ Joint Legal: The Court finds that it is in the best interest of the minor child(ren) that Petitioner and Respondent shall exercise Joint Legal Custody and that Primary Physical Custody is awarded to (Petitioner)(Respondent).*
- ☐ Joint Legal and Physical: The Court finds that it is in the best interest of the minor child(ren) that Petitioner and Respondent shall exercise joint care, custody and control of the minor child(ren).
(Write below the name and birth date of each child)

STATE T Finch 7-17-86, Jennifer Scott Finch 7-22-88
Sleepers Finch 7-22-88, SAMUEL Finch 7-22-88

- ☒ (Temporary Custody Schedule)(and)(Joint Custody Plan)* filed and approved and attached hereto as Exhibit 1
(Petitioner)(Respondent) is awarded Visitation Rights and Temporary Custody of the minor child(ren) as follows:

CHILD SUPPORT

☐ Court orders that there shall be no child support paid by either party to the other at this time.

☒ (Petitioner) (Respondent)* is ordered to pay to (Petitioner) (Respondent) (~~per week~~) (per month)* the sum of
(Write below the full name of each child and amount)

\$122 for SHANE FINCH

\$122 for SCOTT FINCH

\$122 for STEVEN FINCH

\$122 for SAMUEL FINCH

\$488

☐ Child(ren) to be covered under a health benefit plan as set forth in the (Qualified Medical Child Support Order)(and) (Separation Agreement)* filed and approved (and attached hereto as Exhibit _____)*

☒ No Health Benefit Plan for the child(ren) is ordered as none is available at a reasonable cost.

☒ Child support amounts were determined in accordance with authorized support guidelines per Supreme Court Rule. (Petitioner's income \$ 583 per month - Respondent's income \$ 1387 per month.)

☒ Form 14 - Presumed Child Support Amount Calculation Worksheet filed.

☐ Court finds that the Form 14 amount, after consideration of all relevant factors, is unjust or inappropriate.

SPOUSAL SUPPORT

Maintenance: ☒ No maintenance is awarded to either party, said order is not subject to modification.

☐ (Petitioner) (Respondent)* is ordered to pay (Petitioner) (Respondent) (per week) (per month)* the sum of:

(Not subject to modification) (Subject to modification)*

☒ (Petitioner) (Respondent)* is granted restoration of her (maiden)(~~former~~)* name of BISHOP

METHOD OF SUPPORT PAYMENT

Income withholding shall be prepared by the obligee and issued by the Circuit Clerk upon the effective date of this order(.) (unless:)

- ☐ A written agreement has been reached between the parties that provides for an alternative arrangement.
☐ The court finds that there is good cause not to require an immediate income withholding for the reason that

Both parties shall notify, in writing, the Circuit Clerk of St. Louis County of any changes in mailing address.

☐ (Support) (Maintenance)* is ordered to be paid to the Circuit Clerk of St. Louis County as trustee.

ATTORNEY FEES AND COSTS

DIVISION OF PROPERTY AND OTHER ORDERS

- ☒ No (other) marital property or separate property remains to be apportioned by the Court.
- ☐ Separation Agreement, marked Petitioner's exhibit _____, is filed and found to be not unconscionable. Separation Agreement is incorporated into and made a part of the decree. Parties are ordered to perform the terms thereof.

Property Division and Other Orders: (☐ per attached exhibit _____ incorporated into and made a part of the decree.)

- ☐ Circuit Clerk ordered to file for record a certified copy of the decree with the Recorder of Deeds in the County of _____ State of _____ where the real property is situated if the legal description is furnished.
- ☐ The legal description of the real property is attached hereto as Exhibit _____.

Certified copy of decree to be mailed to: ☒ Petitioner's Attorney ☐ Respondent's Attorney ☐ Guardian Ad Litem

Signature of Petitioner

Signature of Respondent

Signature Petitioner's Attorney Bar #

Signature Respondent's Attorney Bar #

Signature Guardian ad litem Ba

Address

Address

Address

Phone

Fax

Phone

Fax

Phone

Fax

SO ORDERED:

Judge

9/5/96

Received 2-2-04

(Draft 5)



Commissioners
STEVE GAW
Chair
CONNIE MURRAY
ROBERT M. CLAYTON III

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.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
DANA K. JOYCE
General Counsel

January 30, 2004

Mr. & Mrs. John Finch
1027 Hughes Drive
Imperial, MO 63052

Dear Mr. & Mrs. Finch:

This letter is in response to the additional information you submitted to our office regarding your AmerenUE (UE) complaint. I forwarded a copy of the information to UE and received the following information.

While UE is unwilling to remove the responsibility for payment of the outstanding debt from Mr. Finch's account, UE is willing to remove the charges incurred at 403 Fir Tree Lane from February 22, 1995 to July 5, 1995 totaling \$340.98. UE agreed to remove this portion since their records support that you were not residing at the residence during this time period.

UE also located an error in their initial response to your complaint. The error is regarding the date of the disconnection of your residential service. Your residential service was actually disconnected in the name of John Finch on April 4, 2003, not April 4, 1995.

If you wish to pursue this issue further, please complete and return the documents I mailed to you on January 28, 2004 in order to pursue a formal complaint.

Sincerely,

A handwritten signature in cursive script that reads "Michelle Bocklage".

Michelle Bocklage
Consumer Services Specialist