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General Counsel

November 24, 2008

Patricia A. Hill  
3849 Sullivan Avenue  
St. Louis, MO 63107

Case No. EC-2009-0101

Dear Ms. Hill:

Attached to this letter is a reply form that will help us to process your complaint.

The reply form lists statements made by AmerenUE and the Missouri Public Service Commission ("PSC") staff who investigated your complaint. You may reply to the statements by checking a box or filling in a blank. Your reply will help the PSC move your complaint toward a decision.

If you do not reply to a statement, the PSC may assume that you believe that such statement is true. You must return the attached form to the PSC no later than December 9, 2008. If you do not return the form by that date, the PSC may assume that you are no longer pursuing your complaint.

Sincerely,

/S/

Daniel R.E. Jordan,  
Regulatory Law Judge

Enclosures

Missouri Public Service Commission  
Case No. EC-2009-0101  
**Hill v. AmerenUE**

Reply Form

Return this document to:  
Missouri Public Service Commission, P.O.Box 360, Jefferson City, MO 65201-0360  
no later than December 9, 2008.

1. Statement:

*Patricia Hill's address is 3849 Sullivan ("the address").*

- I don't know whether the statement is true or false.
- The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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2. Statement:

*There are two accounts at the address.*

- I don't know whether the statement is true or false.
- The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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3. Statement:

*Patricia Hill is the customer of record for both accounts.*

I don't know whether the statement is true or false.

The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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4. Statement:

*On August 7, 2008, the Commission's Consumer Services Division sent AmerenUE account information for the address to Patricia Hill.*

I don't know whether the statement is true or false.

The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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5. Statement:

*Patricia Hill resides at the address on the second floor.*

I don't know whether the statement is true or false.

The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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6. Statement:

*Patricia Hill has had service in her name on the second floor since August 1, 2001.*

- I don't know whether the statement is true or false.
- The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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7. Statement:

*The attached document, Schedule 4, accurately reflects Patricia Hill's bills for the second floor.*

- I don't know whether the statement is true or false.
- The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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8. Statement:

*Patricia Hill's bills were not estimated at any time during the period included in Schedule 4.*

- I don't know whether the statement is true or false.
- The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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9. Statement:

*Patricia Hill's bills for the second floor were based upon the actual usage.*

I don't know whether the statement is true or false.

The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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10. Statement:

*The usage on the second floor for June through August 2008 is higher than in 2007.*

I don't know whether the statement is true or false.

The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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11. Statement:

*The usage on the second floor for June through August 2008 is comparable to the 2006 year.*

I don't know whether the statement is true or false.

The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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12. Statement:

*AmerenUE tested the meter for the second floor.*

- I don't know whether the statement is true or false.
- The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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13. Statement:

*The second floor meter tested at 99.99% accurate at full load.*

- I don't know whether the statement is true or false.
- The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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14. Statement:

*That number is within acceptable limits.*

- I don't know whether the statement is true or false.

The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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15. Statement:

*The second floor meter tested 99.98% accurate at light load.*

I don't know whether the statement is true or false.

The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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16. Statement:

*That number is within acceptable limits.*

I don't know whether the statement is true or false.

The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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17. Statement:

*The meter for the second floor tested as accurate.*

I don't know whether the statement is true or false.

The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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18. Statement:

*Another person resides on the first floor.*

I don't know whether the statement is true or false.

The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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19. Statement:

*Patricia Hill has had service in her name on the first floor  
at the address since August 17, 2004.*

I don't know whether the statement is true or false.

The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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20. Statement:

*The attached document, Schedule 3, accurately reflects Patricia Hill's bills for the first floor.*

- I don't know whether the statement is true or false.
- The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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21. Statement:

*Patricia Hill's bills were not estimated at any time during the period included in Schedule 3.*

- I don't know whether the statement is true or false.
- The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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22. Statement:

*The usage for the first floor account is comparable among all three of the most recent years.*

- I don't know whether the statement is true or false.
- The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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23. Statement:

*AmerenUE tested the meter for the first floor.*

- I don't know whether the statement is true or false.
- The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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24. Statement:

*The meter for the first floor tested 99.68% at full load.*

- I don't know whether the statement is true or false.
- The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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25. Statement:

*The meter for the first floor tested 99.72% at light load.*

- I don't know whether the statement is true or false.
- The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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26. Statement:

*The meter for the first floor tested as accurate.*

- I don't know whether the statement is true or false.
- The statement is entirely true.

The statement is not entirely true because: \_\_\_\_\_

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