

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED

DEC 3 2008

Name Summerfield Inn DBA AMERICA'S
Complainant VALUE INN

vs

Case No. Missouri Public
Service Commission

Company Name Ameren U.E.
Respondent

COMPLAINT

Complainant resides at 4224 S. CLARK St.
(address of complainant)

MEXICO, Mo. 65265 (573) 581-8350

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

of _____, 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

During the year 2008, At (3) three different occasions we (America's Value Inn) called Ameren U.E. to fix different problems. They check the meter and solve the problems. None of these 3 times they said anything about the meter or accounting error. Dear Sir, or madam, we are not the experts they (Ameren U.E.) are the experts. If there was a problem they could have fixed it at that time. There was no problem they created it. Even when our neighbor called (Ameren U.E.) about the gas odor. They only said that gas was leaking from the meter and they will change it. And then they send us the bill that's how we find out.

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

Public

Dear Sir or Madam, I did Call Ameren U.E. the next day and ask them about my bill. The lady I spoke with she said she is going to check it and call me back. Next day, she called and told me that it was because of accounting error. She didn't mention anything about the Contract.

I ask her why it took you 2 years to find out now, she said well they informed us now, before they didn't know it. I told her that doesn't make sense.

I told her how the business is now and we have water heater on gas and furnace which we use in the winter for apartment only. Even that month my Electric bill was less than gas bill. And in the past we are paying lot of money for the gas bill also she said she cannot do anything but I should call Mo. Public Service Commission and gave me the #

WHEREFORE, Complainant now requests the following relief

All the charges should be removed.

11/26/08
Date

SS Wood
Signature of Complainant

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

Public

AMERICA'S VALUE INN

(Please use this information for Missouri
Public Service Commission only)

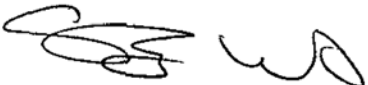
Dear Sir or Madam,

[This information has been redacted.]

[This information has been redacted.]

[This information has been redacted.]

THANK you.


America's Value Jan

Public

(3)