

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED³

APR 13 2010

Missouri Public
Service Commission

Name: PETER B. HOWARD
Complainant

VS.

Case No.

Company Name: AMERENUE
Respondent

COMPLAINT

Complainant resides at 4111 MAFFITT Ave
(address of complainant)

ST. LOUIS, MISSOURI 63113

1. Respondent, AMERENUE
(company name)

of P.O. Box 66149, ST. LOUIS, MO. 63166-6149
(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:

THE SERVICE RESIDENCE (4111 MAFFITT Ave) is primarily unoccupied with the exception of two rather large canines, residing in the backyard. These animals do not require much in terms of utility usage, so I have to take offense to the spiraling utility customer charges the company is billing me monthly. I also received a bill in the amount of \$112.89 for service usage reflecting 02/22 to 03/23/2010 (see enclosed bill) which I also find unconscionable and unjustified, so I am including this billing period in my formal complaint herein. It is also bemusing how the residential electric usage seems to increase during the winter months and decrease during warmer weather when one would think it should normally rise (air conditioning, etc.). This leads me to believe that rate calculations are arbitrary. This position becomes more credulous when comparing the monthly activity statement (enclosed) with the electric energy report.

The Complainant has taken the following steps to present this complaint to the Respondent:
(for 2009 (enclosed))

I have attempted on numerous occasions to contact customer service, who insist on placing my call on hold for 20 plus minutes until the customer hangs up out of exasperation.

I would like to see the residential/cyrtone charges modified to reflect nonusage at this location.

Date _____

Signature of Complainant

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