

From: Steve Sinclair
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Data Center
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To: Scott Glasgow

1. I thought it might be a good idea to summarize the two subjects discussed:

2. Matchman (assuming MoAm personnel gave me the correct name) appears to be a program feeding directly into the general billing program used by MoAm. It attached an erroneous billing to my March bill (Atch A5) for a presently non-existent property in Joplin supposedly based on the SSN, which was blank since neither I nor the other person had SSNs on file, which was in the files as all zeros. MoAm retracted this billing when notified; but that's not good enough. The tornado in Joplin was a long time ago and there were a lot of trailers in this park; how many others in Missouri have been billed? I considered sending this to the State Attorney General as fraud, but didn't because it's under \$500. No program should be able to add billings from other addresses without individual review on a case-by-case basis by human oversight. Perhaps MoAm should be audited.

2. Because MSD does not fall under PSC and has demonstrated an inability to handle corrections that do not bear the exact dates of those previously submitted, I request MoAm change the usage they report to MSD for 3/18/15 (as in Atch D7) to 10 for the period of 79 days as I justified in Table 2, page 7. This will correct their "winter period" figure. I suspect any other change would be impossible for MSD to handle properly. Because MoAm has also demonstrated weaknesses in computing, I withdraw my request they correct their internal record; it is irrelevant.

3. Not discussed was my need to be present when they change the meter. I think it's obvious the readers cannot be trusted to make the final reading alone.

4. If there are other questions, 1115 was a good time. I get up early but often have errands to run.

Stephen J. Sinclair