

December 1, 1999

**FEDERAL EXPRESS**

Mr. Dale Hardy Roberts  
Missouri Public Service Commission  
Secretary/Chief Regulatory Law Judge  
Truman Building  
301 West High Street, 7-N  
Jefferson City, MO 65101

Re: Case No. EC-2000-298  
Frank and Susan Delana

Dear Mr. Roberts:

This letter is in response to the Complaint filed by Frank and Susan Delana regarding their high electric bills.

Mr. Delana had contacted AmerenUE regarding his large electric bills. A troubleman was sent to the Delana home to check the meter to see what was causing the excessive amount of electric usage. On September 3, 1999, the meter was tested and found to be accurate, but due to insects and foreign material inside the meter glass, the meter was changed. Service usage on the old meter averaged 173 kwhrs day and 147 kwhrs day on the new meter. Mr. Delana commented that he had experienced air conditioning problems that cause the usage to drop when the air conditioner was not in use. Mr. Delana also hired an electrician to check the house wiring but he found everything in to be in order.

On October 5, 1999, at the request of Mr. Delana, a troubleman again checked the meter, meter base, pedestal and transformer wiring and found them to be in excellent condition. Deedra Clay of AmerenUE has been in contact with Michelle Bocklage of your office regarding the informal complaints by Mr. Delana and she was also notified as to the results of our meter testing. According to our tests, the meter is accurate and the bills for service are correct.

Mr. Dale Hardy Roberts

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If you have any questions or need additional information, please advise.

Very truly yours,



James J. Cook

Managing Associate General Counsel

JJC/ch

cc: Frank and Susan Delana  
632 County Highway 807  
Sikeston, MO 63801