

FILED<sup>2</sup>

Name: LINDA SHIVERS  
Complainant

VS.

Case No.

Company Name: AMEREN UE  
Respondent

Complainant resides at 261 RODERICK DRIVE  
(address of complainant)

St. Louis, Mo. 63137 PH 3148679314

1. Respondent, AMEREN UE  
(company name)

of St. Louis, Mo., is a public utility under the  
(location of company)

2. As the basis of this complaint, Complainant states the following facts:

SEE ATTACHMENTS

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



**Before The public Service Commission  
Of the  
State of Missouri**

Name: Linda Shivers )  
Complainant )  
 )  
 ) Case No.  
vs. )  
Company Name: Ameren UE )  
Respondent )

Complainant resides at 261 Roderick Drive St. Louis, Mo. 63137

(address of complainant)

Ph 314-867-9314 email jnlshiv@charter.net

1. Respondent, Ameren UE

(company name)

of St. Louis, Mo., 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:**

Due to a defective meter Ameren wants to give me estimated bills from March of 2008 to October of 2008. They claim that the meter stopped working sometime in June of 2008 and that gives them the right to go back as far as it benefits them and adjust my bill so that I owe more money. I content that I have paid every bill presented to me and that I can't be held responsible for their poor business practices. In fact after one of their employees came out and said that the meter needed to be changed and the date that they were going to change it came and went I was the one who made contact with them to make sure it was done.

1. I pay my bills via check free and have paid the bills based on actual meter readings as they were presented to me.

2. I can't be held responsible for Ameren's poor maintenance practices and it is not my job to read their meter.

3. If a meter can stop or run slow it can also run fast. So I have been overcharged since 2003 based on my calculations.

4. Their estimates also don't take into consideration upgrading to a higher efficient furnace, usage changes (i.e. number of residents, air condition out of service) and even whether or not the premises was occupied for during the time the meter was supposedly not working.

5. The estimated amounts are the highest for the same periods base on the bills for previous years.

**3. The Complainant has taken the following steps to present this complaint to the respondent.**

I have tried working with their customer service reps via email, to make sure there was written record, and after we failed to reach an agreement I filed a complaint with the PSC.

**WHEREFORE, Complainant now requests the following relief:**

There is nothing in 4 CSR 240.13.020 Bill and Payment Standards number 2A that justifies Ameren

estimating my bills. I'm not a seasonal customer, there were no extreme conditions that kept them from reading the meter and Ameren's customer service representative says that the meters are read nightly electronically. I have paid every bill presented to me based on the Actual meter readings, therefore I feel I'm not responsible for any additional estimated charges. If Ameren continues to persist in claiming that the meter is defective and that it ran slow. I contend that the meter ran fast since 2003 as your customer service rep states, although rarely, it does happen.

1/14/09

Date

Shirley M. Shivers

Signature of Complainant

Attached additional pages, as necessary

Attached copies of any supporting documentation.