

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED<sup>3</sup>

FEB 05 2003

Missouri Public  
Service Commission

Name: Lewieta So Brown  
Complainant

vs.

Case No.

Company Name: Ameren UE  
Respondent

**COMPLAINT**

Complainant resides at 1015 E Love St Mexico mo 65265  
(address of complainant)

1. Respondent, Ameren UE  
(company name)  
of St Louis mo  
(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:

I had been having a Gas leak for several month's due to the Gas company replacing old Gas lines with new ones & being negligent on doing a inline house Gas check and tighten fixtures I took Ameren four times to come out & hire a plumber on the fifth to get my Gas taken care of. It is hard for me to believe that a professional company would be so careless and indanger peoples lives we where living in fear wondering when we would be Blown to the Street They kept Stating that the Gas leak was no Big deal and nota danger to our safety. And that the problem was our fault because we didn't watch the Gas company close enough so we should be willing to suffer the loss

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

I called Ameren on Nov. 02 reporting that I had had gas leaking every since GDC had replaced my gas lines in \_\_\_\_\_ 02 and I would like to be reimbursed for my gas loss which was running my meter up increasing my gas Bill. At that time I was informed that they would have to verify the information. So I called several days later and spoke to Lona Tumbell at the office here in Mexico MO and was informed that I would receive a 20.00 dollar credit on my Bill. I stated that I was not satisfied with that amount so I continued to contact people on this matter. I contacted Lona 21 times Greg Hatfield 3 times - Todd Minger 3 times Supervisor name Rick 2 times Gas Dist center - four times Bob Hendburger from the FCCA 3 times. with no luck on being compensated for my gas loss or my families life being put into danger from this leak.

WHEREFORE, Complainant now requests the following relief:

Any and All this commission can award but at least 50% of my gas usage Bill part for the month's I lost gas due to leakage ~~and~~<sup>due</sup> to Ameren's neglect and lack of concern for our safety

1-30-03

Date

*Lewita AO Brown*

Signature of Complainant

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

My problem first began when Ameren UE hired a company to replace an old gas pipe with a new one. They dug up the pipes in the front yard of my home and also on the side of my front porch. After they were done they didn't cover up the lines to the meter with dirt. So my husband and I went around town until we located the workers and asked them if they would return to the house and cover up the lines. They did about 2 days later. At my home we always use the back door, so one day when I opened the front door to my home I smelt a gas odor. I called my husband and asked him if he also smelt gas, he stated "yes." SO I called Ameren on Nov. 1, 2002. A service man came and stated that it was a gas leak on the meter line, and that someone had failed to tighten the pipe when they had dug up the lines and shut the gas off. So he worked on it and said that should take care of the problem, but if not to call again. I then asked him if it was the cause of my high gas bill, and he remarked, "yes." He told me to contact Ameren and speak to someone about the problem of my gas bill. So I did and I spoke to someone named Kevin in Billing. He said that the service man should have told me this information and that Ameren didn't compensate customer loss.

Well Monday morning, when my husband left to go to work, he came back inside the house and told me that he still smelled gas and that I should call Ameren again. So I called Ameren again on Nov. 4, 2002. The lady that took my call stated "Surely you can not smell gas, because we just sent someone out there on Friday the 1<sup>st</sup> of November. A serviceman showed up about 35-45 min. later. He took out a gas detector and ran it along the pipe and detected another gas leak on the pipe, running from the meter to up under the porch. He worked on it and stated that the leak was fixed. We didn't smell gas again until the 14<sup>th</sup> of Nov. At this time we called the FFCA and complained. Bob Henurger called Ameren and they sent out another worker, and he changed the meter and said that should take care of the problem, but it didn't. Nov. 25<sup>th</sup>, 2002. At 7:30 a.m. I have a neighbor come and ring my doorbell and say that I needed to call Ameren, because I had a really bad gas leak and he could smell it down the street. So once again I called Ameren on Nov. 25<sup>th</sup>, this time a supervisor came named Greg <sup>has said</sup> He set in front of my home across the street for 10-15 min. until a serviceman showed up to check out the meter pipe that ran up under my porch and said that I had a 90% gas leak and that they would have to shut my gas off unless I could get a repair man to come out immediately. I said that I knew no one else here in town that did that type of work nor could I afford to pay anyone and why should I have to pay for the mistakes that they made, because they had worked on that pipe, and any problems' with it they had caused. And at that point I was very fearful of being blown to the street. I had never known any person to have repeatedly had to call the gas company 4 times about a gas leak and why they couldn't get it stopped.

Then at the time they informed me that I own that part of the pipe that ran under my porch into my home. I asked if I owned it, then why did they have people working on it? And I had never had problems with it before they had GDC working on it. So they left my gas on and called a plumber to fix the leak, he then proceeded to shut off my gas for 2 hours and fix the leak. Long <sup>a</sup> Thumbell at Ameren gave me a \$20.00 credit for the month of Nov. and said to me that they were not at fault, the Gas

Distribution Center was. So I contacted them and they said to me that they did not tighten, fix, or do a gas check in my house. Ameren was responsible for that part of the job so my problems lay with Ameren. So when I contacted ~~Greg Holt~~ <sup>again</sup> ~~that~~ Ameren, he stated yes Ameren was responsible for the home line gas check and he didn't feel that they should pay for any of my gas loss. And that taking them to court I would spend more money than I would ever get out of them. He gave me the corporate claims number in which I spoke to Todd ~~munger~~ about the problem, with no results. So that is why I am filling this complaint. In Dec when I called amere to see if they would come and check my meter because the gas portion was so high & they had just replaced the meter on nov 14. I was informed by a Supervisor named Rick at Ameren it would cost me \$65.00 to have it checked since they had been out to my home once.

CORPORATE CLAIMS MANAGEMENT, INC.  
ON BEHALF OF AMEREN SERVICES CO.  
AMS CLAIMS & WORKERS COMPENSATION PAYMENTS  
782 SPIRIT 40 PARK  
CHESTERFIELD, MO 63005

Bank of America.  
Bank of America Customer Connection  
Bank of America, N.A.  
Atlanta, Dekalb County, Georgia

Check No. 37829

64-1278  
611

Date Check Number

01/06/03 00037829

Check Amount

Pay - \*NINETY FIVE DOLLARS & 00/100\*\*\*\*\*  
\*\*\*\*\*95.00\*

To  
LEWITA BROWN & BOLES PLUMBING  
AND HEATING  
1015 EAST LOVE  
MEXICO  
MO 632650000

Full and Final Settlement

*Lin Ritz*

⑈037829⑈ ⑆061112788⑆ 3299975997⑈

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
14560	13731	829 ACTUAL	1M		52.32
1887	1624	263 ACTUAL	RS GS P		231.60
MO SALES TAX					2.84
Mexico Muni Chg					19.51
AMOUNT DUE ON 01/09					\$306.27

99 B-000055534  
Auto 5-Digit

FIRST CLASS MAIL  
U.S. POSTAGE  
PAID 1 OUNCE  
ST. LOUIS, MO  
PERMIT NO. 2859

Service at: 1015 E LOVE  
Service from 11/25 to 12/26/02 Days 31  
Last Payment 12/18/02 \$193.31 PGA 65.08  
Acct. No. 47342-07216 Bill Date 12/30/2002

Y'S MARKET #1

AL ID: M09420  
: 1  
er 17, 2002 5:00 PM

UE

17.1 SEQH 1035 TSH 41

# 0047342072106  
IT PAID \$193.31

17.2 SEQH 1036 TSH 41

# 0030008171107  
IT PAID \$64.54

CASH \$257.85

AL PAID \$257.85

EIPT NUMBER:  
20001712578502

u must call for reconnection  
o complete your transaction  
have your receipt number ready.  
olitan St. Louis call 342-1111  
ide the Metropolitan area call  
1-800-552-7583

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
13078	12581	497 ACTUAL	1M		35.13
0438	0328	110 ACTUAL	RS GS P		95.51
MO SALES TAX					1.31
Mexico Muni Chg					8.90
RETRO RATE CREDIT					-11.54
AMOUNT DUE ON 11/08					\$129.31

40 B-000003441  
Auto 5-Digit

FIRST CLASS MAIL  
U.S. POSTAGE  
PAID 1 OUNCE  
ST. LOUIS, MO  
PERMIT NO. 2859

Service at: 1015 E LOVE  
Service from 09/26 to 10/27/02 Days 31  
Last Payment 10/25/02 \$82.20 PGA 59.08  
Acct. No. 47342-07216 Bill Date 10/29/2002

*Kevin-Billing*

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
12581	11974	607 ACTUAL	1M		55.20
0328	0297	31 ACTUAL	RS GS P		33.37
MO SALES TAX					.88
Mexico Muni Chg					5.82
REV SHARING CREDIT					-13.07
AMOUNT DUE ON 10/10					\$82.20

99 B-000050851  
Auto 5-Digit

FIRST CLASS MAIL  
U.S. POSTAGE  
PAID 1 OUNCE  
ST. LOUIS, MO  
PERMIT NO. 2859

Service at: 1015 E LOVE  
Service from 08/27 to 09/26/02 Days 30  
Last Payment 09/18/02 \$142.84 PGA 59.08  
Acct. No. 47342-07216 Bill Date 09/30/2002

THANK YOU  
AMERICAN PAYMENT SYSTEMS



# CORPORATE CLAIMS MANAGEMENT, INC.

*Claims Administration Services*

Ameren Dedicated Unit  
(314) 554-3382

January 7, 2002

Levieta Brown  
1015 East Love St.  
Mexico, MO 65265

RE: PROPERTY DAMAGE  
Our Client: Ameren  
Claim #: AG0301025  
Date of Loss: Unknown

Dear Customer,

Corporate Claims Management is the third party administrator handling liability claims on behalf of Ameren.

After careful review of the circumstances surrounding your claim, we find no negligence or lack of care on the part of Ameren or its employees. We can find no evidence that the increase in your gas bill was the result of anything other than the weather. We regret any inconvenience or financial loss you may have experienced; however, we must respectfully deny your claim.

Sincerely,

Todd Munger  
Account Manager  
Corporate Claims Management, Inc.