

BEFORE THE PUBLIC SERVICE COMMISSION  
STATE OF MISSOURI

FILED

JUL 7 1999

Missouri Public  
Service Commission

Xenia Waymire-Williams )  
(your name) )  
Complaint )

vs.

Case No. EC-2000-19

Ameren UE )  
(company name) )  
Respondent. )

COMPLAINT

Complainants resides at 3503 Itaska  
St. Louis, MO 63111.

1. Respondent, Ameren UE  
(company name)  
of St. Louis, MO, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, complainants state the following facts:

This is in complaint of the "unreasonable" deposits that have been imposed by  
Ameran UE during the time we have resided at the above stated residence; since the 12th  
of December 1999. The first on 2/14/98 for \$86.00, the second on 5/12/99 in the  
amount of \$152.00 and the most recent, 4/12/99 in the amount of \$470.00, which led  
to my service being disconnected and the action for filing this complaint. The first  
two deposits had been added to the bill in installment payments, but have not yet been  
credited to the account. Any additional installments, added to our current "budget

billing" amount of \$142.00 per mo., would make this most necessary of utility services  
unavailable to our household, thus being highly discriminatory and prejudicial.

**The complainant has taken the following steps to present to the respondent:**

Stating the above mentioned in a letter dated April 29<sup>th</sup>, 1999, following the notice on  
4-12-99 that a \$470.00 deposit was being added to my bill. This was then followed by a  
phone call on May 7<sup>th</sup>, 1999, again, reiterating the above mentioned in #2. This in turn  
was followed by my complaint to the Public Commissioners Office, upon disconnection  
of the service, that I took this demand deposit to be an act of coercion on the part of  
Ameran UE, for an amount of (\$470.00 + \$70.99 = a total of \$569.00) required in order to  
reconnect and maintain continued service at my residence.

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

- (1) Safe and adequate service charges---"that shall be just and reasonable,"
- (2) Nor be subjected to any further unjust, unreasonable prejudice or disadvantage.
- (3) That all prior deposits be applied to the charges before any additional deposits  
are added.
- (4) Any future deposit installments be reasonably affordable when included in a  
monthly "budget billing".

7-1-99

Date

Keith Williams

Yvonne Waymure  
Signatures of Complainants

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
15688	15172	526	ACTUAL	RES 01	37.36
ST. LOUIS CTY TAX					35
BUDGET ADJUSTMENT					35
RECONN CHARGE					30.00
DEFR LATE PAY @ 1.5%					2.49
DEFR MNTHLY AMT					25.00
DEPOSIT					470.00
PRIOR BALANCE					142.01
<b>AMOUNT DUE ON 05/17</b>					<b>683.00</b>

03B-00404  
AUTO 3-DIGIT

Service at: **3503 ITASKA**  
Service from 04/02 to 05/03/99 Days 31  
Your Last Payment 04/12/99 \$142.38  
Acct. No. **0636 113 0301 27** Bill Date 05/05/99

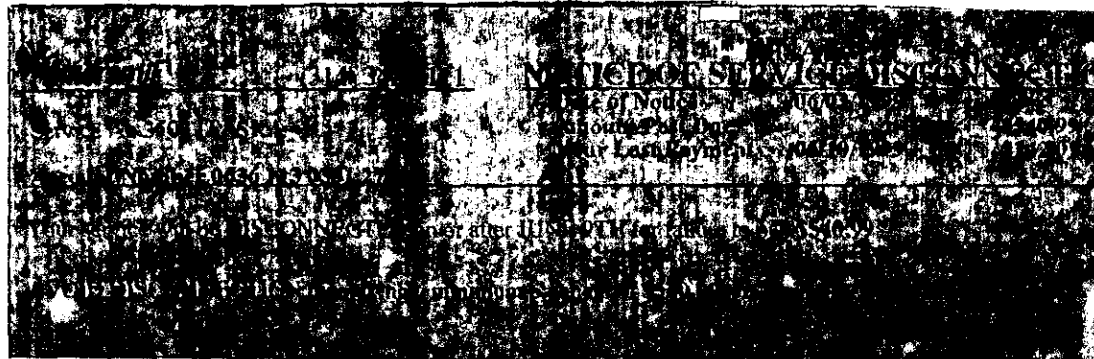
Due date and delinquent date apply to current charge  
Your new budget amount is \$97.00.  
Deferred amts/months remaining after this bill: \$141

RETURN THIS STUB WITH PAYMENT TO:  
AmerenUE  
P.O. BOX 66529  
ST. LOUIS, MO 63166-6529  
Acct. No. **0636 113 0301 27**



\*\*\*\*\*AUTO\*\*3-DIGIT 631  
WILLIAMS KEITH  
3503 ITASKA  
SAINT LOUIS MO 63111-1427

Amount Due \$683.00  
Due By 05/17  
Delinquent After 05/26



4030000 0636113030127 00540990 00502140 00540990

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529					
PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
08446	06777	2889	ACTUAL	RES 01	226.50
ST. LOUIS CTY TAX					9.44
BUDGET ADJUSTMENT					-123.94
LATE PAY CHARGE @ 1.5%					3.21
DEFR MNTHLY AMT					37.00
DEPOSIT ARREARS					23.39
PRIOR BALANCE					213.75
<b>AMOUNT DUE ON 09/15</b>					<b>389.35</b>

99B-15453  
AUTO 5-DIGIT

E

FIRST CLASS MAIL  
U.S. POSTAGE  
PAID 100504  
ST. LOUIS, MO  
PERMIT NO. 2282

A

Service at: **3503 ITASKA**  
Service from 08/02 to 08/30/98 Days 28  
Your Last Payment 07/07/98 \$150.00  
Acct. No. **0636 113 0301 27** Bill Date 09/02/1998

Due date and delinquent date apply to current charges only  
Budget balance behind \$377.19 after paying this bill.  
Your budget amount has been changed to avoid a large 12  
month adjustment. Your new budget amount is \$112.00  
Deferred amts/months remaining after this bill: \$112.00

April 12, 1999

Williams Keith  
3503 Itaska  
St. Louis Mo. 63111

Dear Customer:



We will include a deposit for \$470.00 on your next bill. This deposit will be held in your name and will earn 9.5% per annum in interest. The deposit is required at this time due to your record of late payment.

If you have any questions, please contact our Customer Service Center at 342-1111.

Sincerely yours,

*R. D. Lloyd*

R. D. Lloyd  
Customer Representative  
Customer Relations Department

# 549.00  
7/1 a nears 70.99  
470.00  
549.00

ACCOUNT NO.

SERVICE ADDRESS

0636 113 0301 2

3503 Itaska

May 12, 1998

Williams Keith  
3503 Itaska  
St. Louis Mo. 63111

Dear Customer:



We will include a deposit for \$86.00 on your next bill. This deposit will be held in your name and will earn 9.5% per annum in interest. The deposit is required at this time due to your record of late payment.

If you have any questions, please contact our Customer Service Center at 342-1111.

Sincerely yours,

A handwritten signature in cursive script that reads "R. D. Lloyd".

R. D. Lloyd  
Customer Representative  
Customer Relations Department

ACCOUNT NO.

SERVICE ADDRESS

0636 113 0301 2

3503 Itaska

February 14, 1998

Williams Keith  
3503 Itaska  
St. Louis Mo. 63111

Dear Customer:



We are pleased to have your new account. A deposit request for \$152.00 will be billed on your next service bill. This deposit will be held in your name and will earn 9.0% per annum in interest.

If you have any questions, contact our Customer Service Center at 342-1111.

Sincerely yours,

A handwritten signature in cursive script that reads "R. D. Lloyd".

R. D. Lloyd  
Customer Representative  
Customer Relations Department

ACCOUNT NO.

SERVICE ADDRESS

0636 113 0301 2

3503 Itaska

0842-D

AMERENUE DEPOSIT AGREEMENT CONFIRMATION

THIS NOTICE WILL CONFIRM THE AGREEMENT MADE ON 05/11/98 CONCERNING THE \$152.00 DEPOSIT WHICH WAS ASSESSED TO YOUR ACCOUNT. THIS AGREEMENT CALLS FOR THE DEPOSIT TO BE ADDED TO YOUR MONTHLY BILLS IN 5 INSTALLMENTS OF \$25.00 PLUS 1 INSTALLMENT OF \$27.00 STARTING WITH YOUR NEXT BILL.

FAILURE TO KEEP THESE ARRANGEMENTS MAY RESULT IN DISCONNECTION OF YOUR SERVICE.

ACCOUNT NUMBER  
063611303012

PLEASE NOTE - THIS AGREEMENT IS FOR THIS DEPOSIT ONLY AND DOES NOT APPLY TO ANY OTHER MONIES DUE AMERENUE.

WILLIAMS KEITH  
3503 ITASKA  
ST. LOUIS, MO 63111