

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>

MAY 21 2007

Name: Irene D. Souza  
Complainant

Missouri Public  
Service Commission

vs.

Case No.

Company Name: Ameren UE  
Respondent

Account # 7673509067

**COMPLAINT**

Complainant resides at 3708 W. Rollins Columbia, MO 65201  
(address of complainant)

1. Respondent, Ameren UE  
(company name)  
of Columbia, 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:

1. Called Ameren UE on Nov. 20, 2006 to have Gas turned on in Rental property located in Columbia, MO. No Renters were living in rental.
2. Did NOT Receive a bill from Ameren UE for several months, until March of 2007.
3. Called Ameren UE about this bill which was over 1000.00. I Asked why I had not received a bill in the past few months and told them to turn off the service.
4. I got my Area Agency on Aging involved to help me sort this issue out. She spoke with the company as well. She told them again to turn off services and discussed with them why I had not received a bill in the several months since starting services. At that time she was told services would be shut off and that I had not gotten a bill because they had sent them to the empty.

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

rental property instead of my home. As I had requested them to do. Ameron stated that the post office had returned the Bills to them. And that was when they sent me the bill with the total amount for the last several months.

5. I was sent another bill with more fees attached and services were still not turned off as they were to be the month before.

6. I believe it was their response ability to contact me before the bill got to the end amount of 11630.<sup>93</sup> (which I also believe is way to high for an empty rental property for 4 1/2 months). I am also unhappy as the balance of that bill has been transferred to my personal home account with them that has been paid on time every month.

WHEREFORE, Complainant now requests the following relief:

I do not believe I should be responsible for this bill as it was Ameron's mistake in not mailing to my home address as I requested. I would like this issue looked in to and Resolved. If they had sent me the 1st bill I would have had the place winterized. I could replace all the pipes twice for the amount they are billing me for. This is upserd. I will pay the 1st. months bill of \$89.

5/15/07

Date

S. Rene P. Souza

Signature of Complainant

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