

BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

FILED²

JAN 21 2000

Missouri Public
Service Commission

Frank and Susan Delana,)
)
Complainants,)
)
v.)
)
Union Electric Company,)
d/b/a AmerenUE,)
)
Respondent.)

Case No. EC-2000-298

STAFF RECOMMENDATION

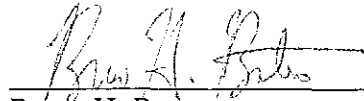
COMES NOW the Staff of the Missouri Public Service Commission ("Staff") and for its
Recommendation states:

In the attached *Memorandum*, which is labeled *Appendix A*, the Staff recommends that
the Missouri Public Service Commission issue an order, pursuant to Section 386.420.2, RSMo
(1994) and 4 CSR 240-2.070(10) dismissing the Complaint filed by Frank and Susan Delana in
this matter on October 26, 1999, for the reasons stated therein.

ATTACH 1

Respectfully submitted,

DANA K. JOYCE
General Counsel

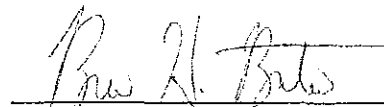


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Certificate of Service

I hereby certify that copies of the foregoing have been mailed or hand-delivered to all counsel or parties of record as shown on the attached service list this 21st day of January 2000.



Bruce H. Bates

MEMORANDUM

TO: Missouri Public Service Commission Official Case File
Case No. EC-2000-298, Frank and Susan Delana vs. Union Electric Company,
d/b/a AmerenUE

FROM: Mack McDuffey, ^{mm}Electric Department – Rates & Tariffs *Jaw*

Wass Henderson by BCW
Utility Operations Division/Date

1/21/00
Helen Dotz *BH 1-21-00*
General Counsel's Office/Date

SUBJECT: Electric Department Staff's Report of its Findings

DATE: January 21, 2000

On October 26, 1999, Frank and Susan Delana (Complainants) filed a complaint against Union Electric Company d/b/a AmerenUE (UE or Company). Complainants allege that high bills for the summer months of July and August 1999, that were initially calculated from estimated meter readings, but later recalculated from actual meter readings, do not accurately reflect Complainants' electricity usage. Complainants request that the Commission require UE to base its bills for July and August 1999 on Complainants' summer usage during previous years. On December 2, 1999, Company filed its response to the complaint.

On December 22, 1999, the Missouri Public Service Commission (Commission) ordered its Staff to investigate the allegations set out in the complaint and file a report of its findings by January 21, 2000.

Staff has investigated the Complainants' allegations. Complainants had their electrical system inspected by an electrician who was unable to discover any cause for the high usage. UE inspected its facilities and tested its metering equipment, but was also unable to discover any cause for the high usage.

Staff has been unable to determine that the Complainants' bills for July and August 1999 do not reflect the correct amount of electricity that was supplied from UE's distribution system and used by the Complainants to provide electric energy to residential equipment load or to determine the specific equipment responsible for the high usage.

During the course of its investigation Staff learned from Complainants that the Complainants' air conditioner had failed and was repaired or replaced in the latter part of June. However the replacement air conditioner also either failed to operate, or failed to operate properly, and was subsequently replaced in mid-August. Complainants have stated that initially because of the faulty air conditioners, and subsequently because of the cooler weather, no air conditioning has been used since the latter part of June.

Appendix A

Staff has been unable to determine with certainty the exact cause of the high usage; however, since the accuracy of UE's metering equipment has been verified by testing by UE, Staff has no reason to believe that Complainants' usage has not been measured accurately. Because the inspection of the Complainants' electrical system and appliances did not occur until late August, after the air conditioners had been replaced, it is possible that the cause of the high usage was the Complainants' faulty air conditioners.

After reviewing the information provided by the Complainants and the Company, Staff is of the opinion that Company has in fact acted in good faith pursuant to its tariff and the Commission's rules. Staff recommends that the Commission dismiss the formal complaint as filed. Unless otherwise directed by the Commission, Staff does not plan to make any further attempts to resolve this matter, or to file testimony or briefs in this docket.

copies: Director - Utility Operations Division
 Director - Research and Public Affairs Division
 Director - Utility Services Division
 General Counsel
 Manager - Financial Analysis Department
 Manager - Accounting Department
 Manager - Electric Department
 Frank and Susan Delana, complainants
 James J. Cook, Esq., attorney, Union Electric Company
 Office of the Public Counsel

Defendant List for
Case No. EC-2000-298
January 21, 2000

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