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FEB 05 2007

Missouri Public
Service Commission

8307 Garfield Avenue
St. Louis, MO 63114
September 4, 2006

Mo. Public Service Commission
Consumer Service Department
P.O. Box 3160
Jefferson City, MO 65102

Dear Sir or Madame:

This letter is addressing a complaint & concern about mine utility bills with Iacled Gas & Ameren W.E. I would like a written respond to this letter please no verbal at all.

First of all I saw Mr. Warren Wood from your department on Channel 4 News at 10pm date 8/24/06 discussing about how concerned he was about the re-connecting of W.E. customers services during the storm in latter part of July 2006. I also think Mr. Wood & all of W.E. customers should be extremely concern about the high W.E. bills we received after the storm for being in the dark for 7 to 10 days or more. How can you charged customers for

St. Louis Community
College Public Hearing

EP-2007-001
GR-2007-001

EXHIBIT

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services they never received. Nearly everyone had a great loss especially in the food departments - very few insurance re-imburssed their clients.

U.E. and Laclede gas companies bills are getting to be impossible to pay.

I am on a budget plan with Laclede Gas not too long ago it was \$128.82 now it was raise to \$211.00 on a budget plan. I have not receive a raise on mine job in 3 yrs. It is hard to pay these bills when your salary does not increase along with the cost of living.

I used to worked at the Post Office and I noticed how the black people paid more than the rich people (which were whites) in Westwood & Creve Coeur Counties. The Rich people had large mansions to live in and the blacks had smaller homes but higher utility bills. What is wrong with this picture? I wonder do these utility companies placed symbols behind people names to tell whom is black or white.

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Why don't Ameren W.E. has a public office where you can talk to them in person & not over a phone. Are they afraid to look their customers in the face? Their customers are paying them enough money to have 2 or 3 locations. The only place you can go to are the grocery stores and sub-stations to pay your bills.

Why don't Ameren W.E. have public meetings so the public can come & converse with W.E. representatives about their services & bills?

Please give me a written respond to my letter and soon before I will be sitting in the dark and will have to wait until daybreak to read your answer.

Respectfully Yours

Ms. Belores McMillan

P.S. This letter will be send to channel 2-445 and also to Ameren W.E. I did managed to get a P.O. Box # from one of their representative.