

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED³

JUN 4 2012

Name: SHERRY VEACH
Complainant

vs.

Missouri Public
Service Commission
Case No.

Company Name: EMPIRE ELECTRIC COMPANY
Respondent

COMPLAINT

Complainant resides at 98 NORTH SWAN ST.; FAIR GROVE, MO 65648
(address of complainant)

1. Respondent, EMPIRE ELECTRIC COMPANY
(company name)
of JOPLIN, 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:

THIS COMPLAINT IS BEING MADE DUE TO THE USE OF A MISS-CALIBRATED ELECTRIC
METER BY EMPIRE ELECTRIC COMPANY AT THE RESIDENTS OF SHERRY VEACH, ADDRESS 98 N.
SWAN ST., FAIR GROVE, MO. CAUSING OVER CHARGES OF APPROXIMATELY 65% OVER THE LAST
24 YEARS. APPROXIMATELY 15 YEARS AGO A REQUEST WAS MADE TO HAVE THE METER
CHECKED FOR THE SAME REASON, AT THE TIME I DID NOT RECORD THE DATE BECAUSE I
TRUSTED THE EMPIRE ELECTRIC COMPANY TO TAKE CARE OF THE PROBLEM AND MY FOCUS
WAS ON THE COMPANY THAT I WORKED FOR AS AN ENGINEER. I HAVE THE ELECTRIC BILLS
DATING BACK TO 1988 WHEN I BOUGHT THE HOUSE SHOWING THAT THE METER WAS NEVER
CALIBRATED CORRECTLY, UNTIL FEBRUARY 14, 2012 WHEN I STATED THAT I WAS GOING TO THE
MISSOURI PUBLIC SERVICE COMMISSION IF THE PROBLEM WAS NOT TAKEN CARE OF.
PLEASE SEE ATTACHMENTS FOR TIME LINES, SPREAD SHEETS OF METER READINGS, ACTIONS
TAKEN TO PROVE THE USE OF A MISS-CALIBRATED METER, THE RESULTS BEFORE AND AFTER
THE METER WAS CALIBRATED BY SOMEONE DURING MY ABSENTS FROM THE RESIDENTS ON
FEBRUARY 14, 2012, LETTERS AND INFORMATION GIVEN TO SHANE SCHOELLER'S OFFICE, ETC.

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

A REQUEST FOR A METER CALIBRATION TEST WAS MADE ON JANUARY 23, 2012 TO EMPIRE
ELECTRIC COMPANY WITH NO RESULTS AND RESISTANCE TO WRITE THE WORK ORDER. I THEN
CONTACTED THE LINEMAN FOR THIS AREA TO TRY AND GET THE PROBLEM TAKEN CARE THRU
THAT ROUTE, WHICH AFTER GIVING HIM COPIES OF THE SPREAD SHEETS ON TWO SEPARATE
OCCASIONS HE GAVE IT TO THE PERSON THAT IS SUPPOSE TO TAKE CARE OF THE METERS.
I THEN TURNED IT OVER TO MPSC AND THEN TO SHANE SCHOELLER'S OFFICE AT SUCH TIME
EMPIRE ELECTRIC REFUSED TO TALK TO SHANE SCHOELLER.. COPIES OF THE SPREAD SHEETS
AND INFORMATION WAS E-MAILED TO PAT STRADER OF EMPIRE ELECTRIC AT THE SAME TIME I
E-MAILED THE SAME INFORMATION TO SCHOELLER'S OFFICE. AT SUCH TIME RITA FROM
SCHOELLER'S OFFICE WAS TOLD TO TELL ME NOT TO E-MAIL INFORMATION TO EMPIRE
ELECTRIC ANY MORE.
PLEASE SEE ATTACHMENTS FOR DETAILS

WHEREFORE, Complainant now requests the following relief:

RESTITUTION IN THE FORM OF PAYMENT TO ME FROM EMPIRE ELECTRIC COMPANY FOR ALL
OVER CHARGES DUE TO THE USE OF A MISS-CALIBRATED METER FOR AS FAR BACK AS THE LAW
ALLOWS.

MAY 23, 2012

Date

417-838-2141

Complainant's Phone Number

Signature of Complainant

slveach@hotmail.com

Complainant's E-mail Address

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