

FILED⁵

DEC 12 2016

SAMPLE COMPLAINT FORM

Missouri Public
Service Commission

Attach extra pages as necessary.

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Montgomery & Greaser _____,
(Your name here)

Complainant,

v.

Ameren Missouri _____

(Utility's name here)

Respondent,

File No.

(PSC fills this in)

COMPLAINT

1. Complainant resides at:

118 Themis _____
(Address of complainant)

Cape Girardeau MO 63701
(City) (State) (Zip Code)

2. The utility service complained of was received at:

(a) Complainant's address listed in paragraph 1.

b. A different address:

(Address where service is provided, if different from Complainant's address)

(City) (State) (Zip Code)

P.O. Box 66149
(Address of complainant)

St. Louis
(City)

MO
(State)

63179-0352
(Zip Code)

5. The amount at issue is: \$ Approximately \$300.00

(If your complaint is about money state how much is in dispute here.)

(Explain what you want the Commission to do: the specific results you are seeking in this complaint.)

Reduce stated amount of \$392.01 per billing of November 15, 2016 statement.

statute, tariff, or Commission regulation or order, as follows:

Respondent has failed to provide adequate cause for charging "gas adjusted service amount", forwarding inconsistent billings which include misrepresentations regarding CCF use. (See attached billings and correspondence from Respondent which are inconsistent in providing justification for charges).



November 15, 2016

MONTGOMERY & GREASER
118 THEMIS ST
CAPE GIRARDEAU MO 63701

GAS MODULE ADJUSTMENT

Service Address 118 THEMIS ST
CAPE GIRARDEAU MO 63701

Account Number 48821-19130

Dear Customer,

Recently, our service personnel discovered the Automatic Meter Reading (AMR) module on gas meter 09659693 has been sending incorrect readings to Ameren Missouri's billing software. However, the meter index, which records the actual amount of gas consumed, has been registering the correct usage. On 10/12/16, service personnel obtained an accurate physical reading of your usage. Based on your usage history, it appears the AMR module malfunctioned on 1/24/16. The faulty module was replaced on 10/12/16 with a new AMR module, which has been tested to ensure future accuracy.

Ameren Missouri's tariff, approved by the Missouri Public Service Commission, permits us to correct bills for a maximum of 12 months from the date the billing error was discovered.

The enclosed energy statement contains an adjustment to reflect your actual gas usage. A spreadsheet is enclosed with details of the original billing and the corrected billing. We apologize for any inconvenience this correction may cause. It is always our intention to provide dependable service and accurate billing.

Please accept our apologies for this situation. We offer the option to pay the adjusted bill over a period of at least double the period covered by the adjusted bill. If you have questions, the best time to call **1.800.552.7583** is Tuesday through Friday; 7 a.m. to 7 p.m. or email anytime at ameren.com.

We value your business and thank you for being an Ameren Missouri customer.

Sincerely,

A handwritten signature in black ink, appearing to read "M.L. Cortez", written in a cursive style.

M.L. Cortez
Director, Customer Care
Ameren Missouri

Ameren Missouri
PO Box 66149
St Louis, MO 63166

CC9106

Gas AMR/Index Spreadsheet Project

Customer Name	MONTGOMERY & GREASER
Account Number	48821-19130
Period Corrected:	1/24/16 - 10/12/16
Date Discrepancy Began & Rdg	16-Jan
Date Module Reprog / Rdg	10/12/16 - 8845

From Date	To Date	Usage Pattern Y/R	Percent of Total Use	Adj Usage	Original CCFs Billed	Difference in CCFs	From Date	To Date	Original Billed Amount	Corrected Amount	Difference
9/21/15	10/12/15	7	0.0127	8	0	8	09/20/16	10/12/16			\$ -
8/20/15	9/21/15	10	0.0181	12	10	2	08/21/16	9/20/16	\$ 41.49	\$ 43.26	\$ 1.77
7/22/15	8/20/15	9	0.0163	10	9	1	07/21/16	8/21/16	\$ 42.30	\$ 43.18	\$ 0.88
6/22/15	7/22/15	10	0.0181	12	10	2	06/21/16	7/21/16	\$ 43.18	\$ 44.96	\$ 1.78
5/21/15	6/22/15	10	0.0181	12	9	3	05/22/16	6/21/16	\$ 42.30	\$ 44.96	\$ 2.66
4/22/15	5/21/15	7	0.0127	10	10	0	04/21/16	5/22/16	\$ 43.18	\$ 43.18	\$ -
3/23/15	4/22/15	32	0.0579	40	40	0	03/22/16	4/21/16	\$ 70.10	\$ 70.10	\$ -
2/22/15	3/23/15	183	0.3309	208	101	107	02/22/16	3/22/16	\$ 126.85	\$ 224.86	\$ 98.01
01/22/15	2/22/15	285	0.5154	331	188	143	01/24/16	2/22/16	\$ 206.54	\$ 337.53	\$ 130.99
		553		643	377	266					
		553	100%	643					\$ 615.94	\$ 852.03	\$ 236.09

done by dam



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PO Box 790352 St. Louis, MO 63179-0352
for correspondence only

9/27/16
FOCUSED ENERGY. For life.

Current Charge Detail for Statement 09/22/2016

Electric Charge - Small General 1 Phase	\$197.40
Gas Charge - General Service	\$36.64
Outdoor Lighting Charge	\$21.96
Fuel Adjustment Charge	-\$0.03
Infrastructure Replacement Surcharge	\$0.00
Energy Efficiency Investment Charge	\$3.82
Missouri State Sales Tax	\$10.98
Missouri Local Sales Tax	\$9.73
Cape Gir-Cape Gir Co Municipal Charge	\$13.68
Amount Due	\$294.18

Electric Service from 08/21/2016 09/20/2016 30 Days

Gas Service from 08/21/2016 09/20/2016 30 Days

Lighting Service from 08/19/2016 09/20/2016 32 Days

Meter Number	Current Reading	Previous Reading	Current Usage	Reading Type
28834182	034501	032776	1725 kWh	Actual
09859693	008579	008569	10 CCF	Actual
			79 kWh	Unmetered

Electric Service Details

September Statement

Electric Usage in Kilowatt Hours (kWh)

3000

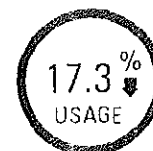
1500

71°F 61°F 55°F 45°F 37°F 39°F 49°F 55°F 62°F 76°F 80°F 79°F 76°F
Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep

Average Monthly Temperature (°F)

Electric Usage Summary (kWh)

So far this year, you're using 17.3% less than last year



2015 12,896 kWh

2016 10,497 kWh

Usage from Jan-Sep for 2015 & 2016

Keeping You Informed.

Update your account information so we can contact you when crews are working in your neighborhood. Fill out the slip and mail it in or update your online account. Don't have an online account? Sign up today at AmerenMissouri.com.

>> See reverse for messages

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13073
04787 2322753 004768 008575 00010001
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Gas Service Details

September Statement

Gas Usage in Cubic Feet (CCF)

300

150

0

71°F 61°F 55°F 45°F 37°F 39°F 49°F 55°F 62°F 76°F 80°F 79°F 76°F
Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep

Average Monthly Temperature (°F)

Gas Usage Summary (CCF)

So far this year, you're using 25.9% less than last year



2015 825 CCF

2016 611 CCF

Usage from Jan-Sep for 2015 & 2016

Lighting Details

Quantity	Description	Monthly Rate	Prorate Factor	Amount	Date Service To
2	9.00 HPS Open End	10.92	1.000000	21.96	09/20/2016



What Would You Do With Extra Cash?

Replace your aging electric water heater with an efficient electric heat pump water heater and save approximately \$330 per year on your energy bill. The BizSavers® program offers cash incentives, up to \$21,000, when you invest in a new heat pump water heater. Visit AmerenMissouri.com/BizSavers to start saving.

Account Messages

Your energy statement is changing! For your convenience, we have extended the due date to match the delinquent date. Payment must be received by the due date to avoid any applicable late fees. Learn more at AmerenMissouri.com/statement.

Seasonal Rate Change - Your electric bills for the next eight months will reflect the lower winter costs for providing electric service. Look for ways to control your winter bills by visiting AmerenMissouri.com/ActOnEnergy for tips and rebates.



A late payment charge of 1.5% will be added for any unpaid balance on all accounts after the due date.

Important Message for Gas Customers - Be Safe!

If you ever smell gas, call Ameren Missouri to investigate the problem and leave the area. Before you dig, call 1.800.DIG.RITE to locate underground gas pipelines for you.

Direct Pay Makes Paying Bills Easier. To enroll, go to AmerenMissouri.com or call 1.800.552.7583 to request an enrollment form.



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Purchase Order #11111111

commercial

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seems high

Current Charge Detail for Statement 10/21/2016

Electric Charge - Small General 1 Phase	\$76.73
Gas Charge - General Service	\$238.17
Outdoor Lighting Charge	\$21.96
Fuel Adjustment Charge	\$0.54
Infrastructure Replacement Surcharge	\$0.00
Energy Efficiency Investment Charge	\$1.82
Missouri State Sales Tax	\$14.33
Missouri Local Sales Tax	\$12.72
Cape Gir-Cape Gir Co Municipal Charge - Service	\$17.85
Amount Due	\$384.12

AMOUNT DUE

\$384.12

Due Date:

11/14/2016

Kathy

Account Number

4882119130

Customer Name

MONTGOMERY & GREASER

Service Address

118 THEMIS ST

Previous Statement

\$294.18

Last Payment - 10/03/2016

\$294.18

T-PGA \$0.47220000 per CCF

Electric Service from 09/20/2016 - 10/19/2016 29 Days

Gas Service from 09/20/2016 - 10/19/2016 29 Days

Lighting Service from 09/20/2016 - 10/19/2016 29 Days

Meter Number	Current Reading	Previous Reading	Current Usage	Reading Type
28834182	035324	034501	823 kWh	Actual
09659693	008847	008579	268 CCF	Actual
			80 kWh	Unmetered



Stay informed about your energy usage anytime. Go to AmerenMissouri.com and create an account. It's simple and free!

268 CCF

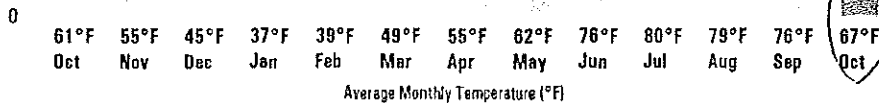
Electric Service Details

October Statement

Electric Usage in Kilowatt Hours (kWh)

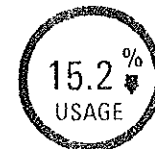
3000

1500



Electric Usage Summary (kWh)

So far this year, you're using 15.2% less than last year



2015 13,352 kWh

2016 11,320 kWh

Usage from Jan-Oct for 2015 & 2016

13073
04789 222/342 004790 009579 0001/0001
INTERNAL USE ONLY

Keeping You Informed.

Update your account information so we can contact you when crews are working in your neighborhood. Fill out the slip and mail it in or update your online account. Don't have an online account? Sign up today at AmerenMissouri.com.

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Gas Service Details

October Statement

Gas Usage in Cubic Feet (CCF)

300

150

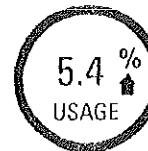
0

61°F 55°F 45°F 37°F 39°F 49°F 55°F 62°F 76°F 80°F 79°F 76°F 67°F
Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct

Average Monthly Temperature (°F)

Gas Usage Summary (CCF)

So far this year, you're using 5.4% more than last year



2015 834 CCF

2016 879 CCF

Usage from Jan-Oct for 2015 & 2016

Lighting Details

Quantity	Description	Monthly Rate	Prorate Factor	Amount	Date Service To
2	9720 LED Street Light	10.00	1.000000	21.96	10/19/2016



Bill Savings For Small Businesses

Announcing new and enhanced cash incentives for energy efficient upgrades for small business customers. Eligible small businesses can receive up to \$1,000 per lighting fixture for LED upgrades, occupancy sensors, and lighting controls. Learn more at AmerenMissouri.com/SB for qualifying equipment and eligibility requirements.

Account Messages

A late payment charge of 1.5% will be added for any unpaid balance on all accounts after the due date.

Important Message for Gas Customers - Be Safe!

If you ever smell gas, call Ameren Missouri to investigate the problem and leave the area. Before you dig, call 1.800.DIG.RITE to locate underground gas pipelines for you.



Direct Pay Makes Paying Bills Easier. To enroll, go to AmerenMissouri.com or call 1.800.552.7583 to request an enrollment form.

Pure Power lets your home or business support wind power and other forms of renewable energy in Missouri and the Midwest. Learn more at AmerenMissouri.com/purepower.



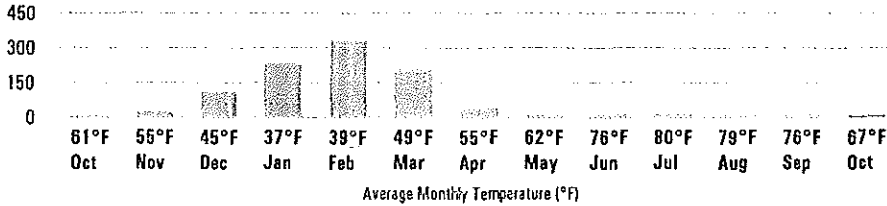
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Gas Service Details

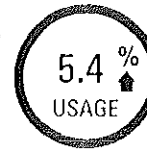
October Statement

Gas Usage in Cubic Feet (CCF)



Gas Usage Summary (CCF)

So far this year, you're using 5.4% more than last year



Usage from Jan-Oct for 2015 & 2016

Lighting Details

Quantity	Description	Monthly Rate	Prorate Factor	Amount	Date Service To
2	9500 HPS Open Btm	10.98	1.0000000	21.96	10/19/2016



Quick Cash!

Save \$2.00 a month for 12 months when you replace your old incandescent bulbs with LED bulbs. Upgrading to LEDs will save you money and energy. For more information, call 1.800.552.7583 or visit www.amerenmissouri.com/led. Offer good on new service connections only. Offer ends 10/31/16. While supplies last. Offer not available in some areas. See restrictions and details.

Account Messages

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Pure Power lets your home or business support wind power and other forms of renewable energy in Missouri and the Midwest. Learn more at AmerenMissouri.com/purepower.

Address Changes or Corrections

Name _____
Address _____
City, State, Zip _____
Phone Number _____

AmerenMissouri.com/WaysToPay



ONLINE
E-CHECK



PHONE
866.268.3729



IN PERSON
FIND A PAY STATION AT
[AMERENMISSOURI.COM/
PAYSTATION](http://AMERENMISSOURI.COM/PAYSTATION)



ONLINE
CREDIT CARD



MAIL
STUB & CHECK



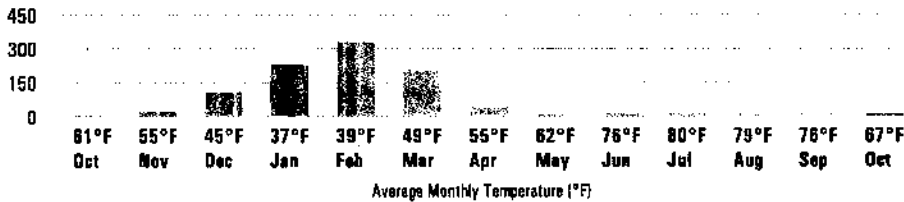
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Gas Service Details

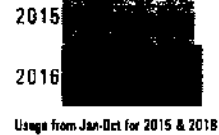
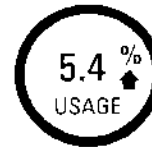
October Statement

Gas Usage in Cubic Feet (CCF)



Gas Usage Summary (CCF)

So far this year, you're using 5.4% more than last year



Usage from Jan-Oct for 2015 & 2016

Lighting Details

Quantity	Description	Monthly Rate	Prorate Factor	Amount	Date Service To
2	9500 MPS Open Btm	10.98	1.0000000	21.96	10/19/2016



Quick Cash!

Can't afford to replace with an LED. Upgrading to LEDs will save you money and



Account Messages

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Address Changes or Corrections

Name _____
Address _____
City, State, Zip _____
Phone Number _____

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E-CHECK



PHONE
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IN PERSON
FIND A PAY STATION AT
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PAYSTATION



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CREDIT CARD



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STUB & CHECK