BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Cynthia Cline,
Complainant,
v.
Union Electric Company, d/b/a AmerenUE,
Respondent.

Case No. EC-2005-0220

ANSWER

COMES NOW Union Electric Company d/b/a AmerenUE ("AmerenUE" or "Company"), and for its Answer to the Complaint filed in this proceeding, states as follows:

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1. On January 7, 2005, Cynthia Cline of 8866 Snowhill Court, St. Louis, Missouri

("Complainant") initiated this proceeding by filing a Complaint against AmerenUE.

2. In paragraph 1 of the Complaint, Complainant alleges that AmerenUE is located in St. Louis, Missouri, and that AmerenUE is a public utility under the jurisdiction and supervision of the Public Service Commission of the State of Missouri. AmerenUE admits the allegations contained in paragraph 1 of the Complaint.

3. In paragraph 2 of the Complaint, the Complainant alleges that she opened a new account with AmerenUE in June, 2004. AmerenUE admits this allegation. AmerenUE's records indicate that the Complainant opened a new account on June 15, 2004.

4. Complainant further alleges that after about two months she received a bill with a large transfer balance on it. AmerenUE also admits this allegation. The Company's records indicate that a balance of \$345.54 was transferred to the Complainant's account on July 23,

2004. The Company's records also indicate that the transferred balance was from Complainant's previous address at 10257 Meadowood Drive, St. Louis, Missouri 63114, and was incurred from the period July 13, 2001 through November 7, 2001.

5. The Complainant further alleges that she called AmerenUE to find out what this was, but the Company refused to provide any information except to say this is an old bill at a different address. AmerenUE admits that the Complainant called the Company to dispute her bill, but denies that it refused to provide her with any information about the bill.

6. The Complainant further alleges that she faxed a copy of her out-of-state driver's license to the Company, and that she advised AmerenUE that the debt was being disputed. AmerenUE has no record of the fax the Complainant alleges that she sent, therefore AmerenUE denies this allegation. AmerenUE admits that the Complainant verbally advised the Company that the transferred balance was being disputed.

7. The Complainant also alleges that another larger transfer balance was placed on her current account approximately two months later. AmerenUE admits this allegation. The Company's records indicate that a balance of \$888.87 was transferred to the Complainant's account on October 15, 2004. The Company's records also indicate that this balance was from another previous address of Complainant, 402 E. Oaklawn, Warrenton, Missouri 63383, and was incurred from September 5, 1995 through July 3, 1996.

8. The Complainant further alleges that the Company again repeatedly refused to send her any documentation, and that it was only when the Missouri Public Service Commission was contacted and they in turn contacted the Company that she received a verbal accounting for the two transferred balances. The Complainant further alleges that she has disputed both debts.

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AmerenUE denies that it refused to send any documentation to the Complainant concerning her debts. The Company admits that the Complainant has disputed both debts.

9. Finally, the Complainant again alleges that she faxed to the Company a copy of her out-of-state identification and a letter of dispute. She also alleges that she has contacted the Company by telephone on many occasions and they refused to send any proof of these debts. The Company has no record of any fax received from the Complainant, therefore it denies that she faxed her out-of-state identification and a letter of dispute. AmerenUE admits that the Complainant has contacted the Company by telephone on many occasions, but denies that it refused to send her any proof of her debts.

10. As an affirmative defense to this Complaint, AmerenUE states that its records indicate that both of the accounts whose balances have been transferred were established in the Complainant's name and with her social security number. The statement of account attached hereto as Attachment A shows that Account 33325-08118 for service at 10257 Meadowood Drive, St. Louis, Missouri was held in the name of Cindy S. Cline, Social Security No. 488-78-3499, during the period when the disputed charges were incurred. The statement of account attached hereto as Attachment B shows that Account 85244-01113 for service at 402 E. Oaklawn, Warrenton, Missouri 63383 was held in the name of Cindy S. Kravets, Social Security No. 488-78-3499, during the period when the disputed charges were incurred. The search document attached hereto as Attachment C, which the Company obtained from its locating service Accurint, indicates that Ms. Cline resided at both addresses where the transferred balances were incurred, and that her name was Cynthia S. Kravets when she lived at 402 Oaklawn in Warrenton. The social security number on each of the accounts whose balances were transferred matches the social security number on Ms. Cline's current account.

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11. AmerenUE has repeatedly requested that Ms. Cline provide proof that she did not reside at either of the addresses whose balances have been transferred to her current account during the relevant period. Such proof could include employment records, utility bills, lease agreements, or any other documents that would indicate she resided elsewhere during the relevant period. So far, Ms. Cline has refused to provide any such documentation.

WHEREFORE, based on the foregoing, AmerenUE respectfully requests that this Complaint be dismissed or, in the alternative, that the Commission promptly schedule a hearing to determine whether Ms. Cline should be required to pay the charges she has disputed.

Respectfully submitted,

By:

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Thomas M. Byrne, MBE No. 33340 Associate General Counsel Ameren Services Company P. O. Box 66149 (MC 1310) St. Louis, MO 63166-6149 (314) 554-2514 (Direct Line) (314) 554-4014 (Facsimile) tbyrne@ameren.com

Dated: February 11, 2005

CERTIFICATE OF SERVICE

The undersigned certifies that true and correct copies of the foregoing have been e-mailed or mailed, via first-class United States Mail, postage pre-paid, to the service list of record this 11th day of February, 2005.

Dana K. Joyce P.O. Box 360 200 Madison Street, Suite 800 Jefferson City, Missouri 65102 <u>GenCounsel@psc.mo.gov</u>

Cynthia Cline 8866 Snowhill Court St. Louis, Missouri 63121 John B. Coffman P.O. Box 7800 200 Madison Street, Suite 640 Jefferson City, MO 65102 opcservice@ded.mo.gov

Steve Dottheim Missouri Public Service Commission 200 Madison Street, Suite 800 P.O. Box 360 Jefferson City, Missouri 65102 Steve.Dottheim@psc.mo.gov

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Payment Received		
Payment		None
Bill	\$117.13 \$132.43 \$52.27 \$25.50 \$18.21	\$345.54
ADJUSTMENT Amount Explanation	Late Charge Late Charge Late Charge	
ADJU Amount	\$3.74 \$4.53 \$4.91	\$13.18
Use	1274 \$117.13 1442 \$132.43 665 \$48.53 216 \$20.97 91 \$13.30	3688 \$332.36 \$13.18
KWH	1274 1442 665 216 91	3688
ATES TO	38/09/2001 39/10/2001 10/09/2001 11/07/2001 12/05/2001	
BILL DATES FROM T	07/13/2001 08/09/2001 09/10/2001 10/09/2001 11/07/2001	Totals:

Attachment A Page 1 of 3

Page: 1 Document Name: untitled	Attachment A Page 2 of 3
(REX 4325 118 5710 4 8 A103 12/01/04 EGR 6.000 TX 0.0	UNCOLL02
CLINE CINDY S GGR 0.0 CLINE	CINDY S
10257, MEADOWOOD DR PO BOX	x 101
ST LOUIS MO 63114 RESP 07/13/01 SM 000 AGT 105 ELWOOD	D KS 66024
SERV FROM 11/07 TO 12/05 DUE 01/03 R01 F.00000	
C-O BAL 345.54 FUEL .00	
LAST BILL INFO PRIOR PMTS/ADJS CURRENT PMTS/ADJS	
CURR 12.50 12/19 027 13.61- 04/22 117CO 345.54-	
MPC .80 12/11 039 4.91	
ARRS 332.24 11/09 039 4.53	
10/11 039 3.74	
TOTAL 345.54 08/17 027 117.13-	

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10257, MEADOWOOD DR	PO BOX 101	
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12/09 030 33581 96	13.61	
11/07 030 33485 216	20.97	
10/09 030 33269 665	48.53	
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Received	11/02/1995 11/20/1995 12/19/1995 01/19/1996 03/22/1996 05/29/1996	
Payment	(\$150.00) (\$150.00) (\$150.00) (\$156.00) (\$156.00) (\$316.72)	(\$1,078.72)
Bill	\$65.85 \$115.20 \$194.76 \$253.20 \$232.99 \$211.70 \$163.84 \$157.05 \$66.34	\$1,967.59
ADJUSTMENT unt Explanation	Late Charge Late Charge Late Charge	
ADJI Amount	\$2.34 \$2.38 \$4.75 \$3.51 \$6.99	\$19.97
Use	\$12.51 \$29.00 \$108.03 \$166.42 \$258.79 \$146.41 \$119.75 \$71.81 \$19.07 \$3.82 \$3.82	\$944.10
CCF	16 49 334 526 233 233 20 25 25 20 20 20	1868
Use	\$53.34 \$86.20 \$86.73 \$86.73 \$86.78 \$86.78 \$86.58 \$89.65 \$129.07 \$145.05 \$55.53	15674 \$1,003.52
KWH	857 1540 1553 1554 1554 1549 1549 1622 1622 1623 1600 609	15674
ATES TO	09/29/1995 11/02/1995 12/04/1995 01/04/1996 03/06/1996 03/06/1996 03/04/1996 05/04/1996 05/04/1996 05/03/1996 07/03/1996	
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SUMMARY:

\$1,967.59 (\$1,078.72)	\$888.87
Bills: Payments:	Account Balance:

Attachment B Page 1 of 7

Attachment B Page: 1 Document Name: untitled Page 2 of 7 UNCOLL96 (REX 4070 201 0590 1 0 A602 12/01/04 EGR 4.800 TX 0.0 KRAVETS CINDY S GGR 5.0 KRAVETS CINDY S 18 ST JAMES ST 402, E OAKLAWN WARRENTON MO 63383 RESP 09/05/95 SM 000 AGT 205 NEWTON MA 02158 SERV FROM 07/03 TO 07/16 DUE 07/30 R01 F.00000 PGA .38260 .00 888.87 FUEL C-O BAL BUDGET BILLING CURRENT PMTS/ADJS PRIOR PMTS/ADJS LAST BILL INFO 11/18 117CO 888.87- CONTRACT AMT. MONTHS CURR 52.86 07/09 039 6.99 229.00 11 3.63 06/07 039 3.51 GS BILLINGS TOTAL TO DATE 05/29 890 316.72-2.86 MPC 1888.27 127.27 05/08 039 4.75 BD/AJ CALCULATED BILL TOTAL 04/09 039 2.38 ARRS 702.25 1888.27 03/22 771 156.00-------BUDGET DIFFERENCE 2.34 TOTAL 888.87 03/08 039 .00 156.00-01/19 802 12/19 865 150.00-CURRENT MONTH ADJ 127.27 11/20 839 150.00-11/02 843 150.00-

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Attachment B Page 7 of 7

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WARRENTON M	O 63383	 407	020105901	δρ	(314)45	6-8091		<u> </u>
Read Date	Bill Date	Bill Amt	Curr Budg Adj	Contract Amt	Mths on Budget	YTD Calc Bill	YTD Budg Amt	YTD Budg Diff
07/16/1996	07/18/1996	59.35	127.27	229.00	11	1888.27	1888.27	(
07/03/1996	07/09/1996	153.54	75.46	229.00	10	1888.27	1761.00	-127.27
06/05/1996	06/07/1996	148.14	80.86	229.00	9	1734.73	1532.00	-202.73
05/04/1996	05/08/1996	161.46	67.54	229.00	8	1586.59	1303.00	-283.59
04/04/1996	04/09/1996	209.36	-53.36	156.00	7	1425.13		-351.13
03/06/1996	03/08/1996	232.99	-76.99	156.00	6	1215.77	918.00	-297.77
02/05/1996	02/07/1996	353.77	-197.77	156.00	5	982.78	762.00	-220.78
01/04/1996	01/09/1996	253.20	-97.20	156.00	4	629.01	606.00	-23.0
12/04/1995	12/06/1995	194.76	-44.76	150.00	3	375.81	450.00	74.1
11/02/1995	11/06/1995	115.20	34.80	150.00	2	181.05	300.00	118.9
09/29/1995	10/06/1995	65.85	84.15	150.00	1	65.85	150.00	84.1
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-	All	Full Name	Age/DOB	Address	Dates	Phone Information
	<u> K</u>	CYNTHIA S CLINE 488-78-3499		10257 MEADOWOOD DR SAINT LOUIS MO 63114-2227	Jul 02 - Dec 04	(314) 426-1429
	<u> K</u>	CYNTHIA S KRAVETS 488-78-3499		10257 MEADOWOOD DR SAINT LOUIS MO 63114-2227	Jul 02 - Dec 04	/
		CYNTHIA S CLINE 488-78-3499	43 Apr 61	141 BEACH RD APT D10 SALISBURY MA 01952-2248	Aug 98 - Nov 02	
	¥.	CYNTHIA S KRAVETS 488-78-3499	43 Apr 17, 1961	141 BEACH RD APT D10 SALISBURY MA 01952-2248	Aug 98 - Nov 02	
	<u> K</u>	CINDY CLINE 488-78-3499	43 Apr 61	PO BOX 531 AURORA OR 97002-0531	Oct 01	465-0684
	<u>z</u> ü	CYNTHIA S CLINE 488-78-3499	43 Apr 61	PO BOX 531 AURORA OR 97002-0531	Oct 01	465-0684
		CATHY ORNELAS 488-78-3499		1251 S MESA DR APT 55 MESA AZ 85210-5384	Aug 01	
		CINDY CLINE 488-78-3499	43 Apr 61	PO BOX 662 BROOKLINE MA 02446-0006	Oct 92 - Oct 00	465-0684
	<u>X</u>	CYNTHIA S KRAVETSCLINE 488-78-3499	43 Apr 61	PO BOX 662 BROOKLINE MA 02446-0006	Oct 92 - Oct 00	465-0684
		CYNTHIA S CLINE	43	PO BOX 662	Oct 92 - Oct 00	

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Attachment C Page 2 of 2

	488-78-3499	Apr 61	BROOKLINE MA 02446-0006		Page 2 of 2
	CYNTHIA S KRAVETS 488-78-3499	43 Apr 17, 1961	PO BOX 662 BROOKLINE MA 02446-0006	Oct 92 - Oct 00	
i fi	CINDY CLINE 488-78-3499		6309 NW HOGAN DR APT 4 KANSAS CITY MO 64152-3903	Aug 98 - Oct 00	
i Ki	CINDY CLINE 488-78-3499	43 Apr 61	PO BOX 1 DIAMOND MO 64840-0001	Oct 00	465-0684
i Xe	CYNTHIA S CLINE 488-78-3499	43 Apr 61	PO BOX 1 DIAMOND MO 64840-0001	Oct 00	465-0684
i ye	CYNTHIA S KRAVETS 488-78-3499	43 Apr 17, 1961	PO BOX 1 DIAMOND MO 64840-0001	Oct 00	465-0684
i ye	CYNTHIA S KRAVETSCLINE 488-78-3499	43 Apr 61	PO BOX 1 DIAMOND MO 64840-0001	Oct 00	465-0684
i je	CATHY ORNELAS 488-78-3499		576 N SIRRINE MESA AZ 85201-5939	Apr 98 - Oct 00	
i yi	CINDY CLINE 488-78-3499	43 Apr 61	PO BOX 3054 BRIDGETON MO 63044-0554	May 00	465-0684
i fi	CYNTHIA S CLINE 488-78-3499	43 Apr 61	PO BOX 3054 BRIDGETON MO 63044-0554	May 00	465-0684
i Ki	CYNTHIA S KRAVETS 488-78-3499	43 Apr 17, 1961	PO BOX 3054 BRIDGETON MO 63044-0554	May 00	465-0684
i fi	CYNTHIA S KRAVETSCLINE 488-78-3499	43 Apr 61	PO BOX 3054 BRIDGETON MO 63044-0554	May 00	465-0684
i Xi	CYNTHIA S CLINE 488-78-3499	43 Apr 61	2403 PEAR ST SAINT JOSEPH MO 64503-3248	May 00	(816) 671-9691
i Xi	CYNTHIA S KRAVETS 488-78-3499	43 Apr 17, 1961	2403 PEAR ST SAINT JOSEPH MO 64503-3248	May 00	
i fi	CYNTHIA S KRAVETS 488-78-3499	43 Apr 17, 1961	PO BOX 5859 SALISBURY MA 01952-0859	Jan 00	999-9999
i fi	CYNTHIA S KRAVETS 488-78-3499	43 Apr 17, 1961	6309 NW HOGAN DR APT 4 KANSAS CITY MO 64152-3903	Jan 00	999-9999
i Xi	CYNTHIA KRAVETSCLINE 488-78-3499		629 N MESA DR APT 25 MESA AZ 85201-5117	Mar 99	(480) 654-0520
i Ye	CYNTHIA S KRAVETSCLINE 488-78-3499		141 BEACH RD # D10 SALISBURY MA 01952-2248	Feb 99	man
i je	CYNTHIA S KRAVETS 488-78-3499	43 Apr 17, 1961	2809 WISMER AVE SAINT LOUIS MO 63114-3140	Dec 97 - Jan 99	, and the second se
i Ke	CYNTHIA KRAUETS 488-78-3499		402 OAKLAWN AVE WARRENTON MO 63383-1014	Jan 99	Ci.
	CYNTHIA S KRAVETS 488-78-3499		629 N MESA DR APT 25 MESA AZ 85201-5117	May 97 - Jan 99	white find a
9 XQ	CYNTHIA S KRAVETS 488-78-3499	43 Apr 17, 1961	18 SAINT JAMES ST NEWTON MA 02458-1723	May 92 - Jul 97	z kr
	CYNTHIA S KRAVETS 488-78-3499	4 3 Apr 17, 1961	402 OAKLAWN AVE WARRENTON MO 63383-1014	Jan 96 - Jan 97	\sum
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