

RB

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

FILED⁴

APR 24 2006

Marlyn Young,

Complainant,

v.

Union Electric Company,
d/b/a AmerenUE,

Respondent.

Missouri Public
Service Commission

Case No. EC-2006-0283

**OBJECTION AND RESPONSE TO DISMISSAL OF COMPLAINT
AGAINST AMEREN UNION ELECTRIC**

COMES NOW, the Complainant, and states his Objection and Dismissal of his Formal Complaint Against Ameren Union Electric as follows:

1. From January 2, 2000 thru December 31, 2001, Ameren Union Electric collected Deposits in the amount of \$416.00 which was never address or accounted for in the Staff Report.
2. Staff Report by the Commission indicated that the first meter reading for 2629 Terrace Lane was June 9, 1999. Complainant did not take possession until October 2001, which can be proven by Deed filing.
3. The Staff Report indicates that Complainant Bill for services at 9414 Eastchester Drive. St. Louis, MO was a deferred billing balance of \$243.95 which was paid by Complainant, but Union Electric in Court could not explain where the billing was from what service account. Complainant was awarded

a Judgment in Circuit Court for the disputed amount. I would have go back to Court for and file for Deposit of \$316.00 collected by Union Electric. I had no balance for services on December 29, 2002.

See Exhibit A.. See Exhibit B

4. Union Electric charged Complainant for services totaling \$504.42 for January thur June 2003. Complainant did not occupy the property during that time. \$504.42 was transferred to 2629 Terrace Lane on September 24, 2003 and finally to November 18, 2003.
5. The Staff Report indicates that Complainant final balance at 2629 Terrace Lane was \$1,159.23 on October 20, 2003, and Union Electric transferred a Credit of \$51.52 on August 20, 2003 to Terrace Lane address my final should have been \$1,107.71 instead of \$1,159.23 less \$51.52.
6. On October 20, 2003 Ameren Union Electric provided a final bill of \$1,159.23 instead of \$1,107.71. Union Electric transferred the is amount to 8831 May Ave. St. Louis, MO.
7. On November 11, 2003 Union Electric billed Complainant for services at 2629 Terrace Lane, St. Louis, MO. for \$62.35 from October 20 thur November 1, 2003. Complainant had already vacated the property. Union Electric also transferred \$1,159.23 Union Electric's Statement of Account for 2629 Terrace Lane states that Union Electric Bill for services were \$2,964.60 which excludes \$504.42, \$51.52, and \$62.35 which are unauthorized charges all of my payments total \$3,582.89. I did not

receive my deposit back. See Exhibit B & C

8. Staff Report claims Union Electric gave Complainant a credit of \$114.00 from an old account at 9414 Eastchester, St. Louis, MO. On December 17th 2003 and was forwarded to my account at 8831 May Ave. Complainant had made payments totaling \$171.34 for services from January thur March 2004. There were no adjustments, credits or deductions for services during this period are any other time in 2004. See Exhibit C
9. On November 18, 2003 Union Electric reinstated an old debt for services from 9414 Eastchester Dr., St. Louis, MO, for services from January 2003 thur June 2003. I did not reside at the property during that time. The transferred debt included \$555.00 plus a unpaid balance of \$ 604.23 the unpaid debt for services total \$1,159.23.
10. On or about April 1, 2004 Union electric assessed charges for service In the amount of \$1,290.98 for services from 2629 Terrace Lane and current charges of \$55.28. Ms. Sheila Jones, a supervisor for Union Electric in a telephone conversation that I had to pay the amount and set a Repayment plan or Union Electric would cut off my services. I made an initial payment of \$425.00 and \$60.00 a total of \$485.00. I didn't get any credit for the \$60.00 payment. I finished my payment plan on July 15, 2005. I moved from 8831 May, St. Louis on August 9, 2005. See Exhibit B and C
11. I had a balance of \$174.71 which was paid plus a \$108.00.

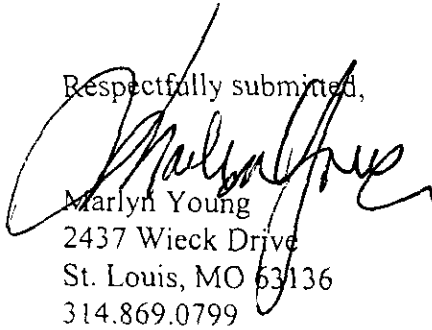
I didn't have any service at 8831 May after August 9, 2005. I had a

A payment of \$174.00 which I paid and a credit of \$108.00. I did not receive my deposit of \$168.00 back from Union Electric. See Exhibit D

12. It is the Complainant belief that official Union Electric Statement of Accounts should have been used for Staff Report, not documents created for Staff Report which can not be validated as a true information.

WHEREFORE, Complainant pray that the Commission provide a formal Hearing for this Complaint and any other remedy the Commission deems proper.

Respectfully submitted,

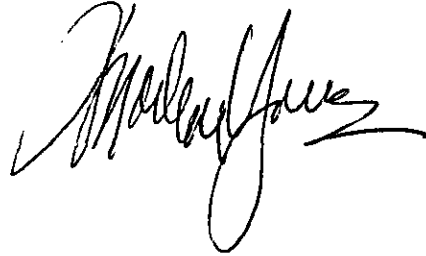


Marilyn Young
2437 Wieck Drive
St. Louis, MO 63136
314.869.0799

I have forwarded a copy of this response by U.S. Mail on April 17, 2006
to:

Case Number EC-2006-0283

General Counsel's Office
P.O. Box 360
200 Madison St. Suite 800
Jefferson City, MO 65102

A handwritten signature in black ink, appearing to read "Matthew Jones", with a stylized flourish at the end.

Ameren U.E.
Legal Department
1901 Chouteau Avenue
P.O. Box 66149 (MC1310)
St. Louis, MO 63166

In the
CIRCUIT COURT
Of St. Louis County, Missouri
SMALL CLAIMS COURT

(Please Print Clearly)

Marilyn YOUNG
Plaintiff(s)
P.O. Box 2487
Address
Florissant, MO. 63033
City/State/Zip
314-0799 OR 704-5372
Telephone Number

VS

American Union Electric Inc.
Defendant(s)
1841 Chouteau
Address
St. Louis, MO 63103
City/State/Zip
314-1342-1111
Telephone Number

Exhibit
A



For File Stamp Only

FILED

JUL 14 2005

JOAN M. GILMER
CIRCUIT CLERK, ST. LOUIS COUNTY

0540-1258-0
Case Number
975.00
Amount Claimed
8.24.05 1:30
Court Date Time
31 WED
Division Day

Registered Agent
Other Information
RON K. EVANS
1841 Chouteau
St. Louis, MO 63103

PETITION

The Plaintiff(s) states he/she has a claim against the Defendant(s) in the amount of \$ 975.00 plus court costs.

The claim arose on or about JUNE 10, 2005 as a result of the following events:

Defendant American U.E. billed and overcharged
Plaintiff \$541.00 in service charges, and
fail to return \$450.00 in Deposit Fees

The Plaintiff(s) states that the allegations in this petition are true and correct to the best of his/her knowledge, that he/she is not an assignee of this claim, and that he/she has not filed more than twelve other claims in Missouri small claims courts during the current calendar year. Plaintiff(s) understands that should he/she be successful in this action and obtain a judgment, and if defendant(s) does not appeal by Trial de Novo and this judgment becomes final, the plaintiff(s) is barred from commencing another action involving the same parties and issues. Plaintiff(s) understands that he/she is hereby waiving his/her right to jury trial on these issues in the Small Claims Court.

Dated 7-14-05

[Signature]
Signature of Plaintiff or Agent

PO BOX 66529
ST. LOUIS, MO 63166-6529

Statement of Account

For Service At: **2629 TERRACE LN**
SAINT LOUIS MO 63136

Mail To: **MARLYN YOUNG**
8831 MAY
SAINT LOUIS MO 63136

Date: **January 8, 2004**
Account Number: **58594-05210**
Type of Account: **SINGLE SERV ELECT**
Prepared by: **C20794**

This is the information requested. Please cut on the dotted line and submit upper portion if remitting a payment.

Meter				Bills			Misc. Charges		Payments		Misc. Credits	
Read Date	Reading	Code	Use	Days	Code	Amount	Code	Amount	Date	Amount	Code	Amount
							PB	\$38.54	16-Mar-02	\$150.00		
8-Jan-02	17896		849	30		\$58.79	LP	\$0.58	18-Jun-02	\$152.15		
7-Feb-02	18627		731	30		\$53.44	LP	\$1.47	16-Aug-02	\$200.00		
10-Mar-02	19373		746	30		\$54.37	LP	\$2.29	30-Aug-02		MSPC	\$14.07
9-Apr-02	20060		687	30		\$50.69	LP	\$0.89	30-Aug-02		MSMC	\$1.14
8-May-02	20566		506	30		\$39.41	LP	\$1.66	7-Oct-02		RRC	\$11.88
8-Jun-02	21077		511	30		\$52.75	LP	\$2.27	15-Oct-02	\$246.00		
17-Jun-02							RECE	\$30.00	18-Oct-02	\$106.00		
17-Jun-02							DPB	\$316.00	18-Nov-02	\$181.99		
1-Jul-02							RCK	\$152.15	17-Dec-02	\$97.12		
9-Jul-02	22857		1,780	30		\$164.28	LP	\$3.09	20-Dec-02	\$97.00		
7-Aug-02	24847		1,990	30		\$182.75	LP	\$6.04	7-Jan-03	\$97.12		
8-Sep-02	26584		1,737	30		\$156.18			30-Jan-03	\$102.35		
7-Oct-02	27380		796	30		\$55.21	LP	\$3.69	17-Mar-03	\$107.00		
17-Oct-02							RECE	\$30.00	14-Apr-03	\$128.40		
5-Nov-02	27844		464	30		\$35.98	LP	\$1.14	29-May-03	\$105.92		
5-Dec-02	28463		619	30		\$45.38	LP	\$1.46	8-Jul-03	\$103.00		
16-Dec-02							RECE	\$30.00	24-Jul-03	\$134.60		
31-Dec-02							RCK	\$97.12	25-Sep-03	\$51.52		981.00
31-Dec-02							RCCG	\$10.00	22-Oct-03		DPAP	1316.00
6-Jan-03	29199		736	30		\$52.48			22-Oct-03		DPIA	\$20.40
4-Feb-03	30512		1,313	30		\$76.34						
6-Mar-03	32342		1,830	30		\$97.46	LP	\$1.60	18-Nov-03		FBTO	\$1,159.23
6-Apr-03	33603		1,261	30		\$73.99	LP	\$1.93				
5-May-03	34738		1,135	30		\$68.00						
4-Jun-03	35913		1,175	30		\$106.54	LP	\$3.06				
6-Jul-03	38070		2,157	30		\$189.03	LP	\$3.58				
8-Jul-03							RECE	\$30.00				
4-Aug-03	40871		2,801	30		\$243.12	LP	\$3.34				
20-Aug-03							FBTR	\$51.52				
3-Sep-03	43858		2,987	30		\$258.75	LP	\$7.94				
24-Sep-03							FBTR	\$504.42				
2-Oct-03	45292		1,434	30		\$80.02	LP	\$12.39				
20-Oct-03	45947		655	18	FB	\$39.76						

Total Charges **\$3,582.89**

Total Credits **\$3,582.89**

TOTAL	\$0.00
-------	--------

Exhibit B

Exhibit
B

SCHNUCKS #112

TERMINAL ID: M00823

TELLER: 5

December 03, 2003 11:56 AM

AmerenUE

TRANSH 90.1 SEQH 9521 TSH 2058

ACT# 0079686051206

AMOUNT PAID \$63.00

CHECK \$63.00

RECEIPT NUMBER:
3420600902630003

If you must call for reconnection
or to complete your transaction
please have your receipt number ready.
Metropolitan St. Louis call 342-1111
Outside the Metropolitan area call
1-800-552-7583.

THANK YOU
AMERICAN PAYMENT SYSTEMS

FOOD FOR LESS

TERMINAL ID: M00864

TELLER: 2336

January 12, 2004 10:06 AM

AmerenUE

TRANSH 1.1 SEQH 9527 TSH 1017

ACT# 0079686051206

AMOUNT PAID \$51.58

CHECK \$51.58

RECEIPT NUMBER:
0120600012515804

If you must call for reconnection
or to complete your transaction
please have your receipt number ready.
Metropolitan St. Louis call 342-1111
Outside the Metropolitan area call
1-800-552-7583

THANK YOU
AMERICAN PAYMENT SYSTEMS

2227

CHARTER DEVELOPMENT GROUP
2629 TERRACE LANE
SAINT LOUIS, MO 63136

DATE Jan 12, 2004 40-981-810

PAY TO THE ORDER OF Ameren U.E. \$ 51 58/100

Fifty One and 58/100 DOLLARS

UMB
BANK UMB BANK™

FOR Acc # 79686-05126 *Marlene Yancy*

⑈002227⑈ ⑆081009813⑆ ⑆9871401006⑈ ⑈0000005158⑈

Exhibit B

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
30581	29400	1181	ACTUAL	1M	57.67
Jennings Muni Chg					4.68
AMOUNT DUE ON 11/24					\$62.35

99 B-000033024
Auto 5-Digit

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

Service at: 8831 MAY

Service from 10/21 to 11/11/03 Days 21
Acct. No. 79686-05126 Bill Date 11/13/2003

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
31480	30581	899	ACTUAL	1M	54.12
Jennings Muni Chg					4.39
TRANSFERRED AMOUNT					1,158.58
AMOUNT DUE ON 12/26					\$1,217.09

99 B-000032404
Auto 5-Digit

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

Service at: 8831 MAY

Service from 11/11 to 12/11/03 Days 30
Last Payment 12/09/03 \$63.00
Acct. No. 79686-05126 Bill Date 12/15/2003

\$1159.23 transferred from account 5859405210

COAR03809/00

Ameren
Account Activity Statement

Date: 04/20/04
Page: 3 of 3

Account Number: 79686-05126

P.06/13

TRANSACTION DATE	TRANSACTION	BILLING PERIOD	CHARGES/ DEBITS	PAYMENT/ CREDITS	TOTAL BILL	PREVIOUS BALANCE	DUE DATE	Usage: KWH/ THERM/CCF	BILLE KW/DEMA
04/01/2004	Payment Agreement			\$0.88					
04/01/2004	Payment Agreement			\$30.00					
04/01/2004	Payment Agreement			\$0.07					
04/02/2004	Payment			\$425.00					
04/02/2004	Payment			\$60.00					
04/02/2004	RECONNECT FSE-CUT OUT NP-ELEC		\$30.00						
04/02/2004	Paid In Advance		\$395.00						
04/02/2004	Paid In Advance		\$60.00						
04/14/2004	ELECTRIC SERVICE	03/14/04 TO 04/13/04	\$54.35					804	
04/14/2004	PAYMENT AGREEMENT		\$70.00						
04/14/2004	Bill Amount - Regular Bill				\$124.35	\$0.00	04/27/04		

Exhibit C

APR-30-2004 15:26

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

PRES	RDG	PREV RDG	USE	READING	RATE	AMOUNT
34144	33214	930	ACTUAL	1M		55.28
Jennings Muni Chg						4.48
LATE PAY CHARGE @ 1.5%						12.78
PRIOR BALANCE						1,188.44
AMOUNT DUE ON 03/26						\$1,260.98

99 B-000034016
Auto 5-Digit

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2859

Service at: 8831 MAY

Service from 02/12 to 03/14/04 Days 31
Acct. No. 79686-05126 Bill Date 03/16/2004

If the prior balance has been paid, pay current amount only.

FOOD FOR LESS

TERMINAL ID: M00808
TELLER: 2336
April 01, 2004 2:59 PM

AmerenUE

TRANSH 119.1 SECH 9980 TSH 2476

ACT# 0079686051206

AMOUNT PAID \$60.00

CHECK \$60.00

RECEIPT NUMBER:
0920601192600004

If you must call for reconnection
or to complete your transaction
please have your receipt number ready.
Metropolitan St. Louis call 342-1111
Outside the Metropolitan area call
1-800-552-7583

THANK YOU
AMERICAN PAYMENT SYSTEMS

FOOD FOR LESS

TERMINAL ID: M00808
TELLER: 4545
April 01, 2004 6:37 PM

AmerenUE

TRANSH 150.1 SECH 9995 TSH 2476

ACT# 7968605126

AMOUNT PAID \$425.00

CHECK \$425.00

RECEIPT NUMBER:
09246015024250004

If you must call for reconnection
or to complete your transaction
please have your receipt number ready.
Metropolitan St. Louis call 342-1111
Outside the Metropolitan area call
1-800-552-7583

THANK YOU
AMERICAN PAYMENT SYSTEMS

Exhibit C

MARLYN YOUNG
8831 MAY
SAINT LOUIS MO 63136

DEPOSIT REQUIRED NOTICE

Service Address 8831 MAY
SAINT LOUIS MO 63136

Account Number	79686-05126
Total Deposit Amount	\$168.00
Number of Installments	5
Installment Amount	\$33.60

Please note that a deposit is required to secure your account due to one or more of the following conditions: new service, disconnection of service, meter tampering, payment history, or the writing off of a previous account due to a bankruptcy filing. This deposit amount is based on our record of service used at this location.

Your deposit installment will appear on your next regular monthly bill, and payment will be due by the due date shown on the bill. Any remaining deposit installments will be billed similarly each month. Utility service may be disconnected for non-payment of a deposit installment.

This deposit will earn interest based on the rate established by the public utility commission. Interest earned will be automatically credited to your account annually. As a residential customer your deposit, plus interest, will be refunded after 12 months if:

- You have paid your monthly bills satisfactorily within the last 12 months.
- Your services haven't been discontinued due to nonpayment; and
- Your wires, pipe, meter and other service have not been tampered with.

Interest will be paid based on the rate established by the public utility commission. Interest will be automatically credited to your account annually. If you close your account, the deposit, plus interest, will be applied toward your final bill. Any remaining deposit money will be refunded to you automatically.

If you have any questions, please call our Customer Contact Center at 1-314-342-1111 or for customers using a TTY, call 1-314-992-6030. Our regular business hours are 7 a.m. to 7 p.m., Monday through Friday.

Thank you for the privilege of providing your energy service.

Exhibit
C



00224

Date: DECEMBER 18, 2003

MARLYN YOUNG
8831 MAY
SAINT LOUIS MO 63136

Exhibite

DEPOSIT REQUIRED NOTICE

Service Address 8831 MAY
SAINT LOUIS MO 63136

Account Number 79686-05126
Total Deposit Amount \$332.00
Number of Installments 5
Installment Amount \$66.40

Please note that a deposit is required to secure your account due to one or more of the following conditions: new service, disconnection of service, meter tampering, payment history, or the writing off of a previous account due to a bankruptcy filing. This deposit amount is based on our record of service used at this location.

Your deposit installment will appear on your next regular monthly bill, and payment will be due by the due date shown on the bill. Any remaining deposit installments will be billed similarly each month. Utility service may be disconnected for non-payment of a deposit installment.

This deposit will earn interest based on the rate established by the public utility commission. Interest earned will be automatically credited to your account annually. As a residential customer your deposit, plus interest, will be refunded after 12 months if:

- You have paid your monthly bills satisfactorily within the last 12 months.
- Your services haven't been discontinued due to nonpayment; and
- Your wires, pipe, meter and other service have not been tampered with.

Interest will be paid based on the rate established by the public utility commission. Interest will be automatically credited to your account annually. If you close your account, the deposit, plus interest, will be applied toward your final bill. Any remaining deposit money will be refunded to you automatically.

If you have any questions, please call our Customer Contact Center at 1-314-342-1111 or for customers using a TTY, call 1-314-992-6030. Our regular business hours are 7 a.m. to 7 p.m., Monday through Friday.

Thank you for the privilege of providing your energy service.

 **Ameren UE**
PO BOX 66529
SAINT LOUIS MO 63166-6529
1-314-342-1111

AMEREN UE



Date: DECEMBER 01, 2005

MARLYN YOUNG
8831 MAY
SAINT LOUIS MO 63136

Wasn't at the
address on
12/01/2005

DEPOSIT REQUIRED NOTICE

Service Address 8831 MAY
SAINT LOUIS MO 63136

Account Number 79686-05135
Total Deposit Amount \$416.00
Number of Installments 5
Installment Amount \$83.20

Please note that a deposit is required to secure your account due to one or more of the following conditions: new service, disconnection of service, meter tampering, payment history, or due to a bankruptcy filing. This deposit amount is based on our record of service used at this location.

Your first deposit installment will appear on your next regular monthly bill, and payment will be due by the due date shown on the bill. Any remaining deposit installments will be billed similarly each month. Utility service may be disconnected for non-payment of a deposit installment.

This deposit, plus interest, will be refunded after the deposit has been paid in full for 12 months if:

- You have paid your monthly bills satisfactorily within the last 12 months.
- Your services have not been discontinued due to nonpayment.
- Your wires, pipes, meters or other services have not been tampered with.
- You have no past-due bills.

Interest will be paid based on the rate established by the public utility commission. Interest will automatically be credited to your account annually. If you close your account, the deposit, plus interest, will be applied toward your final bill. Any remaining deposit money will be refunded to you automatically.

If you have any questions, please call our Customer Contact Center at 1-314-342-1111 or for customers using a TTY, call 1-800-735-2966. Our regular business hours are 7 a.m. to 7 p.m., Monday through Friday.

Thank you for the privilege of providing your energy service.

Exhibit
D



PO BOX 66529
SAINT LOUIS MO 63166-6529
1-314-342-1111

AMOUNT DUE	DUE DATE
\$425.00	Apr 1, 2004
AMOUNT PAYABLE AFTER DUE DATE	ACCOUNT NUMBER
	79686-05126

Amount
Enclosed \$ _____

MARLYN YOUNG
8831 MAY
SAINT LOUIS MO 63136

AMEREN
PO BOX 66700
SAINT LOUIS MO 63166-6700



Exhibit
D

3020000 0079686051206 00425000 00425000 00425000

Service Address 8831 MAY
SAINT LOUIS MO 63136

Account Number 79686-05126

DEFERRED PAYMENT AGREEMENT

This is to confirm the terms of the **DEFERRED PAYMENT AGREEMENT** that you agreed to with AmerenUE. We value you as a customer and sincerely appreciate your cooperation in making these payments as agreed upon.

Terms of Deferred Agreement

Total Amount to Defer	\$1,260.98
Less Amount Promised	\$425.00
Promise to Pay Date	Apr 1, 2004
New Deferred Balance	\$835.98
Monthly Installment Amount	\$70.00
Number of Installments	12

- New bills sent to you that are not part of this agreement must be paid in full on or before the due date.
- Failure to meet the terms of this agreement may result in disconnection for non-payment.
- Please keep the bottom portion of this agreement for future reference. Remit payment with top portion.
- Thank you for your cooperation in working with us.

If you have any questions, you may call our Customer Contact Center during regular business hours of 7 a.m. to 7 p.m., Monday through Friday at 314-206-1234 or 1-314-992-6030 for customers using a TTY.

DEC-30-2003 12:48

P.10/16

PRBS KID	PREV KID	USE	REMAINING	DATE	AMOUNT
85169	85031	138	FINAL	1M	15.07
Jennings Muni Chg					1.22
LATE PAY CHARGE @ 1.5%					.18
LATE PAY CHARGE @ 1.5%					4.93
PAYMENT AGREEMENT					143.99
PRIOR BALANCE					339.03
AMOUNT DUE ON 06/06					\$504.42

99 -

U.S. POSTAGE
PAID 1 OUNCE
ST. LOUIS, MO
PERMIT NO. 2869

Service at: **9414 EASTCHESTER DR**

Service from 04/27 to 05/15/03 Days 18
Acct. No. 93092-04117 Bill Date 05/27/2003

*** FINAL BILL ***

RETURN THIS STUB WITH PAYMENT TO:

Americus
P.O. BOX 66529
ST. LOUIS, MO 63166-6529

ADDRESS SERVICE REQUESTED

Amt Due	\$504.42
Due By	06/06
Delinquent After	06/17

MARLYN YOUNG
2629 TERRACE LN
ST LOUIS, MO 63136

Exhibit D

7 pages for 9414 EASTCHESTER DR



DISCONNECT NOTICE

Notice Date Jan 16, 2006

If too late to mail, present at an authorized pay agent.

AMOUNT DUE	ACCOUNT NUMBER
\$282.64	79686-05135

Amt Paid \$ _____

MARLYN YOUNG
8831 MAY
SAINT LOUIS MO 63136

AMEREN
PO BOX 66700
SAINT LOUIS MO 63166-6700

Exhibit
D

4020000 0079686051305 00120750 00282640 00282640

NOTICE

IMPORTANT - PLEASE READ THIS IMMEDIATELY

YOUR UTILITY SERVICE AT

8831 MAY
SAINT LOUIS MO 63136

WILL BE DISCONNECTED UNLESS THE AMOUNT DUE OF \$282.64
IS PAID ON OR BEFORE JAN 31, 2006

FOR THE REASON(S) MARKED BELOW

☒ Past Due Balance ☐ Deposit Due

Account Number
79686-05135

Service to Date
DEC 12, 2005

Last Payment

Was Received on

NOTICE:

If the amount due shown above has not been paid by the date indicated, your service is subject to disconnection. If your service is disconnected, you will be required to pay the full amount due plus a reconnection charge before service can be restored. Should your service be disconnected, we will try to restore your service on the day we receive payment or the next business day.

If you cannot pay the above amount, it may be possible to arrange a payment plan. Please call our Customer Contact Center at 314-206-1234 or for customers using a TTY call 1-800-735-2966. Our billing inquiry hours are 7 a.m. to 7 p.m., Monday through Friday.

IF PAYMENT OF THIS ACCOUNT HAS BEEN MADE, PLEASE DISREGARD THIS NOTICE. THANK YOU.

Wasn't here
on
12/2005



PO BOX 66700
SAINT LOUIS MO 63166-6700
314-206-1234

MARLYN YOUNG
8831 MAY
SAINT LOUIS MO 63136

Exhibit
D

DEPOSIT REQUIRED NOTICE

Service Address 2437 WIECK DR
SAINT LOUIS MO 63136

Account Number 88694-05145
Total Deposit Amount \$242.00
Number of Installments 5
Installment Amount \$48.40

Please note that a deposit is required to secure your account due to one or more of the following conditions: new service, disconnection of service, meter tampering, payment history, or due to a bankruptcy filing. This deposit amount is based on our record of service used at this location.

Your first deposit installment will appear on your next regular monthly bill, and payment will be due by the due date shown on the bill. Any remaining deposit installments will be billed similarly each month. Utility service may be disconnected for non-payment of a deposit installment.

This deposit, plus interest, will be refunded after the deposit has been paid in full for 12 months if:

- You have paid your monthly bills satisfactorily within the last 12 months.
- Your services have not been discontinued due to nonpayment.
- Your wires, pipes, meters or other services have not been tampered with.
- You have no past-due bills.

Interest will be paid based on the rate established by the public utility commission. Interest will automatically be credited to your account annually. If you close your account, the deposit, plus interest, will be applied toward your final bill. Any remaining deposit money will be refunded to you automatically.

If you have any questions, please call our Customer Contact Center at 1-314-342-1111 or for customers using a TTY, call 1-800-735-2966. Our regular business hours are 7 a.m. to 7 p.m., Monday through Friday.

Thank you for the privilege of providing your energy service.