

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURIFILED²

JAN 7 2005

Missouri Public
Service CommissionName: Cynthia Cline
Complainant

vs.

Case No.

Company Name: Ameren UE
Respondent

COMPLAINT

Complainant resides at 8866 Snowhill Ct St. Louis MO 63121
(address of complainant)1. Respondent, Ameren UE
(company name)of St. Louis 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:

(2004)
June of 2004 I opened a new account with Ameren UE. After about 2 months I received a bill with a large transfer balance on it. I called Ameren to find out what this was. They refused any information except to say this is an old bill at a different address. They eventually did give me the address. I faxed Ameren a copy of my out of State Drivers license and advised Ameren the debt is being Disputed (It isn't mine). Two more months pass I get another larger transfer balance placed on my current account. Ameren again repeatedly refused to send me any documentation. It was only when Missouri Public Service Commission was contacted & they in turn contacted Ameren that I received a verbal accounting for the two debts Ameren claims are mine & from 2 separate addresses. I have Disputed both debts.

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

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I Faxed to Ameren a copy of my out of State Id. Along with a letter of dispute. I have also contacted Ameren via telephone on many occasions & they refused to send any proof of this debt(s).

WHEREFORE, Complainant now requests the following relief:

I request Ameren take the disputed amount of my current bill & provide ~~proper~~ ~~documentation~~ proper documentation of their claims.

12-24-04
Date

Cynthia Clime
Signature of Complainant

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

Kim Happy
Data Entry

573-522-6176 Fax

573-751-7496 Phone



Commissioners

STEVE GAW
Chair

CONNIE MURRAY

ROBERT M. CLAYTON III

JEFF DAVIS

LINWARD "LIN" APPLING

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<http://www.psc.mo.gov>ROBERT J. QUINN, JR.
Executive DirectorWES A. HENDERSON
Director, Utility OperationsROBERT SCHALLERBERG
Director, Utility ServicesDALE HARDY ROBERTS
Secretary/Chief Regulatory Law JudgeDANA K. JOYCE
General Counsel

December 10, 2004

Ms. Cynthia Cline
8886 Snowhill Court
St. Louis, Missouri 63121

Dear Ms. Cline,

On November 24, 2004, you filed an informal complaint with the Missouri Public Service Commission (Commission) against Union Electric Company d/b/a AmerenUE (AmerenUE or Company) regarding disputed charges. You have indicated that the complaint has not been resolved to your satisfaction. This letter serves as notification of your right to file a formal complaint.

Since your complaint involves a disputed bill, the nonpayment of which could evolve into a situation in which your service is subject to disconnection, this letter also serves as notification of the Commission rules which state that if a formal complaint is not filed **within thirty (30) days of the date of this letter**, you would forfeit your right to file a formal complaint regarding the disputed charges. Additionally, failure to pay the amount of a bill that is not in dispute is grounds for an informal or formal complaint to be dismissed and also provides cause to subject your electric service to discontinuance. A formal complaint must be filed in written form including an original or duplicate original and eight (8) copies addressed to Secretary of the PSC, ATTN: Data Center, P.O. Box 360, Jefferson City MO 63102-0360. After filing, the Commission will give the Company thirty (30) days to either satisfactorily resolve the complaint or respond in writing with the Company position. If the complaint is not settled and the Company responds denying the allegations, the Commission may order the Staff to conduct an investigation and may schedule a hearing.

The hearing is very similar to a trial in a court of law. At the time of the hearing, state law requires that you present evidence, which will substantiate your claim against the Company. AmerenUE also will be given the opportunity to present evidence discounting your claims. All parties, including the Commission's Staff, will have the opportunity to cross-examine the other party's witnesses. Further, any person as defined in 4CSR 240-2.010(11), other than an individual, must be represented by an attorney.