

2. The Staff has conducted an investigation of Mr. Young's complaint against AmerenUE and the results of Staff's investigation are contained in its Report, attached hereto as Exhibit A, with supporting schedules 1 through 6. Because Staff's Report involves specific personal information about the Complainant, the attached Report, not including attached

Schedule 6 (AmerenUE tariff sheet no. 169), is filed as highly confidential (HC) in accordance with Commission rule 4 CSR 240-2.070 (10).¹

WHEREFORE, the Staff submits its Report to the Commission as directed by the Commission Order.

Respectfully submitted,

/s/ Robert S. Berlin

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Certificate of Service

I hereby certify that copies of the foregoing have been mailed, hand-delivered, or transmitted by facsimile or electronic mail to all counsel of record this 24th day of March 2006.

/s/ Robert S. Berlin

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¹ 4 CSR 240-2.070 (10) states in pertinent part "The investigative report shall not be made public unless released in accordance with sections 386.480, 392.210(2) or 393.140(3), RSMo, or during the course of the hearing involving the complaint."

“Exhibit A”
has been deemed
HIGHLY
CONFIDENTIAL

“Schedule 1”
has been deemed
HIGHLY
CONFIDENTIAL

“Schedule 2”
has been deemed
HIGHLY
CONFIDENTIAL

“Schedule 3”
has been deemed
HIGHLY
CONFIDENTIAL

“Schedule 4”
has been deemed
HIGHLY
CONFIDENTIAL

“Schedule 5”
has been deemed
HIGHLY
CONFIDENTIAL

UNION ELECTRIC COMPANY

ELECTRIC SERVICE

P. S. C. MO., ILL. C. C., IA. ST. C. C. SCHEDULE NO. 5 8th Revised SHEET NO. 169
CANCELLING SCHEDULE NO. 5 7th Revised SHEET NO. 169
APPLYING TO MISSOURI SERVICE AREA

GENERAL RULES AND REGULATIONS
V. BILLING PRACTICES

Missouri Public

REC'D MAY 30 2001

3. General Estimating Procedures

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In estimating readings, Company will generally use the identical use during the corresponding month of the prior year. If the customer did not use service at this location at that time, the estimated use is the identical use during the preceding month of the current year. Exceptions to the general rule will be basically refinements for initial bills, final bills, bills of electric space heating customers during the first year of service, etc.

Bills rendered for electric service in months in which meters are not read will be subject to all rules and regulations applicable to bills based on actual meter readings.

Where bills are rendered for periods of use in excess of or less than the period provided for under paragraph A, Monthly Billing Periods, all components of the rate will be prorated.

*F. Transfer of Balances

In the event of disconnection or termination of service at a separate customer metering point, premises or location, Company may transfer any unpaid balance to any other service account of the customer having a comparable class of service.

G. Billing Adjustments

1. Residential - For all residential billing errors, the Company will determine from all related and available information the probable period during which the error condition existed and shall make billing adjustments for the estimated period involved as follows:

- a. In the event of an overcharge, an adjustment shall be made for the entire period that the overcharge can be shown to have existed not to exceed sixty (60) consecutive monthly billing periods calculated from the date of discovery, inquiry or actual notification of the Company whichever comes first;

Missouri Public

*Indicates Change.

FILED JUN 30 2001

Service Commission

P.S.C. Mo. DATE OF ISSUE May 30, 2001 DATE EFFECTIVE June 30, 2001
ISSUED BY Charles W. Mueller President & CEO St. Louis, Missouri
NAME OF OFFICER TITLE ADDRESS