

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED²

JUL 16 2007

Name: RALPH E PRIDGEN JR
Complainant

Missouri Public
Service Commission

VS.

Case No.

Company Name: EMPIRE ELECTRIC
Respondent

COMPLAINT

Complainant resides at 1351 E US HWY 160
(address of complainant)

EVERTON MISSOURI 65646

1. Respondent, EMPIRE ELECTRIC
(company name)

of P.O. BOX 127 JOPLIN MISSOURI 64802, is a public utility under the
(location of company)

jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

Empire installed a new digital meter on 7-11-06. I will agree that the meter test on 4-04-07 proves that the meter did not fail for the last year, except 3-06-07 when meter claimed I used 1888 KWH's in three weeks when ice storm had power off for 7 days. Empire sent a 4 year bill summary to Missouri Public Service Commission and the highest winter bill shown was only 686 KWH's on 1-10-06. I claim it's impossible to use 1888 KWH's in three weeks and that the meters back up systems had to fail during outage.

The 1888 KWH's on 3-06-07 have not been cancelled, corrected, or been explained by Empire. That kind of reading was not a rate increase or colder winter. I can not believe I can use 1888 KWH's in three weeks.

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

When I called Empire they came out and re-read meter. They agreed reading may be high and agreed to cancel 3-06-07 bill for 1888 KWHs and lower bill. New 3-06-07 bill was for 1350 KWHs, that's 538 KWHs below true reading on meter. 4619 - 1888 KWHs USED. 4-03-07 true reading on meter 5072 - that's 453 KWHs used and 538 KWHs carried over from 3-06-07 reduced bill. Billed 991 KWHs on 4-03-07. Empire only transferred part of high bill. Empire DID NOT cancel or correct bill.

The meter test on 4-04-07 only proved meter worked properly (with power on) for the last year except 3-06-07 when high bill occurred during 7 day ice storm and power outage had meter off line for 7 days. I claim memory chip and electronic back-up had to fail causing false reading.

WHEREFORE, Complainant now requests the following relief:

Empire needs to test memory chip and back-up system in controlled 7 day power outage in below 32° temperature. Pull several meters marked with current readings. Freeze meters for 7 days and restore frozen meters to electricity. If readings change, the meter failed and bill is wrong. If readings remain same, I will agree meters are good and bills must be right. I ask for neutral party to witness test and results.

11 July 07

Date

Ralph E Bridgen Jr.

Signature of Complainant

Attach additional pages, as necessary.

Attach copies of any supporting documentation.

[Ralph Prigden Jr] Read Summary

5072 - 4619 = 453 USED
 APRIL - MARCH + 538 CARRIED OVER
 991 BILLED

Read Date	Equipment	Read	Usage	Days Billed	Read Code	Kwh/day
4/3/2007	70321045	5072	991	28	N - Normal Read	35
3/6/2007	70321045	4081	1350	27	Rebill Read	50
3/6/2007	70321045	4619	1888	(20) - 27	N - Normal Read	70
2/7/2007	70321045	2731	586	30	S - Skipped	20
1/8/2007	70321045	2145	595	28	N - Normal Read	21
12/11/2006	70321045	1550	512	32	N - Normal Read	16
11/9/2006	70321045	1038	289	29	N - Normal Read	10
10/11/2006	70321045	749	217	28	N - Normal Read	8
9/13/2006	70321045	532	319	34	N - Normal Read	9
8/10/2006	70321045	213	213	23	N - Normal Read	9
7/17/2006	00082873	6513	70	6	Manual Read	12
7/11/2006	00082873	6443	310	33	N - Normal Read	9
6/8/2006	00082873	6133	298	30	N - Normal Read	10
5/9/2006	00082873	5835	306	29	N - Normal Read	11
4/10/2006	00082873	5529	440	31	N - Normal Read	14
3/10/2006	00082873	5089	552	30	N - Normal Read	18
2/8/2006	00082873	4537	566	29	N - Normal Read	20
1/10/2006	00082873	3971	686	(34)	N - Normal Read	20
12/7/2005	00082873	3285	482	29	N - Normal Read	17
11/8/2005	00082873	2803	368	29	N - Normal Read	13
10/10/2005	00082873	2435	390	31	N - Normal Read	13
9/9/2005	00082873	2045	395	31	N - Normal Read	13
8/9/2005	00082873	1650	343	29	N - Normal Read	12
7/11/2005	00082873	1307	391	32	N - Normal Read	12
6/9/2005	00082873	916	413	31	N - Normal Read	13
5/9/2005	00082873	503	407	31	N - Normal Read	13
4/8/2005	00082873	96	456	31	N - Normal Read	15
3/8/2005	00082873	9640	536	29	N - Normal Read	18
2/7/2005	00082873	9104	513	28	N - Normal Read	18
1/10/2005	00082873	8591	646	34	N - Normal Read	19
12/7/2004	00082873	7945	403	29	N - Normal Read	14
11/8/2004	00082873	7542	376	32	N - Normal Read	12
10/7/2004	00082873	7166	294	29	N - Normal Read	10
9/8/2004	00082873	6872	364	30	N - Normal Read	12
8/9/2004	00082873	6508	408	31	N - Normal Read	13
7/9/2004	00082873	6100	363	31	N - Normal Read	12
6/8/2004	00082873	5737	298	29	N - Normal Read	10
5/10/2004	00082873	5439	410	32	N - Normal Read	13
4/8/2004	00082873	5029	403	29	N - Normal Read	14
3/10/2004	00082873	4626	515	30	N - Normal Read	17
2/9/2004	00082873	4111	673	28	N - Normal Read	24
1/12/2004	00082873	3438	612	32	N - Normal Read	19
12/11/2003	00082873	2826	550	35	N - Normal Read	16
11/6/2003	00082873	2276	327	30	N - Normal Read	11
10/7/2003	00082873	1949	306	28	N - Normal Read	11
9/9/2003	00082873	1643	427	33	N - Normal Read	13
8/7/2003	00082873	1216	408	30	N - Normal Read	14
7/8/2003	00082873	808	507	32	N - Normal Read	16
6/6/2003	00082873	301	410	31	R - Regular Read	13
5/6/2003	00082873	9891	486	33	R - Regular Read	15

- 538 BELOW METER
 IMPOSSIBLE TO USE
 IN 3 WEEKS
 HIGH BILL FIXED BY
 538 TRANSFER FROM
 MARCH - TO APRIL BILL

NO CANCELLATION,
 CORRECTION OR EXPLANATION

- HIGHEST BILL
 IN 4 YEARS
 ONLY 686 KWHs