

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED³

NOV 5 2009

Name: Jill C. Beatty
Complainant

vs.

Company Name: Ameren UE
Respondent

Case No.

Missouri Public
Service Commission

COMPLAINT

Complainant resides at

P.O. Box 1562
Jefferson City, MO. 65102
(address of complainant)

1. Respondent,

Ameren UE
(company name)
of P.O. Box 66700 St Louis, MO. 63166
(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:

The following facts are I paid
Ameren UE 388.34 a over
payment on this date 8-28-2009.
and was told if I found my
Receipt, that they would return
me my money back. so than
I found my receipt, that they
would refund me my money
back. But they ~~did not~~ ^{refused}
do so. they said that I should
call the solution center. so
I did so. But they ~~refused~~ didn't
want to give my payment back. so
I went to the Public Service
Commission Office. spoke with
the supervisor. we went over

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

The account information and the amounts on the account and my amount was right. I paid this account and close it in year 1996. But they didn't close the account. So it kept adding more amounts. and the amount was only 56.26. Not 388.34. But any way after it was decided that my over payment was to old. So now I'm complaining to. Miss Public Service Commission for my over payment. Because I think that that was a very UNFAIR way to do a good paying customers.

WHEREFORE, Complainant now requests the following relief:

I'm requesting my over payment in the amount of 388.34 that's what I would request for my relief. See Receipts.

11-5-2009
Date


Signature of Complainant

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