

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI CASE NO. EC-2008-0021

This is in response to Staffs report of investigation. Even though the Commission has recieved no other complaints, it is public knowledge that a lot of Empire customers have filed complaints of huge bills after ice storm. It was

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OR
KYTV/KY3 999 W SUNSHINE 65807 1-417-268-3000
OR BOTH

that ran a week long investigation into Empires huge bills after ice storm. This will only show that a large number of customers did file complaints and my complaint is not a single claim filed.

On 2-7-07 with the power off, Empire could not get a meter read and Empire made the estimated bill for 586 KWH's. This is what Empire stated I would use in the 30 days of winter use.

On 3-06-07 The reading on the meter showed 1888 KWH'S used in 27 day period. With 7 day power outage, this was used in 20 days. This is 1500 more KWHs than Empire said I would use in 30 days. This is impossible and unacceptable.

As for the meter test. If there were any problems with meter if happened before the reading on 3-06-07. There was no question how meter performed on 4-04-07 when meter was tested. Empire did not tell the Commission that when meter was left unplugged for a few minutes to explain test and how meter worked that the employee plugged meter into portable unit he carried with him and stated he had to heat meter before installing meter to house

When Empire told the Commission that I used my electric strips more while I cleaned up girl friends ice damage it was an important fact. Empire did not tell Commission that I live alone in the home and that I always use electric heat when I'm not home. 5 day a week I leave for work by

2:00 PM and don't get home till 1:00 AM. I'm gone longer if I work overtime, shop, or pay bills. I'm gone some weekends, holidays and bad-road conditions. Rooms not used are kept closed and heat turned off. Rooms with plumbing and rooms used are only set at 50° only to prevent house from freezing when I'm gone. When I'm home I heat with wood for comfort. I've ~~practiced~~ practiced this for years and keep bills very low and constant. I have never seen a noticeable change in my bill because of electric heat.

When Empire re-read meter it should meter had been read correctly and Empire said bill needed to be canceled and reduced. We both know Empire would only reduce bill if they believed it was wrong.

Then Empire did not reduce bill. They cancelled the billing statement and re-issued reduced - partial payment for 1350. The full bill was for 1888 KWHs. In April the billing statement was for 991 KWH's. That was 453 KWHs change on meter plus 538 KWH's that Empire removed from MARCH statement.

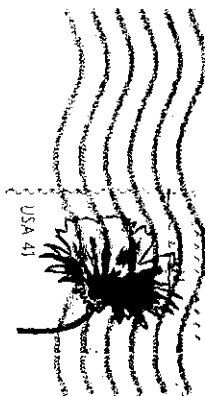
In FEB I paid all 586 estimated to be on meter
In March I paid all 1888 on meter on True read on 3-01
In April I paid bill in full. I was billed and
paid every KWH's ever recorded on meter. This is
the end of Sept. and Empire has never refunded any
of the overcharge in March.

My complaint remains simple and the same. one
3-06-07 my meter showed 1888 KWHs used in 20 day
period if you figure power outage. This is between
1400 and 1500 KWH's more than Empires own Estimate
or any of my bills on record. Me and Empire have
stated and documented to the Commission that the
reading on meter on 3-06-07 does not match electricity
used. I only ask Commission to agree with our
claim and insure Empire Finally makes refunds for
electricity not used.

I'm just sorry I made this case about how the
meter failed. This was a mistake. This case has always
been about decided if the meter read on 3-06-07
was used or an over-charge. How the meter may
have been changed was never important in deciding
this case.

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