

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Patricia A. Hill,	)	
	)	
Complainant,	)	
	)	
v.	)	Case No. EC-2009-0101
	)	
AmerenUE,	)	
	)	
Respondent.	)	

NOTICE AND ORDER

Issue Date: September 24, 2008

Effective Date: September 24, 2008

On September 17, 2008, Patricia A. Hill filed the complaint. A copy of the complaint accompanies this Notice and Order. Desiring a full development and disclosure of the facts, the Commission orders that:

1. AmerenUE shall conduct an investigation as to the cause of the complaint.
2. AmerenUE shall file an answer to the complaint no later than October 23, 2008.
3. AmerenUE's answer shall include the results of AmerenUE's investigation.
4. This Commission's Staff ("Staff") shall conduct an investigation as to the cause of the complaint.
5. Staff shall file a report of its findings no later than November 24, 2008.
6. Staff shall file an answer no later than November 24, 2008.

7. This order is effective when issued.

The Commission's rules of discovery are set forth at 4 CSR 240-2.090.

As an alternative to the formal evidentiary hearing procedure, the Commission offers mediation. Mediation is a voluntary process in which a neutral person assists the parties in exploring opportunities for settlement. A request from AmerenUE for mediation will suspend the schedule set forth in this order.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a horizontal line.

Colleen M. Dale
Secretary

(S E A L)

Dated at Jefferson City, Missouri,
on this 24th day of September, 2008.

Jordan, Regulatory Law Judge

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED²

SEP 17 2008

Name: PATRICIA A. HILL
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: AMEREN UE
Respondent

COMPLAINT

Complainant resides at 3849 SULLIVAN AVENUE
(address of complainant)

ST. LOUIS MO 63107

1. Respondent, AMEREN UE
(company name)

of P.O. BOX 66529 STL MO, 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:

See Attached

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

WHEREFORE, Complainant now requests the following relief.

September 15, 2008
Date

Patricia A. Hill
Signature of Complainant

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

I am appealing the decision of Tracy Leonberger, Consumer Services Specialist II:

Complaint C20090057 — Ameren UE. Ms. Leonberger stated she did a comparison for the period of 2006-2008 and is in agreement with the utility company. (See enclosures)

I am totally aware that electric prices tend to increase in the summer, due to supply and demand. Significant factors; weather/condition/efficiency rating of cooling equipment do not pertain to me as I have had the same air conditioning unit in the den one **5000 BTU** since 1990 (it has been sitting on the floor since Fall 2006), it's still in excellent working condition because **there has not been excessive usage**. My **12,500 BTU** in the dining room has served me since it was purchased in 1994; it's in excellent working condition. Why? Because, the **unit has not be used excessively since my daughter's exited my home in 2001 and 2004**. I have a **10,000 BTU** in my bedroom that I purchased in 2005; it **has only been used whenever the temperature exceeded 98°, when I'm home and keeping my grandchildren. I will have wring of sweat around my next and forehead**. As a child of the fifties, I have never been a big fan of air conditioning. I don't even like driving with air conditioning during the summer. The only time my **electric bills may have been excessive would have been 1991-97**. My daughters were still living at home; products of the seventies: they must have air conditioning!

I work full time as a home health aide Monday-Friday from 7 p.m. – 7 a.m. (not every week). I have two, part time jobs during the day that keep me away from home from 8 a.m. until 5 p.m. And when not working nights I don't get home till around 6:30 p.m. I am on a fixed income and live very frugally. ***On the weekends, and at least 2 days out the week I stay at my male companion's home, in the winter to save on my bills, and in the summer to save on my electric bill.***

I do not burn lights in my house all night because I read an article thirty years ago that stated you would give a burglar full access to your whereabouts. A burglar would be stumbling and bumping into furniture/objects in the dark creating noise in unknown territory alerting you that there is an intruder.

I do not sleep with the television on all night. I can not stand to wake up to all that blinking light. I turn on the television as soon as I walk upstairs and set the timer for ninety minutes. Because whatever comes on at 7 p.m., by 7:01 p.m. I am comatose waiting for the program to begin after five-seven commercials.

I do not have a large capacity refrigerator. I have one of those very small college dorm types. I unplugged my gas stove which electronically lights my pilot and use matches, and I use the television for time instead of the clock on the stove so I don't have to use electric.

I telephoned Ameren to request bills for the past five years. I was told by CJ, customer service representative that I need to pay \$35-1st month and \$25 per month-additional bill, totaling \$1000 plus. I explained my gas bill for the entire winter does not exceed that. She then said you can go on-line. I asked her why she didn't say that first instead stating that other nonsense.

I requested that someone come and read my meter. I was under the impression that the service person would check the meter, do a visual of the second floor, and call his people while on the premises to verify that: **Yes the windows on the second floor are all open** (excluding the front) **and that there is no activity coming from the two window units present. This did not occur!** The person just read the meter; a representative did that while I was on the phone. She stated while I was on the telephone that my meter was registering high usage at that moment. I told her that was impossible because all that was running was my small refrigerator, that's it! She told me

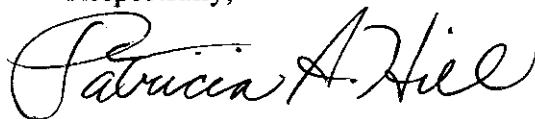
I needed to check to see if anything from the first floor was hooked up to my electric. While she was on the phone I went to the basement and threw the circuit breaker for my unit, hollered upstairs to ask did anything go off. **Nothing stopped running on the first floor.** While I am waiting for my hearing I intend to turn the circuit breakers off for one day for my unit, call Ameren and see if they are still showing activity.

Let it be noted: The air conditioning has been running on the first floor unit non-stop since May, it has not been turned off. They also keep the bathroom light on all day and night, as well as 2-3 televisions 365 days of the year. The bills for June-August were cheaper than the second floor. Why is this?

Let it be noted: I am a child of the early fifties, who was accustomed to air conditioning until the early seventies; I definitely can do without it. And as I have gotten older, I can barely stand it! I can also verify that while working as a school secretary for thirty years that I seldom, if ever turned on the air conditioner in the main office where I was staffed because I couldn't stand that cold air. Arthur, came to visit me at the age of thirty five, I was diagnosed with osteoarthritis, air conditioning makes my joints ache. On one of my jobs I have a small heater by me because I can't stand that cold air.

Let it be noted: I received a second degree burn to the bottom of right foot on June 8, 2008. (enclosures) I was on a walker for a week and walked with a cane for eight weeks. I was totally incapable of climbing twenty five steps to the second floor. My foot became infected which required another two weeks of healing. I was in severe pain for days, it was impossible for me to get up all those steps, so I moved in with my daughter. If I wasn't home, why would I have the air running for three months? I don't have money to just give away! There may have been seven days out of ninety that I consumed any electric for air conditioning purposes. I have been a faithful customer for over thirty years and have often said I was getting stiffed; but what can you do when they are the only utility company. If I used the electric I would be responsible and pay. I did not use the electricity for which I was charged. All of the above is fact!

Respectfully,

A handwritten signature in cursive script that reads "Patricia A. Hill". The signature is written in dark ink and is positioned above the printed name.

Patricia A. Hill

Enclosures

3yr

Patricia Hill
3849 Sullivan 2F
Saint Louis, MO 63107

68902-05118

Reading Date	kwh Used	Billed Amt
8/23/2005	1953	\$162.98
9/22/2005	1043	\$90.56
10/23/2005	564	\$39.40
11/22/2005	777	\$50.93 !!!
12/26/2005	200	\$18.84
1/25/2006	184	\$17.94
2/23/2006	167	\$16.98
3/26/2006	136	\$15.23
4/24/2006	199	\$18.79
5/23/2006	187	\$18.11
6/22/2006	966	\$84.43
7/24/2006 3 days	1449	\$122.86

Ridiculous !!!

Power Outage 7/24/2006 3 days
paid, but it was not paid
with reluctance,

09/10

Reading Date	kwh Used	Billed Amt
8/22/2006	1502	\$127.08
9/21/2006	1004	\$87.46
10/22/2006	305	\$24.77
11/21/2006	211	\$19.47
12/25/2006	230	\$20.54
1/24/2007	145	\$15.74
2/22/2007	112	\$13.88
3/25/2007	107	\$13.59
4/24/2007	94	\$12.85
5/23/2007	106	\$13.54
6/24/2007	256	\$28.40 correct
7/24/2007	530	\$51.23 correct

Reading Date	kwh Used	Billed Amt
8/22/2007	1856	\$160.68 somewhat comparable
9/23/2007	1289	\$113.90 super new hot comparable
10/22/2007	743	\$51.05 burned mode !!!
11/22/2007	113	\$14.17 compared to prior years?
12/25/2007	158	\$16.80 comparable
1/27/2008	154	\$16.56 comparable
2/25/2008	134	\$15.40 comparable
3/26/2008	119	\$14.52 comparable, hmmm
4/24/2008	250	\$22.19 comparable, hmmm
5/27/2008	239	\$21.54
6/25/2008	1118	\$99.79 Incorrect !!!
7/28/2008	1455	\$127.59 Incorrect !!!

I apologize for being remiss in responding to your
correspondence.
Should have went back further!

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149
St. Louis, MO 63166-6149
314.621.3222

August 19, 2008

PATRICIA HILL
3849 SULLIVAN AVE UNIT 2F
SAINT LOUIS, MO 63107



Account Number: 68902-05118

Dear Customer:

Following your inquiry, our representative was sent to your premises on 7/29/08. The representative verified your meter reading was correct.

Our intention is to provide you with quality service. Should you have any additional questions about your account, please contact us from 7:00 a.m. to 7:00 p.m., Monday through Friday, at the telephone number listed below.

Sincerely,

Customer Contact Center
1-800-552-7583





Commissioners

JEFF DAVIS
Chairman

CONNIE MURRAY

ROBERT M. CLAYTON III

TERRY JARRETT

KEVIN GUNN

Missouri Public Service Commission

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JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

WESS A. HENDERSON
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DANA K. JOYCE
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Director, Utility Services

NATELLE DIETRICH
Director, Utility Operations

COLLEEN M. DALE
Secretary/Chief Regulatory Law Judge

KEVIN A. THOMPSON
General Counsel

Information Sheet Regarding Mediation of Commission Formal Complaint Cases

Mediation is a process where the parties work together to try to resolve their dispute with the aid of a neutral party, the mediator. The mediator's role is help the parties talk to each other. The mediator may offer suggested solutions, but the mediator has no authority to tell the parties what they must do or to determine who "wins." Instead, the mediator simply works with both parties to help them reach an agreement.

Typically, at a mediation session the parties meet for an off-the-record discussion. The mediation session is not a formal proceeding like a hearing and no attorney is required to participate. The Regulatory Law Judges at the Public Service Commission are trained mediators and this service is offered to parties who have formal complaints pending before the Public Service Commission at no charge. If mediation is agreed to by the parties, the Commission will send notice of who the mediator will be and that person will set up the first meeting.

There cannot be a mediation unless both parties to the complaint agree to try in good faith to resolve the dispute. If both parties agree to mediate the complaint, the only information about the mediation that will be disclosed to the Commission is (a) whether the case has been settled and (b) whether the mediation effort was considered to be helpful. The Commission will not ask what was discussed during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the party filing the complaint before the formal complaint case can be dismissed. If the dispute is not resolved through the mediation process, neither party will be penalized for having taken part in the mediation and the formal complaint case will simply pick up where it left off.

A handwritten signature in black ink, appearing to read "Colleen M. Dale".

Colleen M. Dale
Secretary