

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

ROBERT B. HECTOR, )  
 )  
 Complainant, )  
 )  
 v. )  
 )  
 AMERENUE, )  
 Legal Department )  
 Union Electric Company )  
 1901 Chouteau Avenue )  
 P. O. Box 66149, Mail Code 1310 )  
 St. Louis, Missouri 63166-6149 )  
 **CERTIFIED MAIL** )  
 )  
 Respondent. )

Case No. EC-2009-0112

**NOTICE OF COMPLAINT AND ORDER DIRECTING FILING**

Issue Date: October 3, 2008

Effective Date: October 3, 2008

On September 24, 2008, Robert B. Hector filed the complaint, of which a copy of accompanies this notice and order.

THE COMMISSION ORDERS THAT:

1. AmerenUE shall file an answer to the complaint no later than November 3, 2008.
2. This Commission's Staff ("Staff") shall conduct an investigation as to the cause of the complaint and shall file a report of its findings no later than December 3, 2008.

3. 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. On a request from AmerenUE for mediation, the Commission may suspend the schedule set forth in this order.

**BY THE COMMISSION**



Colleen M. Dale  
Secretary

( S E A L )

Dated at Jefferson City, Missouri,  
on this 3<sup>rd</sup> day of October, 2008.

Jordan, Regulatory Law Judge

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI**

FILED  
September 24, 2008  
Data Center  
Missouri Public  
Service Commission

Name:	Robert B. Hector				
A.		Complainant	)		
			)		
	vs.		)	Case No.	
			)		
Company Name:	Ameren UE		)		
	Respondent		)		

**II. COMPLAINT**

Complainant resides at 3521 Imperial Hills Drive, Imperial MO 63052  
(address of complainant)

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1. Respondent, Ameren UE\_ (company name)  
of Missouri, 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:

- Complainat, Robert Hector Sr, is a disabled person.
- Complainant's 10 year old son is also a disabled person.
- Both require various electrically operated oxygen concentraors , breathing Equipment and filtration systems to sustain life.
- Robert Hector Sr. has been enrolled in the Medical Registry of electrical utility services for many years.
- Robert Hector established an account for electric service at 3521 Imperial Hills Drive in Feb of 2008
- Robert Hector elected not to disclose ssn, and opted for deposit request instead, per Ameren UE's own rules, and account was setup with budget billing amount of \$244 monthly (have recorded conversation)
- Robert Hector received postcard from Ameren UE 2 months later, stating that service would be disconnected if person residing there did not establish account.

- Robert Hector again called Ameren UE, was told that account was never established, so Hector told Ameren that he was responsible for account back to Feb 8<sup>th</sup>, 2008 , and was again given budget billing amount. (have recording)
- Robert Hector began receiving bills in his name.
- Home health care worker that comes to home daily and handles basic correspondence was told that \$650 was necessary to avoid disconnect, and assisted in issuing check for said amount on behalf of Hector while Hector was in capacitated.
- Check was returned for NSF.
- Robert Hector Called Ameren UE, and was told that amount was higher because of bills from prior addresses.
- Robert Hector notices that additional names have been added to his bills and account.
- Robert began to receive bills and disconnect notices of the following amounts:
  - \$5133.88
  - \$2478.66
  - \$1832.46
  - \$5826.93
  - 1278.83
  - \$649.78
  - \$3827.88
- Robert Hector made many phone calls to Ameren UE trying to get information regarding the unusual bills, and also requesting information as to the purpose of adding Merlyn Hector's name to the bill. ( have recorded conversations)
- Hector was told that his electricity would be turned off, and there was nothing he could do about it. (have recorded conversation)
- Hector provided Ameren UE with letters from doctors and specialists explaining and warning that interruption of his service would be a danger to his life.
- Hector was again told that his electricity would be turned off, in spite of receiving these letters and there was nothing he could do about it. (have recorded conversation)

- Hector received letter notifying him that he had been removed from medical registry.
- Robert Hector called Ameren UE and requested new Medical Registry forms. Hector was told that these forms would not be available before disconnection date even though it was 2 weeks away. Hector was told that old information had been discarded. (have recorded conversation)
- In the next call to Ameren UE, hector was told that Ameren possesses an affidavit from Robert Hector Jr., as a complaint the Hector was using his social security #. Hector was denied a copy of the document concerning his minor son, and ridiculed on the phone. (recorded)
- Hector explained that that was not possible, the Jr. was a 10 year old tbi (brain injury) patient, and was sitting with him presently watching cartoons. Hector was further denied a copy of the document concerning his minor son, and ridiculed on the phone (recorded)
- Hector was then told that Ameren UE has a second affidavit, and it was from someone name Wahlquist, who also had accused Hector of identity theft of Jr. from 2003.
- Hector explained to Ameren UE that Maria and Timothy Wahlquist were Jr's bio-mother and step father, and had been arrested for kidnapping and sexual assault of Jr..Hector informed Ameren UE that these issues had come up many times in the past, and that these types of ridiculous reports from Wahlquist were commonplace in 2003-2004 in all of Hector's financial life, as Wahlquist had been trying to gain custody of Jr. and slandering him prior to being exposed and arrested. Hector further explained the unfortunate events, and offered police reports of same. Hector was further denied a copy of the document concerning his minor son, and ridiculed on the phone. (recorded)
- During the months of May, June, July and into August, Hector diligently applied for and attempted to receive Energy assistance form various sources and found that Ameren UE refused the pledges, claiming they were not enough to prevent the disconnect due to the artificially inflated bills of \$3000 to \$5000 dollars.
- This type of activity on the part of Ameren UE not only caused Hector to lose and forfeit the monthly assistance that could have been applied to his account for each of those three months, it was also a gross misconduct under the rules of the charter of Ameren UE.
- Hector was further advised by agencies that Ameren UE was violating the rules of the Dollar More program, which it administers.
- Hector then went to the press and local television station, and was asked to appear and explain his plight and evidence.

- Hector requested, over and over, for almost 3 months, in front of witnesses and at the desks of assistance agencies and thru recorded phone calls, the forms to file a formal complaint against Ameren UE, and was denied said forms. Requests were made to Michelle and Marilyn Doerhoff, and it was not until Hector complained to Executive Director Wes Henderson, that he asked for Hector's email address and the forms were provided. (recorded)
- Robert Hector has been, in almost every phone contact with Ameren UE, ridiculed and discriminated against. Since Hector's "method of payment" is assistance from various agencies and social groups, and Ameren UE chose to refuse pledges and also to slander Robert Hector and make comments suggesting that his applications for assistance were fraudulent. (documented)
- Robert Hector has been treated differently than other customers, and therefore discriminated against, and has been put under great pressure and stress for weeks at a time. In poor health, this has been devastating to Robert Hector and his son.
- Hector Has repeatedly requested detailed information about the prior accounts that Ameren UE claims he owes, but is always denied the detail of these bills. These are important to Hector because the issue is not the dates the accounts were opened or closed, but rather specifically which dates of service these alleged remaining bills represent, and whom, if anyone, received the benefit of these services or if the building were indeed vacant for these final billing periods as suspected.

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

- I have made more than a dozen of attempts to resolve this matter with Ameren UE, only to be lied to, ridiculed, discriminated against and kept under constant stress that is detrimental to my health. Detail are contained herein.

WHEREFORE, Complainant now requests the following relief:

I request a hearing before your agency and full disclosure of all allegations against me by Ameren UE. I wish to have the opportunity to present my evidence and tape recording of my conversations.

I further request that Ameren UE cease slandering and harassing me until the hearing and not interrupt my electric service before this hearing has been completed.

I further request that a new person from your agency that is not contained in my taped evidence contact me and assist me in negotiating a reasonable and correct monthly amount for service to continue, not including these past amounts. I simply want the opportunity to know my monthly budget billing amount so that I can make

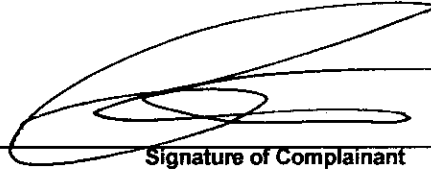
arrangements to receive assistance to pay it monthly so I do not lose the benefit of the services I am entitled to again.

As settlement, I request that Ameren UE reduce my bill to \$0 and begin a new account for me with a service start date of July 1<sup>st</sup>, 2008, since I have lost months of assistance and grants during this period and have been put under such pressure.

My alterative seems to be to come to the hearing, fully prepared and represented by legal counsel, as I can prove each and every claim in this complaint. Once I have the power of discovery and subpoena, I will then file a civil suit against Ameren UE and any other person, party or agency has assisted them in this slanderous, deliberate and senselessly malicious campaign against me that has had an adverse affect on my life and health.

8-12-08

Date



Signature of Complainant

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AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63168-6529

PREV BDG	USE	READING	RATE	AMOUNT
71674	63834	7840 ACTUAL	1M SH	628.18
MO Local Sales Tax				9.42
LATE PAY CHARGE @ 1.5%				19.08
BUDGET ADJUSTMENT				207.25
DEPOSIT ARREARS				706.00
PRIOR BALANCE				3,563.95
<b>AMOUNT DUE ON 08/05</b>				<b>\$5,133.88</b>

99 B-000004859  
Auto 5-Digit

FIRST CLASS MAIL  
U.S. POSTAGE  
PAID 1 OUNCE  
AMEREN

Service at: 3521 IMPERIAL HILLS DR  
Service from 06/19 to 07/22/08 Days 33  
Acct. No. 34118-15127 Bill Date 07/24/2008

If the prior balance has been paid, pay current amount only.  
Due date and delinquent date apply to current charges only.

RETURN THIS STUB WITH PAYMENT TO:

AmerenUE  
P.O. BOX 66529  
ST. LOUIS, MO 63168-6529

Acct. No. 34118-15127

Amt Due \$5,133.88  
Due By 08/05  
Delinquent After 08/14

\*\*\*\*\*AUTO\*\*5-DIGIT 63052

ROBERT B HECTOR SR  
MERLYN G HECTOR  
3521 IMPERIAL HILLS DR  
IMPERIAL MO 63052-2894



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06/30/2008 10:30 3149658713

SUBURBAN WEST INTMED

PAGE 02



Dale Furukawa, M.D. • Edward P. Rah, M.D. • Douglas S. Dripps, M.D.

Suburban West Internal Medicine  
505 Couch Avenue, Suite 245  
Kirkwood, MO 63122

(314) 965-5868 phone  
(314) 965-5830 fax

June 29, 2008

**RE: Robert B. Hector**

**DOB: 01/06/1964**

**To Whom It May Concern:**

Mr. Hector is under my medical care. He has Marfan's syndrome and obstructive sleep apnea with associated nocturnal hypoxemia. He has a medical necessity for his continuous positive airway pressure ("CPAP") machine and oxygen generator, both of which are electrically powered. Additionally, he would be at increased risk for respiratory/pulmonary complications if he did not have air conditioning available. Disconnection of Mr. Hector's electrical service would represent a significant health risk for him.

This is not a request to waive any legitimate bills incurred by Mr. Hector, but rather a request for a 30-day extension on payment of the bill for account # 34118-15127.

Thank you for your consideration.

Sincerely,

  
Douglas S. Dripps, M.D.

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12818 YESSON FERRY ROAD  
ST. LOUIS, MISSOURI 63128  
(314) 849-6665 FAX (314) 849-0274

BOARD CERTIFIED (NEUROLOGY)  
AMERICAN BOARD OF PSYCHIATRY  
AND NEUROLOGY

**ST. LOUIS NEUROLOGY ASSOCIATES, INC.**

**John J. O'Keefe M.D.**

**Practice Limited To Neurology**

June 27, 2008

To Whom it may concern:

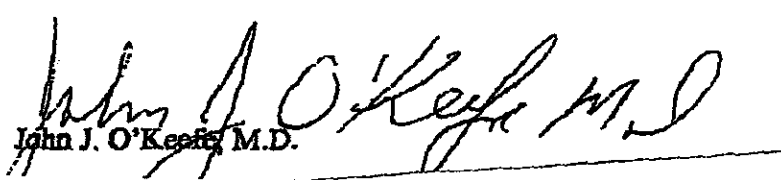
Robert Hector (DOB 01/04/64)

Is a patient of mine since November 7, 2007.

He suffers from classical migraines, obstructive sleep, apnea, copd , marfan syndrome that he use electrical medical equipment to control oxygen concentrator, CPAP and a Hepa are a few of these machines.

His being without electricity could cause him medical difficulties.

Please allow him the thirty days to straighten this out.

  
John J. O'Keefe M.D.

SIGNED  
ORIGINAL

To: Missouri Public Service Commission

From: Robert B. Hector

RECEIVED

SEP 24 2008

Executive Director  
MO PSC

Hello,

I am very concerned about issues regarding my continued electric service.

I am on a fixed income and have no other resources. I am in need of my electrically powered medical equipment. Please read and file my complaint as attached.

On Jan 31<sup>st</sup> we were injured when my house burned to the ground as a total loss including all my personal belongings and those of my special needs son Bobby. His highly trained assist dog did not survive. And thus far no help from the insurance company.....apparently no insurance coverage.



We have been met with an unbelievable onslaught of lies and treachery by Ameren UE and their agents, and luckily I recorded all of my conversations because of the lawsuit regarding the fire.

The added stress from Ameren UE has made a bad situation much worse and the stress has damaged my health.

Respectfully Submitted,

Bob Hector  
3521 Imperial Hills Drive  
Imperial MO 63052

bob hector@gmail.com

314-422-0010



Commissioners

JEFF DAVIS  
Chairman

CONNIE MURRAY

ROBERT M. CLAYTON III

TERRY JARRETT

KEVIN GUNN

*Missouri Public Service Commission*

POST OFFICE BOX 360  
JEFFERSON CITY, MISSOURI 65102  
573-751-3234  
573-751-1847 (Fax Number)  
<http://www.psc.mo.gov>

WESS A. HENDERSON  
Executive Director

DANA K. JOYCE  
Director, Administration and  
Regulatory Policy

ROBERT SCHALLENBERG  
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", is written over a light blue grid background.

Colleen M. Dale  
Secretary



Commissioners

**JEFF DAVIS**  
Chairman

**CONNIE MURRAY**

**ROBERT M. CLAYTON III**

**TERRY JARRETT**

**KEVIN GUNN**

## *Missouri Public Service Commission*

POST OFFICE BOX 360  
JEFFERSON CITY, MISSOURI 65102  
573-751-3234  
573-751-1847 (Fax Number)  
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**WESS A. HENDERSON**  
Executive Director

**DANA K. JOYCE**  
Director, Administration

**ROBERT SCHALLENBERG**  
Director, Utility Services

**NATELLE DIETRICH**  
Director, Utility Operations

**COLLEEN M. DALE**  
Secretary/Chief Regulatory Law Judge

**KEVIN A. THOMPSON**  
General Counsel

October 3, 2008

Mr. Robert B. Hector  
3521 Imperial Hills Drive  
Imperial, Missouri 63052

RE: Case No. EC-2009-0112

Dear Mr. Hector,

The attached Notice and Order does not require you to do anything. It is a copy of what we have sent to AmerenUE and this Commission's staff. We have sent you a copy to let you know that we have received your complaint, and that we have begun our process.

Our process includes an investigation and answers to your complaint, and offers mediation as an alternative to a formal evidentiary hearing. Further information is available to all parties through the procedure called "discovery" as set forth in the Notice and Order. I am acting on your complaint in a decision-making capacity, so you cannot make any inquiries of me unless all other parties are present.

When AmerenUE and this Commission's staff have complied with the Notice and Order, I will be in contact with you again.

Sincerely,

/s/

Daniel R. E. Jordan  
Regulatory Law Judge

Enclosures  
DREJ:ljm