

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

KFVS, LLC,)	
)	
Complainant,)	
)	
vs.)	Case No. GC-2008-0317
)	
Union Electric Company,)	
d/b/a AmerenUE,)	
Respondent.)	

ANSWER

COMES NOW Union Electric Company d/b/a AmerenUE (AmerenUE or Company), and for its Answer to the Complaint filed in this proceeding, states as follows:

1. On April 4, 2008, KFVS, LLC (Complainant) initiated this proceeding by filing a Complaint against AmerenUE.

2. In Paragraph No. 1 of the Complaint, Complainant alleges that AmerenUE is located in St. Louis, Missouri, and that AmerenUE is a public utility under the jurisdiction of the Public Service Commission of the State of Missouri (Commission). AmerenUE admits the allegations contained in Paragraph No. 1 of the Complaint.

3. In Paragraph No. 2 of the Complaint, Complainant makes multiple statements. AmerenUE admits that Complainant's Exhibit 1 is a letter from AmerenUE dated May 15, 2007 regarding a slow meter that was only registering 95% of the service that they actually used, and Account No. 12100-02119 was charged \$19,706.62 for service from March 22, 2006 to March 21, 2007. AmerenUE personnel spoke with KFVS personnel on three different occasions regarding high bill complaints and having the meter checked on October 9, 2006, on approximately October 12, 2006 and again on

February 16, 2007. The meter was changed on February 23, 2007 and tested on April 16, 2007.

4. AmerenUE admits that Complainant's Exhibit 2 is a letter from the Commission stating that AmerenUE's corrected bill was issued in accordance with the Company's approved tariff and that they were concluding their investigation into the informal complaint and closing the matter.

5. AmerenUE admits that Complainant's Exhibit 3 is a copy of the Company's Tariff Sheet No. 55 regarding billing errors. On April 18, 2007 the account was noted that the meter test was performed on April 16, 2007. On May 4, 2007 the calculations were affirmed for the billing adjustment.

6. Complainant's Exhibit No. 4 is a document created by AmerenUE as a comparison of rates prior to Case No. GR-2007-0003 with the rates after the Commission issued an order approving a rate increase. AmerenUE agrees that the billing adjustment should not, and did not, use the higher rate, as the period that was re-billed was prior to the rate increase.

7. In Paragraph No. 3 of the Complaint, Complainant refers to their numerous efforts to resolve this issue and no proof on AmerenUE's part to show a probability that the meter was defective prior to being tested. There have been several conversations between Company employees and representatives for the Complainant. No resolutions appear to have been suggested during any of these conversations by the Complainant except that they had no intention of paying and that they would go public on their news show if AmerenUE did not fix the problem. On October 9, 2007 the Company did offer the Complainant the opportunity to witness the meter testing at the Company's

shop in Mexico, Missouri, but the offer was declined. The meter test shows that the valve seats are worn unevenly. Worn valve seats allow gas to pass through the meter without being registered. The meter inspection also revealed dirt buildup inside of the meter, which is something that happens over time rather than at any one, specific time. This meter did not have a broken part which caused it to become inaccurate. Instead, it was something that would have occurred over time. It is likely that the meter was inaccurate for longer than a year, but Commission regulations only allow AmerenUE to recalculate the bill for a year prior to the discovery of the meter error, which is what was done in this case.

8. Complainant asks that the Commission disallow the re-billing and remove the amount of \$19,706.62 from the Complainant's bill.

9. AmerenUE believes that the meter was registering at 95% of the service that Complainant actually used for the time period of March 22, 2006 through March 21, 2007 and that the account was under-billed in the amount of \$19,706.62.

WHEREFORE, AmerenUE respectfully requests that the Commission issue its order finding that this Complaint is without merit and that the Complainant owes AmerenUE \$19,706.62.

Respectfully submitted,

UNION ELECTRIC COMPANY,
d/b/a AmerenUE

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CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the foregoing Answer was served on the following parties via electronic mail (e-mail) or via U.S. Mail on this 7th day of April, 2008.

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