

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

Marlyn Young,)	
)	
Complainant,)	
)	
v.)	Case No. EC-2006-0283
)	
Union Electric Company,)	
d/b/a AmerenUE,)	
)	
Respondent.)	

ANSWER OF AMERENUE

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 January 3, 2006, Marlyn Young of 2437 Wieck Drive, St. Louis, Missouri 63136 (“Complainant”) initiated this proceeding by filing a Complaint against AmerenUE.
2. In paragraph 1 of the Complaint, Complainant alleges that AmerenUE is located in St. Louis, Missouri, and that AmerenUE is a public utility under the jurisdiction and supervision of the Public Service Commission of the State of Missouri. AmerenUE admits the allegations contained in paragraph 1 of the Complaint.
3. In paragraph 2 of the Complaint, Complainant alleges that AmerenUE overcharged him over a six year period and that AmerenUE failed to return deposits. AmerenUE denies the allegations contained in paragraph 2.
4. Additionally, Complainant attached several pages allegedly substantiating his claim. In order to clarify these matters, the following billing history is provided. There are six

accounts involved, all of which list Complainant as the named account holder. A summary page for each account as well as the actual statements [only available from May of 2002 forward] for each account are attached to this Answer.

- On December 11, 1998, account [REDACTED] at 9414 Eastchester Drive (Account 1) was opened in Complainant's name.
- On May 11, 1999, account [REDACTED] at 2629 Terrace Lane (Account 2) was opened in Complainant's name.
- In April of 2001, a deposit in the amount of \$[REDACTED] plus interest was refunded to Complainant from Account 1. AmerenUE's records show no other deposit collected on or applied to this Account 1.
- On May 15, 2003, Account 1 was closed for non-payment. The final bill was \$[REDACTED].
- On September 24, 2003, the final bill of \$[REDACTED] from Account 1 was transferred to Account 2.
- On October 8, 2003, AmerenUE received proof that Complainant had been evicted from the residence at Account 1 in January of 2003 and the balance was adjusted accordingly. This resulted in a credit of \$[REDACTED].
- On October 21, 2003, account [REDACTED] at 8831 May (Account 3) was opened in Complainant's name.
- On October 20, 2003, Account 2 was closed and the \$[REDACTED] deposit plus interest was applied to the balance of Account 2, leaving a final balance of \$[REDACTED].
- On November 18, 2003 the balance due of \$[REDACTED] from Account 2 was transferred to Account 3.
- On December 17, 2003, the \$[REDACTED] credit from Account 1 was transferred to Account 3.

- Between May 2004 and September 2004, Complaint paid a deposit of \$[REDACTED] on Account 3.
- On April 19, 2005, account [REDACTED] at 2437 Wieck Drive (Account 4) was opened in Complainant's name. A deposit in the amount of \$[REDACTED] was requested, but has not been billed because of the Cold Weather Rule. This account is currently open and has a balance of \$[REDACTED].
- On August 24, 2005, the Circuit Court of St. Louis, Missouri, granted Complainant a Small Claims Judgment in the amount of \$243.99 plus court costs of \$37.00 against AmerenUE. This judgment was for a deposit Complainant claimed was collected on Account 1 prior to 2002, when AmerenUE implemented a different computer system for tracking accounts. AmerenUE's records do not show this deposit, but because there was a change in the billing system and because the amount in dispute was minimal, a decision was made to accept the judgment rather than to dispute its accuracy.
- On August 24, 2005, Account 3 was closed by AmerenUE after the Small Claims Court judgment was received. The \$[REDACTED] deposit plus interest was applied to the amount due, leaving a final bill of \$[REDACTED].
- On August 24, 2005, a second account at 8831 May, account [REDACTED], (Account 5) was opened. AmerenUE opened Account 5 for in an attempt to create a clear delineation in account activities pre and post Small Claims judgment. The final bill of \$[REDACTED] from Account 3 was transferred on the same date. A deposit in the amount of \$[REDACTED] (two times the highest bill) was requested but was subsequently reduced to \$[REDACTED] (two times the average bill) in response to Complainant's concerns. The billing of this deposit was suspended until the Cold Weather Rule ends on March 31, 2006.

- On November 7, 2005 a credit of 322.84 was made to Account 5, in an attempt to satisfy the Small Claims judgment.
- On November 7, 2005, a determination was made that the judgment was not properly satisfied by the credit. Accordingly, the credit of \$322.84 to Account 5 was reversed.
- On November 10, 2005, a check in the amount of \$322.84 was paid to the Circuit Court in satisfaction of the judgment. A copy of the check is attached to this Answer.
- On December 15, 2005, account [REDACTED] at 324 Millman Drive (Account 6) was opened on December 15, 2005. A deposit of \$ [REDACTED] was requested. The first bill on this account was issued on January 4, 2006.
- On January 18, 2006, Account 5 was closed at the request of Complainant, who stated that he no longer lived at that residence. For simplicity and to avoid the application of late fees, AmerenUE acted as if no further usage had occurred after August 24, 2005 at this residence. These adjustments made the existence of Account 5 unnecessary.
- On January 19, 2006, AmerenUE transferred back to Account 3 the \$ [REDACTED] that had been previously transferred into Account 5 on August 24, 2005.

5. AmerenUE believes that it has at all times acted properly and has adjusted Complainant's account when appropriate. AmerenUE does not believe that it owes Complainant any money in either overcharges or deposits and asks the Commission find that this Complaint is without merit.

WHEREFORE, AmerenUE respectfully requests that the Commission issue its order finding the Complaint to be without merit. In the alternative, AmerenUE requests that the Commission schedule a hearing in this proceeding.

Respectfully submitted,

UNION ELECTRIC COMPANY,
d/b/a AmerenUE

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Dated: February 2, 2006

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the foregoing Entry of Appearance was served via electronic filing and electronic mail (e-mail) or via regular mail on this 2nd day of February, 2006, to:

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