

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

Peter B. Howard,)	
Complainant,)	
)	
vs.)	Case No. EC-2008-0329
)	
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 9, 2008, Peter B. Howard of 4453 Athlone, St. Louis, MO 63115 (Complainant) initiated this proceeding by filing a Complaint against AmerenUE.

2. In paragraph one 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 (Commission). AmerenUE admits the allegations contained in paragraph 1 of the Complaint.

3. In paragraph two of the Complaint, Complainant alleges that AmerenUE over billed him for usage at 4111 Maffitt in St. Louis, Missouri. AmerenUE denies this allegation. AmerenUE admits that Complaint is the customer of record for the residence at 4111 Maffitt in St. Louis, Missouri but denies overbilling him for electric service.

4. Exhibit A to the Complaint is a copy of a February 6, 2008, letter sent by AmerenUE to Complainant regarding the adjustment to his bill because the meter had not

been transmitting correct readings. The Company admits the letter came from AmerenUE.

5. Exhibit B to the Complaint is a copy of a letter to Complainant from the Commission Staff (Staff) concluding their investigation into his informal complaint and closing the matter. The letter includes a summary of the Staff's review of the issues involved in the complaint. Staff's investigation did not find AmerenUE had overbilled Complainant.

6. Complainant asserts making repeated requests for copies of billing statements for the past six years regarding the residence at 4111 Maffitt, St. Louis, Missouri and further asserts that his requests went unheeded. AmerenUE's records do not show a single request for this information from Complainant. Furthermore, since the Complainant did not establish service at this address until June of 2005, he is not entitled to the billing statements or usage history of the previous resident(s). Exhibit 1, attached to this *Answer*, is the billing history of the account from June of 2005 to date. AmerenUE is willing to provide Staff with further historical billing information, but believes that it is unable, under Commission rules, to provide that information to the Complainant.

7. To be clear, the meter at this residence did not stop registering usage. It was the automated meter reading transmitter on the meter that stopped working sometime between July 23, 2006 and August 23, 2006. This means that the meter continued to register usage, but the readings failed to transmit properly. Since readings were not received, bills were issued each month based on estimated readings. The last reading received by AmerenUE was transmitted on July 23, 2006.

8. AmerenUE recognized the meter problem on a timely basis and made multiple attempts to correct the problem.

A. On August 23, 2006 and again on September 22, 2006, AmerenUE attempted to retrieve a reading with a meter reader, but was unable to do so because the gate was locked.

B. On December 12, 2006, January 12, 2007, July 16, 2007, October 12, 2007, November 9, 2007 and December 14, 2007, a letter was mailed to Complainant asking him to contact the Company to schedule a service visit.

C. On November 28, 2006, July 5, 2007, September 13, 2007, October 11, 2007 and December 5, 2007, AmerenUE attempted to replace the meter but were unable to do so because of a locked gate and/or a dog in the yard.

9. Finally, on January 28, 2008, AmerenUE mailed Complainant a letter informing him that it would disconnect the electric service if he did not contact the Company to schedule a meter change. On January 29, 2008, the Company mailed an estimated bill for \$[REDACTED]. On January 29, 2008, Complainant contacted us and scheduled a service visit for February 1, 2008. The meter was changed on February 1, 2008. At that time, the meter showed actual usage that was more than [REDACTED] kWhs above the usage presumed in the estimated bills.

10. On February 11, 2008, a corrected bill for \$[REDACTED] was mailed. This bill reflected charges of \$[REDACTED] minus a credit of \$[REDACTED] for payments received during this period.

11. On February 13, 2008, Complainant filed an informal complaint with the Commission. The Commission Staff contacted AmerenUE about the matter. AmerenUE

compared the billed adjustment to the most recent twelve months of actual bills and, because the comparison showed that some of the unbilled usage likely did not occur during the year immediately prior to the February 11, 2008 bill, the Company agreed to credit Complainant's account for \$[REDACTED]. Complainant's account was credited on February 15, 2008, leaving an amount due of \$[REDACTED].

12. Complainant asserts the usage for which he was billed must be incorrect because the property was unoccupied and could not have consumed that amount of power. He asserts that AmerenUE has inflated his bill or electricity was used by a neighbor. The Company denies charging Complainant for any electricity other than that which was actually used and has no knowledge or evidence of anyone stealing electric power at this residence. This residence is heated by electricity and so would likely show increased usage during the winter even if the home was unoccupied. Additionally, the usage transmitted after February 1, 2008, does not show a significant decrease. Complainant has not disputed those bills. Accordingly, AmerenUE has no reason to believe the meter reading was inaccurate.

13. AmerenUE believes that it has, at all times, acted appropriately and been fair in its treatment of Complainant, even agreeing to remove a portion of the bill despite the lack of cooperation on the part of Complainant.

WHEREFORE, AmerenUE respectfully requests that the Commission issue an order affirming that Complainant owes \$[REDACTED] for electric service used prior to February 1, 2008 and dismissing this Complaint or, in the alternative, set the matter for hearing.

Respectfully submitted,

UNION ELECTRIC COMPANY,
d/b/a AmerenUE

By: /s/ Wendy K. Tatro

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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 regular mail on this 16th day of May, 2008.

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/s/ Wendy K. Tatro

Wendy K. Tatro

This Exhibit has been marked
HIGHLY CONFIDENTIAL