

# Exhibit No. 117

Ameren Missouri – Exhibit 117  
February 2, 1999 Complaint by Missouri Coalition  
for Fair Competition ("MCFFC"), File No. EC-99-327  
File No. EC-2023-0037

**ALLEN & HOLDEN LAW OFFICES, L.L.C.**

700 EAST CAPITOL AVENUE  
P.O. BOX 105318  
JEFFERSON CITY, MISSOURI 65110

TELEPHONE (573) 636-9667  
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FED. ID #43-1775489

TERRY C. ALLEN  
ATTORNEY AT LAW

**FILED**

FEB - 3 1999

February 2, 1999

Missouri Public  
Service Commission

Missouri Public Service Commission  
Truman State Office Building, Room 530  
P. O. Box 360  
Jefferson City, Missouri 65102-0360

EC-99-327

RE: Complaint - AmerenUE

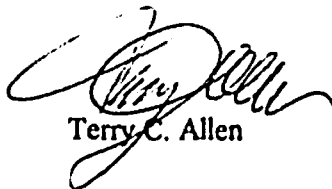
Dear Missouri Public Service Commission:

Accompanying this cover letter for filing is an original and 14 copies of a Complaint of the Missouri Coalition for Fair Competition relating to alleged violations of the new affiliated transaction law, Sections 386.754 through 386.764, RSMo Cum. Supp. 1998, as recited in the Complaint itself. A copy has been served on the Public Counsel and AmerenUE.

Thank you for your assistance in this matter.

Very truly yours,

ALLEN & HOLDEN LAW OFFICES, L.L.C.



Terry C. Allen

TCA:bjs

Enclosures

FEB - 3 1999

**BEFORE THE PUBLIC SERVICE COMMISSION** Missouri Public Service Commission  
**STATE OF MISSOURI**

**In the Matter of the** )  
**Complaint of the** )  
**Missouri Coalition for** )  
**Fair Competition** )

Case No EC-99-327

**COMPLAINT**

**COMES NOW** the Missouri Coalition for Fair Competition and makes the following formal Complaint against AmerenUE:

1. The Missouri Coalition for Fair Competition is an Association represented by the undersigned attorney, and the address for the Association is 10954 Prairie Lane, Dexter, MO 63841. A list of all of its members is attached hereto as an Appendix to the Complaint. The name and address of the attorney on behalf of the Complainant is indicated at the bottom.

2. The Complaint is against AmerenUE, P. O. Box 66149, St. Louis, MO 63166-6149. The Complaint involves a violation of Sections 386.754 through 386.764, RSMo Cum. Supp. 1998, as a result of a Customer Service Bulletin appearing on a customer's bill for an "On-Call Appliance Plan". A copy of the bill is marked as Exhibit 1, is attached hereto and made a part hereof for all purposes.

3. The nature of the Complaint is that AmerenUE under Exhibit 1 purports to offer repair of furnaces, air conditioners and water heaters without indicating whether such repair is provided by an affiliate or by a utility contractor and further, without indicating as required by law (in bold type, on the same page and in plain audible language during the solicitation of such service), a disclaimer stating that such service provided is not regulated by the Missouri Public Service Commission. In addition, the utility is engaging in Heating, Ventilation and Air Conditioning ("HVAC") services in

this State, as indicated by Exhibit 1, which is contrary to Section 386.756, RSMo Cum. Supp. 1998, and the utility, AmerenUE, in engaging in such services while not exempt or excepted from the provisions of law in that such services are not emergency services or not services being provided under a program pursuant to an existing statute, rule or order of the Missouri Public Service Commission. And further, they are not services that have been provided five years prior to August 28, 1998. Section 386.756.1, .7 and .8, RSMo Cum. Supp. 1998. The Complainant alleges that in the respects as stated above that AmerenUE has violated the provisions of Section 386.756, RSMo Cum. Supp. 1998, and is guilty of a civil offense and is subject to a penalty up to \$12,500.00 for each violation. In the legislative process, AmerenUE participated and agreed with the provisions of Section 386.756, RSMo Cum. Supp. 1998, and now purports to violate the same under its Customer Service Bulletin being submitted to its customers throughout this State, Exhibit 1.

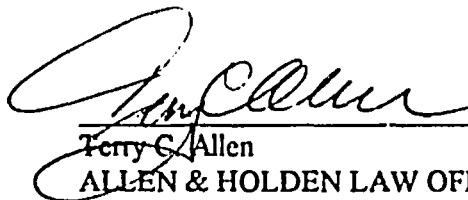
4. The Missouri Public Service Commission has jurisdiction pursuant to Sections 386.754 through 386.764, RSMo Cum. Supp. 1998, inclusive.

5. Complainant, through its attorney, has attempted to directly contact AmerenUE at its 1-800-552-7583 number, and the whole host of menu options given by the automated operator at that number does not provide for anyone to discuss violations of the above-cited statute. Further, nor does the number 1-888-ONCALL3 provide for anyone from AmerenUE to discuss any violations of the above-cited affiliated transaction law. Moreover, there is no requirement in this case mandating the Complainant to try to discuss and cure the Complaint with the utility. Nor is there a requirement to cure the Complaint directly with the utility under Sections 386.754 through 386.764, RSMo Cum. Supp. 1998.

WHEREFORE, the Missouri Coalition for Fair Competition submits its Complaint as above stated and requests the Commission to provide the relief as set out in the statutes for the violations

alleged, including a penalty up to \$12,500.00 for each violation, and for such further relief as appropriate in the premises.

Respectfully submitted,



Terry C. Allen #19894  
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700 East Capitol Avenue  
P. O. Box 105318  
Jefferson City, Missouri 65110  
Telephone: (573) 636-9667  
Telecopier: (573) 636-4667

ATTORNEY FOR COMPLAINANT

#### CERTIFICATE OF SERVICE

I hereby certify that a copy of the above and foregoing was mailed, first-class postage prepaid, this 2 day of February, 1999, to the following:

Ms. Martha S. Hogerty  
Public Counsel  
Office of the Public Counsel  
Truman State Office Building, Room 250  
P. O. Box 7800  
Jefferson City, Missouri 65102-7800

AmerenUE  
1901 Chouteau Avenue  
P. O. Box 66149  
St. Louis, Missouri 63166



UNITED REFRIGERATION  
11401 ROOSEVELT BLVD  
PHILADELPHIA PA 19154

MEULLER STREAMLINE CO  
PO BOX 849  
FULTON MS 38843

RAYTHEON APPLIANCES  
PO BOX 8901  
AMANA IA 52204

PRUITT, JIM  
CRESCENT PARTS & EQUIPMENT  
873 HOLIDAY POINT PARKWAY  
EDWARDSVILLE IL 62025  
1-618-692-1313

WOOD, DAVE  
CRESCENT PARTS & EQUIPMENT  
PO BOX 8141  
GRANITE CITY IL 62040  
1-618-877-5130

SCHMIDT, TOM  
CRESCENT PARTS & EQUIPMENT  
257 S 27TH STREET  
BELLEVILLE IL 62223  
1-618-233-0780

BENOIST, JACK  
BENOIST BROS SUPPLY COMPANY  
PO BOX 587  
MT VERNON IL 62684  
1-618-242-0344

CREYOTT, WARREN  
CAPITOL GROUP  
1900 SOUTH EIGHTH ST  
SPRINGFIELD IL 62703  
1-417-753-6900

AMERICAN METALS SUPPLY  
PO BOX 1325  
SPRINGFIELD IL 62705

SEEGER, TRAVIS  
CHESTERFIELD SERVICE  
243 CHESTERFIELD INDUSTRIAL  
BLVD  
CHESTERFIELD MO 63005

FRESH AIR HTG & CLG  
626 GODDARD  
CHESTERFIELD MO 63005  
5630-0070

HUBER, CHUCK  
CRESCENT PARTS & EQUIPMENT  
36 SHIRLEE CT  
ARNOLD MO 63010  
282-1740

TOCZYLOSKI, MIKE  
CRESCENT PARTS & EQUIPMENT  
1952 ST JOHN'S CROSSING  
ARNOLD MO 63010  
464-5792

WARD, CARROLL  
CUSTOM SERVICES INC  
1083 FOX CHASE INDUSTRIAL DR  
ARNOLD MO 63010  
296-7887

BALSMAN, LARRY  
AIR-TEC SERVICE  
330 SOVEREIGN  
MANCHESTER MO 63011  
391-9300

MORRIS, SCOTT  
DICK MORRIS SERVICE COMPANY  
132 LOCK DR  
BALLWIN MO 63011  
227-1527

MAHER, LARRY  
MAHER HEATING & COOLING  
16137 CLAYTON ROAD  
WILDWOOD MO 63011  
394-9111

KELLEY, GENE  
ACCA ST LOUIS CHAPTER  
1277 ROUGE RIVER CT  
CHESTERFIELD MO 63017  
537-1322

STOJEB, RAY  
CRESCENT PARTS & EQUIPMENT  
2039 KENTMORE LANE  
CHESTERFIELD MO 63017  
391-9174

MOORE, LAUREL  
CRYSTAL HEATING & COOLING  
PO BOX 378  
CRYSTAL CITY MO 63019  
937-2927

SHEET METAL CONTRACTORS  
3255 LONG ROAD  
DESOTO MO 63020  
337-2150

FISHER, WILLIAM  
CRESCENT PARTS & EQUIPMENT  
300 DIETRICH  
ST LOUIS MO 63021  
227-4792

MEREDITH, JAN  
CRESCENT PARTS & EQUIPMENT  
1436 WHISPERING CREEK DR  
BALLWIN MO 63021  
861-2455

REILLY, JAMES  
JIM REILLY SERVICE CO INC  
16219 WESTWOODS BUSINESS PARK  
ELLISVILLE MO 63021  
227-7631

AMERICAN BURGLARY & FIRE  
507 RUDDER RD  
FENTON MO 63026  
349-1090

PLIZZI, JOE  
AMERICAN BURGLARY & FIRE  
507 RUDDER RD  
FENTON MO 63026  
349-1090

MORTON, JIM  
AMERICAN METALS SUPPLY  
COMPANY  
1195 HORAN DRIVE  
FENTON MO 63026

BROWN, MIKE  
CORNERSTONE AIR & ELECTRIC  
SER  
PO BOX 494  
FENTON MO 63026

GREGG, MIKE  
CRESCENT PARTS & EQUIPMENT  
1116 TIMBERLINE LANE  
FENTON MO 63026  
349-7561

SCIUTO, RANDY  
CRESCENT PARTS & EQUIPMENT  
520 DEER POINTE COURT  
FENTON MO 63026  
349-7984

SMITH, RUSTY  
CRESCENT PARTS & EQUIPMENT  
1116 TIMBERLINE  
FENTON MO 63026  
349-7561

LEE, SCOTT  
SCOTT-LEE HEATING CO  
1565 FENPARK  
FENTON MO 63026  
343-1444

BONE HTG & CLG  
2731 LUCAS  
FESTUS MO 63028  
937-6942

BRANTS, GREGORY  
ARCO REFRIGERATION CO INC  
#4 GARNIER CT  
FLORISSANT MO 63031  
381-2871

KOINEN, STEVE  
KAY BEE ELECTRIC  
890 N LAFAYETTE ST  
FLORISSANT MO 63031  
837-3308

KEEVEN APPLIANCE  
3350 PARKER RD  
FLORISSANT MO 63033

JONES, GARY  
AIR COMFORT SERVICE INC  
11920 MISSOURI BOTTOM RD  
HAZELWOOD MO 63042  
751-4133

SCOTT, GARY  
INTER-CITY PRODUCTS CORP  
730 FEE FEE RD  
MARYLAND HEIGHTS MO 63043  
991-1033

POLLARD, CARL  
NORTHWEST REFRIGERATION INC  
376 FEE FEE RD  
MARYLAND HEIGHTS MO 63043  
770-9939

EILERMAN, JOHN  
C & R HEATING & SERVICE CO  
12825 PENNRIDGE DRIVE  
BRIDGETON MO 63044  
739-1800

OUNT, SCOTT  
CRESCENT PARTS & EQUIPMENT  
2665 NOTTINGHAM LANE  
FENTON MO 63026  
343-0381

EMPLOYEES  
SOUTH COUNTY HTG & AC  
1097 GRAVOIS RD  
FENTON MO 63026

BODENDIECK, LEE  
MECHANICAL SUPPLY CO  
919 HORAN DRIVE  
FENTON MO 63029  
343-9404

BECKER, MICHAEL  
B & B HEATING & COOLING INC  
1255 DUNN RD  
FLORISSANT MO 63031  
838-9800

CURRAN, MICHAEL  
THE CURRAN COMPANY  
1575 NORTH HWY 67  
FLORISSANT MO 63031  
921-9885

PAYNE, DANNY  
MID-WAY HEATING & COOLING INC  
1890 N HIGHWAY 67  
FLORISSANT MO 63033  
831-3595

SCHULTE, RAY  
AIR MANAGEMENT SUPPLY  
2445 NORTHLINE INDUSTRIAL BLVD  
MARYLAND HEIGHTS MO 63043  
567-5731

RICHMAN, JB & VERLA  
JB RICHMAN  
2931 SPRUCEWOOD DRIVE  
MARYLAND HEIGHTS MO 63043  
739-0988

PAMECO CORPORATION  
PAMECO  
730 FEE FEE RD  
MARYLAND HEIGHTS MO 63043  
991-1033

KUTHE, THOMAS  
C & R HEATING & SERVICE CO  
12825 PENNRIDGE DRIVE  
BRIDGETON MO 63044  
739-1800

MARTIN, JIM  
MARTIN SERVICE CO  
2010 CHARIOT  
FENTON MO 63026  
225-5854

BACHMANN, ED  
SOUTH COUNTY HTG & AC INC  
1097 GRAVOIS RD  
FENTON MO 63026  
343-9388

ALBERS, WILLIAM  
ALBERS REFRIGERATION  
8477 N LINDBERGH  
FLORISSANT MO 63031  
839-0090

HARSOCK, LONNIE  
JERRY KELLY HEATING & AC  
12 FLOWERIDGE  
FLORISSANT MO 63031  
946-4313

HAGEMAN, BRIAN  
CRESCENT PARTS & EQUIPMENT  
1205 CHEYENNE  
FLORISSANT MO 63033  
921-3137

PERRY, TERRY  
CRESCENT PARTS & EQUIPMENT  
6555 SILVER FOX DRIVE  
FLORISSANT MO 63034  
355-5165

RHEINECKER, MIKE  
INTER-CITY PRODUCTS CORP  
730 FEE FEE RD  
MARYLAND HEIGHTS MO 63043  
991-1033

BAUMER, CARL  
MECHANICAL SERVICES INC  
2340 VERNA AVE  
MARYLAND HEIGHTS MO 63043  
993-2211

MATSEN, BILL  
YORK HTG & AC ST LOUIS BRANCH  
11645 NORTHLINE INDUSTRIAL  
BLVD  
MARYLAND HEIGHTS MO 63043

IND. ELEC. CONTR., ASSOC. ST L  
3159 FEE FEE RD SUITE 202  
BRIDGETON MO 63044  
739-4650

STOGSDILL, RON  
JOHNSTONE SUPPLY  
3425 FRIDGELAND DR  
BRIDGETON MO 63044  
291-8788

HOPEN, MIKE  
MISSOURI FURNACE CO  
4200 BONFILS  
BRIDGETON MO 63044  
261-6000,

KOCH, JOHN  
KOCH MECHANICAL SERVICES  
PO BOX 587  
HILLSBORO MO 63050  
789-4563

COURTOIS, JUDY  
CRESCENT PARTS & EQUIPMENT  
1595 MORGAN  
IMPERIAL MO 63052  
464-9506

GILDENHAUSE, NORBERT  
SUMMITT HEATING & COOLING  
412 SOUTH FIRST  
PACIFIC MO 63069  
257-2665

WILLIAMS, MELVIN SR  
KEEVEN HTG & CLG  
611 CRAWFORD CIRCLE  
SULLIVAN MO 63080  
1-573-468-6415

KEEVEN, MIKE  
KEEVEN HEATING & COOLING  
30 CC CAMP RD  
UNION MO 63084  
573-459-2135

CRAWFORD, LES  
JIMS HTG & SHEET METAL INC  
316 LAFAYETTE  
WASHINGTON MO 63090  
239-3581

KORTE, DAN  
KEEVEN HTG & CLG  
215 A ELM ST  
WASHINGTON MO 63090

SHEET METAL WORKER'S LOCAL 36  
301 S EWING AVE  
ST LOUIS MO 63103

HAGGENHOFF, DAN  
LENNOX INDUSTRIES  
251 CORPORATE WOODS PLACE  
BRIDGETON MO 63044  
298-2626

QUEEN, JEFF  
PROTECH  
1140 GRAVOIS  
HIGH RIDGE MO 63049

RICOTTA, ALLAN  
RICOTTA HEATING & AC  
6131 NORTH LAKESHORE  
HILLSBORO MO 63050  
274-5900

ROTTY, GEORGE  
CRESCENT PARTS & EQUIPMENT  
3922 VALLEY DRIVE  
IMPERIAL MO 63052  
296-4426

BAUMANN, TERRY  
C H S HEATING & COOLING  
460 ST CLAIR ST  
ST CLAIR MO 63077  
629-7800

BUEHRLE, SKIP & PAT  
B & S HEATING & COOLING INC  
219 OAK  
UNION MO 63084  
583-8404

BERRON, LEN  
TRANE CO  
255 EAST DENMARK RD  
UNION MO 63084  
301-3180

LICKLIDER, ROBERT  
KEEVEN HEATING & COOLING  
804 EDITH  
WASHINGTON MO 63090

ROETTERING, MARVIN  
ROETTERING INC  
1650 EAST 5TH ST  
WASHINGTON MO 63090  
239-0102

LAMMERT, MARK  
CRESCENT PARTS & EQUIPMENT  
1823 KENNETT PLACE  
ST LOUIS MO 63104  
771-0599

MILLER, BRUCE & DICK  
MILLER'S REFRIGERATION  
11332 HAMMACH DRIVE  
BRIDGETON MO 63044  
731-1177

SCHMIDT, RONALD  
SCHMIDT HEATING & COOLING  
SERV  
1822 EAST SQUARE DR  
HIGH RIDGE MO 63049

CORDIA HTG & AC  
3963 CAROL PARK  
HOUSE SPRINGS MO 63051  
671-4377

DORTON, KEVIN  
ALLENTON A/C  
989 WESTRIDGE DR  
PACIFIC MO 63069  
451-4317

HEADY, JACK  
JACK'S REFRIGERATION  
2376 SPITJ SERVICE RD  
SULLIVAN MO 63080  
1-573-927-5557

BAGGETT, CHUCK & MARILYN  
FRUEH SERVICES  
300 W MAIN  
UNION MO 63084  
583-3780

MANTIA, MIKE  
TARGET ELECTRIC CO  
116 BRACADALE AVE  
VALLEY PARK MO 63088

WILDT, JOHN  
KEEVEN HEATING & COOLING  
610 CEDAR ST  
WASHINGTON MO 63090  
239-4073

COLLINS, GENE  
HAMMOND DISTRIBUTING  
119 CASS AVE  
ST LOUIS MO 63102  
241-2661

TRUESDELL, JAMES  
BRAUER SUPPLY COMPANY  
4260 FOREST PARK BLVD  
ST LOUIS MO 63108  
534-7150



MARTIN, DOUGLAS  
ST LOUIS NECA  
PO BOX 2223  
ST LOUIS MO 63109  
644-3030

GIUDICI, JOSEPH  
CRESCENT PARTS & EQUIPMENT  
5525 WILSON  
ST LOUIS MO 63110  
664-1806

MARCO SALES INC  
1100 MACKLIND AVE  
ST LOUIS MO 63110  
768-4200

CONROY, MICHAEL  
ALL AIR SYSTEMS INC  
8850 ST CHARLES ROCK RD  
ST LOUIS MO 63114  
428-8606

BECKMANN, DAN  
BECKMANN BROS HTG & CLG  
9322 ST CHARLES ROCK RD  
ST LOUIS MO 63114  
426-5993

JONES, BRYAN  
JERRY KELLY HEATING & AC  
3033 CALVERT ST  
ST LOUIS MO 63114  
946-4313

JENNEWAIN, CLETUS  
ST LOUIS AIR MECHANICAL  
CONTRS  
8499 LACKLAND RD  
ST LOUIS MO 63114

HOGG, BILL  
CRESCENT PARTS & EQUIPMENT  
7128 LEONA  
ST LOUIS MO 63116  
353-1517

RYAN, JACK  
RYAN HEATING COMPANY INC  
5822 GRAVOIS  
ST LOUIS MO 63116  
352-1111

MERTENS, RALPH  
MERTENS HTG & A/C  
3124 CALIFORNIA  
ST LOUIS MO 63118  
771-6665

WILLIAMS, RICHARD  
BRENTWOOD HTG & AC INC & ELEC  
4216 MANCHESTER  
ST LOUIS MO 63110  
726-6565

HOFFMAN, DAVID  
GAINES HVAC INC  
5120 NORTHRUP  
ST LOUIS MO 63110  
772-5550

DEGENHARDT, TONY  
DEGENHARDT HTG & CLG  
7624 S BROADWAY  
ST LOUIS MO 63111  
631-1554

ROSENTRAUCH, TERRY  
ALRO HTG & CLG  
9550 ST CHARLES ROCK RD  
ST LOUIS MO 63114  
427-9932

WEBER, SANDRA  
CRESCENT PARTS & EQUIPMENT  
3420 EMINENCE  
ST JOHN MO 63114  
423-6084

RELIABLE HEATING & COOLING  
8463 DELPORT DR  
ST LOUIS MO 63114  
423-3535

SAMUEL, CHARLIE  
AIR SERVICE CO  
4070 JUNIATA  
ST LOUIS MO 63116  
773-5300

PEAT, RICHARD  
CRESCENT PARTS & EQUIPMENT  
3660 JUNIATA ST  
ST LOUIS MO 63116  
664-6715

SELIGA, STEVE  
SELIGA HEATING & AC  
6211 GRAVOIS  
ST LOUIS MO 63116  
481-7333

VOGEL, BILL  
VOGEL SHEET METAL & HEATING  
3431 MERAMEC ST  
ST LOUIS MO 63118  
351-2533

DI RAIMONDO, PAUL  
CRESCENT PARTS & EQUIPMENT  
2101 SUBLETTE  
ST LOUIS MO 63110  
647-3831

HOFFMANN, ROBERT  
LINTON HEATING & COOLING  
1641 TOWER GROVE  
ST LOUIS MO 63110  
631-5892

STEINERT, FRED  
STEINERT REFRIGERATION  
6101 VIRGINIA  
ST LOUIS MO 63111  
351-9699

GODFREY, MICHAEL  
ASPEN REFRIGERATION  
2113 N WARSON RD  
ST LOUIS MO 63114  
428-1148

HINTON, STEPHANIE  
JERRY KELLY HEATING & AC  
8944 ARGYLE  
OVERLAND MO 63114  
946-4313

HAGUEWOOD, JIMMY  
ST LOUIS AIR MECHANICAL  
CONTRS  
8499 LACKLAND RD  
ST LOUIS MO 63114

AINSWORTH, JOSEPH  
CRESCENT PARTS & EQUIPMENT  
5417 DRESDEN  
ST LOUIS MO 63116  
752-9020

INTAGLIATA HEATING & COOLING  
4160 MERAMEC  
ST LOUIS MO 63116

VITT, VICTOR JR  
VITT HTG & AC CO INC  
4719 MORGANFORD RD  
ST LOUIS MO 63116  
351-5580

GOTTLIEB, AUGUST (GUS)  
C & G HTG, AC & REFRIGERATION  
7720 BIG BEND BLVD  
ST LOUIS MO 63119  
645-0535

RICHARDS, JIM  
CRESCENT PARTS & EQUIPMENT  
11 CLARA AVE  
WEBSTER GROVES MO 63119  
968-8079

CALDWELL, CHUCK  
CRESCENT PARTS & EQUIPMENT  
8030 NATURAL BRIDGE  
BEL NOR MO 63121  
383-5317

WARD, DAVID  
WARD HEATING & COOLING  
3631 KIENLEN  
ST LOUIS MO 63121  
382-2888

ZIPF, JOHN  
ZIPF AIR INC  
336 LEFFINGWELL SUITE 106  
ST LOUIS MO 63122  
821-1200

BOURISAW, DAVE  
CRESCENT PARTS & EQUIPMENT  
8510 VASEL AVE  
ST LOUIS MO 63123  
353-8037

HARSTER, DAVE  
HARSTER HEATING & AC  
9900 GRAVOIS  
ST LOUIS MO 63123  
634-5300

STIEHL, TED  
STIEHL SERVICE INC  
9627 TOCAN  
ST LOUIS MO 63123  
638-8725

FAULSTICH, DON  
CONTROLLED HTG & AC INC  
2060 HAPPY LANE  
ST LOUIS MO 63125  
638-1535

HAHN, RICH  
TOTAL CONTROL  
770 LEMAY FERRY  
ST LOUIS MO 63125  
638-5136

CRANE, SCOTT  
ARCO REFRIGERATION CO INC  
11030 TORIGNEY  
ST LOUIS MO 63126  
843-8185

ELROD, CRAIG  
KEEVEN HTG & CLG  
514 ATLANTA  
WEBSTER GROVES MO 63119

INDELICATO, JOE  
GALMICHE & SONES  
6269 ST LOUIS AVE  
ST LOUIS MO 63121  
382-0007

MAILLE, BOB  
EVANS, MAILLE & ASSOC  
10726 MANCHESTER RD  
ST LOUIS MO 63122  
822-1023

ANTON, GUS  
ANTON'S AC & HTG  
8826 NEW HAMPSHIRE  
ST LOUIS MO 63123  
638-4711

LURKINS, JOHN  
CRESCENT PARTS & EQUIPMENT  
5719 WELMERING  
AFFTON MO 63123  
353-3621

MILES, KAREN LOUISE  
JERRY KELLY HEATING & AC  
9515 ANTIGO DR  
ST LOUIS MO 63123  
946-4313

MILLER, FRANK  
THE REGISTER WORKS  
8443 VALCOUR AVE  
ST LOUIS MO 63123  
631-1444

OSHIA, BARB  
CRESCENT PARTS & EQUIPMENT  
10011 LUNA COURT  
ST LOUIS MO 63125  
544-0439

KUNST, CHRISTOPHER  
WEST PORT HTG & CLG SERVICE  
1405 WACHTEL  
ST LOUIS MO 63125  
638-1692

SWEET, MALCOM JR  
CONDAIRE INC  
1141 RECO DR  
ST LOUIS MO 63126  
821-8388

MORGNER, STEPHEN  
MORGNER AC & HEATING  
282 E KIRKHAM  
WEBSTER GROVES MO 63119  
961-0875

J WILLIAMS HTG  
3901 SHIRLEY DR  
ST LOUIS MO 63121  
426-8989

MENOS, MARK  
KIRKWOOD HTG & AC CO INC  
335 LEFFINGWELL, SUITE 122  
KIRKWOOD MO 63122  
821-3454

ROBERTS, TERRY  
ARCH HTG & AC  
9925 AFFTON PLACE  
ST LOUIS MO 63123  
631-2090

YOUNG, MIKE  
CRESTSIDE HEATIN  
8130 VALCOUR  
ST LOUIS MO 63123  
351-8300

SCHRAUT, BOB  
R F SCHRAUT HTG & CLG  
11139E SOUTHTOWNE SQUARE  
ST LOUIS MO 63123  
892-3048

BEHRMANN, DONALD  
BEHRMANN COMPANY  
4173 HOFFMEISTER AVE  
ST LOUIS MO 63125  
631-4400

SCHMITT, ROBERT  
RJ SCHMITT SERVICE CO  
4018 BIRDWOOD PLACE  
ST LOUIS MO 63125  
631-4154

MCGANN, JACK  
AJ HEATING & COOLING  
1512 FOURNIER  
ST LOUIS MO 63126  
962-0306

METCALF, JOE  
CRESCENT PARTS & EQUIPMENT  
553 JOSHUA  
ST LOUIS MO 63126  
984-8583

CURT MEYER  
CURT MEYER PLUMBING  
10120 GLENFIELD TERRACE  
ST LOUIS MO 63126  
842-5550

BEFFA, BARB  
CRESCENT PARTS & EQUIPMENT  
5161 IVONDALE LANE  
ST LOUIS MO 63129  
894-2630

RADAKE, WALLY  
CRESCENT PARTS & EQUIPMENT  
3644 WHISPERING RIDGE  
ST LOUIS MO 63129  
894-3270

STOVERINK, G  
COUNTY HEATING & COOLING  
6921 OLIVE BLVD  
ST LOUIS MO 63130  
725-1900

SCHNEIDER, MILTON  
SCHNEIDER SERVICE CO INC  
7587 OLIVE STREET RD  
ST LOUIS MO 63130  
994-7875

HAYES, GEORGE  
GEORGE HAYES HTG & CLG  
753 CORDELL CT  
ST LOUIS MO 63132  
993-5195

VAN DYKE, DAVID  
CRESCENT PARTS & EQUIPMENT  
9317 HAROLD  
ST LOUIS MO 63134  
428-2409

MOHLER, MERRICK  
THOMPSON SUPPLY CO  
4514 MC DONNELL BLVD  
ST LOUIS MO 63134  
423-3700

TREIBER, JUDY  
ACTION HTG & CLG INC  
9301 DUENKE DR  
ST LOUIS MO 63137  
388-2665

WITT, THOMAS  
AMERICAN HOME HTG & AC  
COMPANY  
2021 REDMAN  
ST LOUIS MO 63138

KOENIG, MARK  
CRESCENT PARTS & EQUIPMENT  
10602 HACKBERRY DR APT 3  
ST LOUIS MO 63128  
849-3262

BEFFA, CHRIS  
CRESCENT PARTS & EQUIPMENT  
5161 IVONDALE  
ST LOUIS MO 63129  
894-2630

WANSTREET, PAUL  
CRESCENT PARTS & EQUIPMENT  
5463 MILD  
ST LOUIS MO 63129  
892-4179

DONAHUE, TOM  
DONAHUE HEATING & AC INC  
8109 OLIVE  
ST LOUIS MO 63130  
991-1137

STOUGH, LARRY  
CRESCENT PARTS & EQUIPMENT  
1201 PALOMA DR  
ST LOUIS MO 63131  
434-5867

OLIVER, RON  
MASTERS EQUIPMENT SERVICE INC  
10641 LIBERTY AVE  
ST LOUIS MO 63132  
428-1500

EDWARD GEVERS HTG & AC  
5834 N HANLEY RD  
ST LOUIS MO 63134  
524-6950

MC CUNE, JAMES  
NATIONAL HEATING & AC  
7500 WEST FLORISSANT  
ST LOUIS MO 63136  
429-5232

THOMAS, JIM  
CRESCENT PARTS & EQUIPMENT  
241 GLEN GARRY RD  
ST LOUIS MO 63137  
867-2109

SISSIL, JOHN  
MECH CONTRS ASSN OF ESTRN MO  
4402 ST VINCENT AVE  
ST LOUIS MO 63138  
644-3900

SAGEHORN, STEVE  
CRESCENT PARTS & EQUIPMENT  
4971 AMBS ROAD  
ST LOUIS MO 63128  
487-8035

GAEBLER, CRAIG  
CRESCENT PARTS & EQUIPMENT  
5636 BRIARWOOD ESTATES DR  
ST LOUIS MO 63129  
846-7513

DICKERSON, JOE  
DICKERSON REFRIGERATION  
PO BOX 510322  
ST LOUIS MO 63129  
487-3192

SCHNEIDER, BILL  
SCHNEIDER SERVICE CO INC  
7587 OLIVE STREET RD  
ST LOUIS MO 63130  
994-7875

AVERILL, MARK  
AVERILL HTG & AC COMPANY  
10645 LIBERTY AVE  
ST LOUIS MO 63132  
427-3825

SCOTT SHUBERT  
THREE STATES SUPPLY CO  
1952 KIENLEN AVE  
ST LOUIS MO 63133  
385-5900

GEVERS, EDWARD  
GEVERS HEATING & AC  
5834 N HANLEY  
ST LOUIS MO 63134  
524-6950

ROCHE, TOM  
ACTION HTG & CLG INC  
9301 DUENKE DR  
ST LOUIS MO 63137  
388-2665

ROSSEN, MICHAEL  
JERRY KELLY HEATING & AC  
10189 CABOT  
ST LOUIS MO 63137  
946-4313

DAVIS, BILLY  
CERTIFIED HEATING  
6238 COLUMBIA  
ST LOUIS MO 63139  
647-1570

GOBEL, GLEN  
CONTROL CONSULTANTS  
2330 HAMPTON AVE  
ST LOUIS MO 63139  
647-6680

PEROTTA, ED  
CRESCENT PARTS & EQUIPMENT  
5641 COLUMBIA  
ST LOUIS MO 63139  
645-3270

COUNTY HTG  
AL-DON SERVICES INC  
PO BOX 410235  
CREVE COEUR MO 63141  
567-5585

ST LOUIS METALWORKING  
12101 WOODCREST EXECUTIVE  
DRIVE  
ST LOUIS MO 63141

POLIC, GEORGE  
ARCO REFRIGERATION CO INC  
1367 WHITE ORCHARD  
ST LOUIS MO 63146  
997-4354

BUSCH, BILL  
BUSCH HTG & CLG INC  
PO BOX 510228  
ST LOUIS MO 63151  
845-3125

RAUCH, THOMAS  
ARCO REFRIGERATION CO INC  
2932 CONCORDIA  
ST CHARLES MO 63301  
946-3829

BORGMAYER, MARY  
JERRY KELLY HEATING & AC  
908 HARTFORD PLACE  
ST CHARLES MO 63301  
946-4313

WILMES, GARY  
JERRY KELLY HEATING & AC  
2816 OLDE CHELSEA  
ST CHARLES MO 63301  
946-4313

CISSELL, EARL  
809 PRALLE LN  
ST CHARLES MO 63303  
723-3209

GIUDICI, GUY  
CRESCENT PARTS & EQUIPMENT  
5327 MAGNOLIA AVE  
ST LOUIS MO 63139  
664-1805

ORTH, DENISE  
NOW PUBLICATIONS/ HVAC NOW  
2632 SOUTH KINGSHIGHWAY  
ST LOUIS MO 63139  
664-8712

KILL, MIKE  
CRESCENT PARTS & EQUIPMENT  
1155 RUE LA CHELLE  
ST LOUIS MO 63141  
434-1499

BENOIST BROTHERS  
2609 ROCK HILL IND COURT  
ST LOUIS MO 63144

LAGRAND, DAVID  
NORDYNE  
1801 PARK 270 DRIVE 6TH FLOOR  
ST LOUIS MO 63146  
878-6200

WALKER, LARRY  
SACHS ELECTRIC COMPANY  
PO BOX 96  
ST LOUIS MO 63166  
532-2000

CISSELL, ROBERT  
CISCO HEATING & AC  
2200 W CLAY  
ST CHARLES MO 63301  
925-2100

FORSHEE, SHANE  
JERRY KELLY HEATING & AC  
2201 N BENTON  
ST CHARLES MO 63301  
946-4313

WITTE, JOHN  
JERRY KELLY HEATING & AC  
810 NORTH BENTON  
ST CHARLES MO 63301  
946-4313

EKSTROM, SHAWN  
ARCO REFRIGERATION CO INC  
1805 SHERMAN SQUARE  
ST CHARLES MO 63303  
724-4285

NELSON, FRANK  
CRESCENT PARTS & EQUIPMENT  
6444 SOUTHWEST AVE  
ST LOUIS MO 63139  
781-6163

TGB, INC  
TGB, INC  
PO BOX 6030  
ST LOUIS MO 63139  
664-4444

HERRINGTON, DAVID  
SMACNA OF ST LOUIS  
12101 WOODCREST EXEC DRIVE,  
SUITE  
ST LOUIS MO 63141

MARTCHINK, STEVE  
UNITED REFRIGERATION  
2001 SOUTH HANLEY RD  
ST LOUIS MO 63144  
645-5163

WELSCH, GEORGE (BUTCH)  
WELSCH HEATING & COOLING CO  
2175 WELSCH INDUSTRIAL CT  
ST LOUIS MO 63146  
872-8070

BIZELLI, JACK  
1106 NORTH 2ND  
ST CHARLES MO 63301  
724-9554

LEWIS, GARY  
CRESCENT PARTS & EQUIPMENT  
3206 CATESBY LANE  
ST CHARLES MO 63301  
949-5255

RANDOLPH, STEVEN  
JERRY KELLY HEATING & AC  
1159 LANCASTER  
ST CHARLES MO 63301  
946-4313

POTTER, DALE  
RELIABLE HEATING SERVICE  
820 MADISON  
ST CHARLES MO 63301  
724-2147

MILES, WILLIAM  
ARCO REFRIGERATION CO INC  
1854 SANTA PAULA  
ST CHARLES MO 63303  
278-5288

SMITH, HAROLD  
ARCO REFRIGERATION CO INC  
506 PARC FOREST TR  
ST CHARLES MO 63303  
946-0545

KELLY, JANET  
JERRY KELLY HEATING & AC  
2302 MUEGGE RD  
ST CHARLES MO 63303  
946-4313

MILES, STEVEN  
JERRY KELLY HEATING & AC  
1125 MEDFORD  
ST CHARLES MO 63303  
946-4313

PALLARDY, DENISE  
PALLARDY HEATING & AC CO  
3624 FAIRVIEW DR  
ST CHARLES MO 63303  
928-0651

GOFF, JOHN  
GOFF HEATING & COOLING  
3942 SUMMER FOREST DR  
ST CHARLES MO 63304  
441-4052

TURGEON, CHRISTOPHER  
JERRY KELLY HEATING & AC  
5230 HIGHWAY N  
ST CHARLES MO 63304  
946-4313

MUEHLING, WILLIAM  
THERMAL REFRIGERATION INC  
4531 TOWNE CT  
ST CHARLES MO 63304  
928-6608

HAWKINS, HARRY  
PO BOX 645  
O'FALLON MO 63366  
639-6970

WILLIAMS, MICHAEL  
ARCO REFRIGERATION CO INC  
1102 BELLEAU LAKE DR  
O'FALLON MO 63366  
240-5583

HENRY HOFF  
HOFF HEATING  
1520 KEMMAR CT  
O'FALLON MO 63366  
240-4633

TEGETHOFF, JOHN  
ARCO REFRIGERATION CO INC  
17 GREEN NO. THREE DR  
ST CHARLES MO 63303  
724-5120

KELLY, JERRY  
JERRY KELLY HEATING & AC  
2302 MUEGGE RD  
ST CHARLES MO 63303  
946-4313

STILLMAN, GEORGE  
JERRY KELLY HEATING & AC  
639 BLANCHE DR  
ST CHARLES MO 63303  
946-4313

PALLARDY, RICK  
PALLARDY HEATING & AC  
3624 FAIRVIEW DRIVE  
ST CHARLES MO 63303  
928-0651

REYNOLDS, JACK  
GRAND OAKS HTG & AC  
4442 PARKTOWNE  
ST CHARLES MO 63304  
926-2007

TURGEON, KELLY  
JERRY KELLY HEATING & AC  
5230 HIGHWAY N  
ST CHARLES MO 63304  
946-4313

STONE, CLIFF  
LINTON HEATING & COOLING  
2476 JARVIS RD  
FORISTELL MO 63348  
673-2025

BANGLE, LELA  
ARCO REFRIGERATION CO INC  
16 SQUIRE LANE  
O'FALLON MO 63366  
240-3496

BARSTOW, RITA  
BARSTOW TV & APPLIANCE SALES  
215 SOUTH MAIN  
O'FALLON MO 63366  
978-7956

EHMKE, TODD  
JERRY KELLY HEATING & AC  
512 BRISCOE AVE  
O'FALLON MO 63366  
946-4313

VAN GENNIP, EMMA  
ARCO REFRIGERATION CO INC  
18 GREEN NO. THREE DR  
ST CHARLES MO 63303  
946-1504

MILES, JILL  
JERRY KELLY HEATING & AC  
1125 MEDFORD  
ST CHARLES MO 63303  
946-4313

WESTMANN, DON  
NU-WAY HEATING & AC  
2 SAW MILL WAY  
ST CHARLES MO 63303  
939-2131

NICKEUS JR., HAROLD  
ARCO REFRIGERATION CO INC  
5916 SADDLEHORN CT.  
ST CHARLES MO 63304  
926-9888

HAYES, ROBERT  
JERRY KELLY HEATING & AC  
3811 OPAL DR  
ST CHARLES MO 63304  
946-4313

PINKLEY, KENNETH  
SCOTT-LEE HEATING  
920 HAVERSHAM DR  
ST CHARLES MO 63304  
926-3243

KORTE, ROBERT  
KEEVEN HEATING & COOLING  
300 EAST MAIN ST  
MARTHASVILLE MO 63357  
433-2111

SCHWENDEMAN, MICHAEL  
ARCO REFRIGERATION CO INC  
806 BALLEAU DR  
O'FALLON MO 63366  
281-5547

SCHAFFER, BRIAN  
CRESCENT PARTS & EQUIPMENT  
1430 BELLEAU LAKE DR  
O'FALLON MO 63366  
978-1651

RHODES, JERRY  
JERRY KELLY HEATING & AC  
1204 PINNACLE POINT  
O'FALLON MO 63366  
946-4313

NATIONAL SALES COMPANY  
401 SOUTH COOL SPRINGS RD  
O'FALLON MO 63366  
448-9466

CROWN APPLIANCE  
PO BOX 176  
OLD MONROE MO 63369  
665-5131

OTTE, SUSAN  
ARCO REFRIGERATION CO INC  
27 DEBORAH DR  
ST PETERS MO 63376  
978-1458

VAN GENNIP, SHEILA  
ARCO REFRIGERATION CO INC  
256 GIBRALTOR  
ST PETERS MO 63376  
939-4083

BOENNIGHAUSEN, KEN  
COMFORT EXPERTS  
4170 MEXICO RD  
ST PETERS MO 63376  
928-3132

STEGER, MARC  
CRESCENT PARTS & EQUIPMENT  
PO BOX 964  
ST PETERS MO 63376  
949-8817

MCKAY, JEAN  
JERRY KELLY HEATING & AC  
209 BARKWOOD TRAILS DR  
ST PETERS MO 63376  
946-4313

DAVIS, LARRY  
ARCO REFRIGERATION CO INC  
1219 JUDY LANE  
TROY MO 63379  
528-8168

SCOTT-WOOLF  
734 EAST HWY M  
WARRENTON MO 63383

RUF, KEITH  
JERRY KELLY HEATING & AC  
513 MICHAEL  
WENTZVILLE MO 63385  
946-4313

ROGERS, W  
ROGERS COMFORT SYSTEMS  
127 S MAIN  
O'FALLON MO 63366  
978-3314

LUESSE, LAWRENCE JR  
JERRY KELLY HEATING & AC  
7157 WEBER LAKE ROAD  
PORTAGE DES SOUX MO 63373  
946-4313

QUINN, TIMOTHY  
ARCO REFRIGERATION CO INC  
26 STAFFORD DR  
ST PETERS MO 63376  
278-1553

BECKMANN, STEVE  
BECKMANN REFRIGERATION  
39 PATMOS COURT  
ST PETERS MO 63376  
928-1186

GORLA, STEVE  
CRESCENT PARTS & EQUIPMENT  
6 CRAIGWOOD  
ST PETERS MO 63376  
928-2984

BITTNER, DANIEL  
JERRY KELLY HEATING & AC  
223 SUTTERS MILL ROAD  
ST PETERS MO 63376  
946-4313

SCHEPKER PARTS SUPPLY  
1 NORTH SERVICE ROAD  
ST PETERS MO 63376  
397-4600

PIEPER, DAVID LEONARD  
JERRY KELLY HEATING & AC  
3310 DUSTY'S TRAIL  
TROY MO 63379  
946-4313

SWETNAM, CLOYD  
C & S HEATING & COOLING INC  
206 W PEARCE BLVD  
WENTZVILLE MO 63385  
327-4238

GROJEAN, KEITH  
JERRY KELLY HEATING & AC  
RT 1 BOX 394 A  
WINFIELD MO 63389  
946-4313

WOOD, CARROL  
ARCO REFRIGERATION CO INC  
661 LAKEWOOD DR  
LAKE ST LOUIS MO 63367  
561-1146

DECLUE, MICHAEL  
ARCO REFRIGERATION CO INC  
1321 PEGASUS TRAIL  
ST PETERS MO 63376  
970-6896

VAN GENNIP, RALPH  
ARCO REFRIGERATION CO INC  
4490 NORTH SERVICE ROAD  
ST PETERS MO 63376  
928-1175

BROKAW, D  
BROKAW HEATING  
145 CULWOOD  
ST PETERS MO 63376  
397-8250

MERTZ, SAMUEL  
CRESCENT PARTS & EQUIPMENT  
1303 BRANDYWINE  
ST PETERS MO 63376  
441-4934

CARLISLE, CHRISTIAN  
JERRY KELLY HEATING & AC  
5 WOODMONT CT  
ST PETERS MO 63376  
946-4313

SCHEPKER, CONSTANT  
SCHEPKER PARTS SUPPLY  
1 NORTH SERVICE ROAD  
ST PETERS MO 63376  
397-4600

SCOTT, GARY  
SCHRAER-AIR EXPERTS  
734 EAST HWY M  
WARRENTON MO 63383  
456-5041

FELDMAN, MICHAEL  
JERRY KELLY HEATING & AC  
3283 HIGHWAY P  
WENTZVILLE MO 63385  
946-4313

TWELLMANN, GEORGE JR  
THERMATIC HEATING & COOLING  
CO  
1491 REDBIRD LANE  
WRIGHT CITY MO 63390

MEYERS, VANCE  
AIRCO HTG & CLG  
913 NORTH ELSON  
KIRKSVILLE MO 63501  
1-816-665-5597

HEAD, RICHARD  
HEAD'S HEATING & COOLING  
121 ST MARY'S ST  
MILAN MO 63556  
1-816-265-4388

CROUCH, MICHAEL  
ANW REFRIGERATION SERVICES  
754 COUNTY ROAD #364  
JACKSON MO 63701  
1-573-651-4416

UHRHAN, VERNON  
ANW REFRIGERATION SERVICES  
925 MELODY LANE  
CAPE GIRARDEAU MO 63701  
1-573-651-4416

CRANE, LANA  
CARLOS WARREN & SON HTG & A/C  
923 B CAMBRIDGE  
SIKESTON MO 63701  
1-573-471-1860

HAYDEN, NORMAN  
HAYDEN SERVICES  
3107 LAUREL  
CAPE GIRARDEAU MO 63701  
1-573-334-3345

ANW REFRIGERATION SERV  
801 ENTERPRISE  
CAPE GIRARDEAU MO 63703  
651-4416

HACKER, BRUCE  
HACKER PHC INC  
414 COMMERCIAL ST  
CAPE GIRARDEAU MO 63703  
1-573-334-8925

LAWRENCE, DANIEL JR  
507 COUNTY RD 345  
JACKSON MO 63755  
1-573-243-4892

OBERMAN, RON SR  
OBERMANN & SON PLB & HEATING  
PO BOX 410  
JACKSON MO 63755  
1-573-243-3295

ANDERSON, LARRY & MARILYN  
ANDERSON ELECTRIC & APPLIANCE  
708 POTTER AVE.  
KIRKSVILLE MO 63501  
1-816-665-7131

REEVES, THEODORE  
WS CONTRACTORS INC  
103 FLAT RIVER DRIVE PO BOX 567  
PARK HILLS MO 63601  
1-573-431-3697

POPP, GARY  
ANW REFRIGERATION SERVICES  
1104 THEMIS  
CAPE GIRARDEAU MO 63701  
5-573-651-4416

BENOIST BROTHERS  
1733 R N KINGSHIGHWAY  
CAPE GIRARDEAU MO 63701

RICE, LARRY  
CARLOS WARREN & SON HTG & A/C  
210 S MAIN  
SIKESTON MO 63701  
1-573-471-1860

BARGMAN, FRITZ  
OBERMAN & SON INC  
2550 LYNNWOOD DR  
CAPE GIRARDEAU MO 63701  
1-573-335-4098

DRENNAN, GENE  
CRESCENT PARTS & EQUIPMENT  
304 EDGEWOOD  
CAPE GIRARDEAU MO 63703  
1-573-335-0766

OWENS, BEVERLY  
ANW REFRIGERATION SERVICES  
PO BOX 86  
BENTON MO 63736  
1-573-651-4416

NEUMEYER, GLENN  
ANW REFRIGERATION SERVICES  
5545 STATE HIGHWAY OO  
JACKSON MO 63755  
1-573-651-4416

PETERS, BILL & GREG  
PETERS SUPPLY CO  
RT 2 BOX 1  
MARBLE HILL MO 63764  
1-573-238-2837

CRABTREE, FRANK  
FRANK'S APPLIANCE HTG & AC  
LAFAYETTE ST  
EDINA MO 63537  
1-816-397-2241

SHUH & SONS  
SHUH & SONS  
741 CENTER DRIVE  
ST GENEVIEVE MO 63670  
573-883-5639

SIMMONS, ARNOLD  
ANW REFRIGERATION SERVICES  
3427 HOPPER RD  
CAPE GIRARDEAU MO 63701  
1-573-651-4416

SMITH, MIKE  
CAPE WINAIR  
500 COMMERCIAL ST  
CAPE GIRARDEAU MO 63701  
1-800-777-4797

COOMER'S PLUMBING & HTG  
140 GREENBRIAR DR  
CAPE GIRARDEAU MO 63701  
1-573-334-5422

SANDERS, RAY  
SANDERS HEATING & AC  
409 COUNTY ROAD 618  
CAPE GIRARDEAU MO 63701  
1-573-334-8955

SEYER, MICHAEL  
FLORI SALES AND ASSOCIATES  
101 WILLIAM ST  
CAPE GIRARDEAU MO 63703  
1-573-334-3285

COOK, VINCENT  
ENVIRONMENTAL CONTROL  
PO BOX 471  
BENTON MO 63736  
1-573-545-4108

LANGFORD, ROBERT  
LANGFORD SERVICE CO  
1116 LENCO AVE, PO BOX 405  
JACKSON MO 63755  
573-243-3238

DAVIS, DANNY  
DAVID SERVICE CO  
2713 STATE HIGHWAY B  
OAK RIDGE MO 63769  
1-573-243-3165

SCHUMER, GARY  
SCHUMER BROS INC  
17 SOUTH JACKSON STREET  
PERRYVILLE MO 63775  
1-573-547-6517

PRESLEY, MARTY  
PRESLEY SALES & SERVICE  
320 GREER  
SIKESTON MO 63801  
1-573-471-4196

MAYS, EDDIE  
ALAN'S COMFORT CONTROL  
PO BOX 36  
BERNIE MO 63822

VENTERS, BELINDA  
ALAN'S COMFORT CONTROL  
PO BOX 36  
BERNIE MO 63822

COPELAND, RANDY  
CARLOS WARREN & SON HTG &A/C  
19 B S CATALPA  
DEXTER MO 63841  
1-573-624-3384

WARREN, CARLOS  
CARLOS WARREN & SON HTG &A/C  
515 N CATALPA  
DEXTER MO 63841  
1-573-624-3384

HUNTER, JOE  
DEXTER SALES & SERVICE  
124 BUSINESS HWY 60 WEST  
DEXTER MO 63841  
1-573-624-2694

KELLER, DAVID  
KELLER HEATING & COOLING  
8617 COUNTY RD 627  
DEXTER MO 63841  
573-624-4503

STEARNS, RICKY  
STEARNS HEATING & AIR  
11824 COUNTY RD 657  
DEXTER MO 63841  
1-573-624-3861

FUNKE, TIM  
APPLIANCE PARTS SPECIALISTS  
PO BOX 1358  
POPLAR BLUFF MO 63901  
1-573-785-1500

WENDEL, ROBERT  
ANW REFRIGERATION SERVICES  
5209 STATE HIGHWAY F  
WHITEWATER MO 63785  
1-573-243-4539

TANNER, BILL  
TANNER HEATING & AC  
107 BOHANNON  
SIKESTON MO 63801  
1-573-471-8431

SMITH, SARENA  
ALAN'S COMFORT CONTROL  
PO BOX 36  
BERNIE MO 63822

EASON, TONY  
CARLOS WARREN & SON HTG &A/C  
808 FLEMING  
BERNIE MO 63822  
1-573-624-3384

COPELAND, SHAWN  
CARLOS WARREN & SON HTG &A/C  
515 N CATALPA  
DEXTER MO 63841  
1-573-624-3384

WARREN, SUE  
CARLOS WARREN & SON HTG &A/C  
515 N CATALPA,  
DEXTER MO 63841  
1-573-624-3384

FRIELDS, ALBERT  
FRIELDS B & H  
PO BOX 263  
DEXTER MO 63841  
1-573-624-4131

GOESSLING, DAVE  
POWELL SUPPLY INC  
PO BOX 296  
DEXTER MO 63841  
1-573-624-7441

DUNCAN, JERRY  
DUNCAN ELECTRIC  
PO BOX 558  
LILBOURN MO 63862  
1-573-688-5150

HOPPER, ANCY  
APPLIANCE PARTS SPECIALISTS  
641 LINDSAY  
POPLAR BLUFF MO 63901  
1-573-785-1979

PRESLEY, FLOYD & MARY  
PRESLEY SALES & SERVICE  
320 GREER PO BOX 128  
SIKESTON MO 63801  
1-573-471-4196

MAYS, ALAN  
ALAN'S COMFORT CONTROL  
PO BOX 36  
BERNIE MO 63822  
1-573-624-0076

STANLEY, BOB  
ALAN'S COMFORT CONTROL  
PO BOX 36  
BERNIE MO 63822

MC CLURE, DAN  
DAN MC CLURE & SON  
18795 STATE HIGHWAY F  
BLOOMFIELD MO 63825  
1-573-568-2948

KELLER, SAM  
CARLOS WARREN & SON HTG &A/C  
515 N CATALPA  
DEXTER MO 63841  
1-573-624-3384

WARREN, TIM  
CARLOS WARREN & SON HTG &A/C  
PO BOX 785  
DEXTER MO 63841  
1-573-624-3384

BROWN, JERRY  
JERRY BROWN HEATING & AC  
15433 COUNTY ROAD 624  
DEXTER MO 63841  
1-573-624-4755

KELLER, DAVID TREASURER  
RSES OF DEXTER  
8617 COUNTY RD 627  
DEXTER MO 63841  
1-573-624-4503

BROWN, GREG  
APPLIANCE PARTS SPECIALISTS  
1024 HICKORY  
POPLAR BLUFF MO 63901  
1-573-686-2608

JOHNSON, MIKE  
BLUFF HTG & CLG AND REFRIG  
7104 WOODLAND MEADOW DR  
POPLAR BLUFF MO 63901  
1-573-785-4571



STUBBLEFIELD, DAVID  
COMFORT MASTER INC  
RT 7 BOX 305  
POPLAR BLUFF MO 63901  
1-573-785-9019

MOORE, MIKE  
CRESCENT PARTS & EQUIPMENT  
10954 PRAIRIE LANE  
POPLAR BLUFF MO 63901  
1-573-624-7512

KINGERY, BILL  
KINGERY SALES & SERVICE  
ROUTE 7 BOX 468  
POPLAR BLUFF MO 63901  
573-785-7870

115 STATE ST  
DONIPHAN MO 63935  
1-573-993-4133

YOUNG, MATT  
APPLIANCE PARTS SPECIALISTS  
ROUTE 4 BOS 4484  
PIEDMONT MO 63957  
1-573-223-4714

CHAMP, ALBERT  
ALCO ELECTRIC CO INC  
PO BOX 980  
BELTON MO 64012  
1-816-331-6853

CAMPFIELD, DAVID  
CLIMATIC HTG & CLG INC  
8740 WILSON RD  
INDEPENDENCE MO 64050

RIMEL, BOB  
ALLIANCE OF PRO SPECIALTY CONT  
4013 WASHINGTON  
KANSAS CITY MO 64111  
1-816-753-7444

BURBRIDGE, STEVE  
NEAL HARRIS HEATING & AC  
300 W 80TH ST  
KANSAS CITY MO 64114  
1-816-361-1950

EDWARDS, LARRY  
SERVICE SPECIALIST  
9620 E STREET, RT 350 105A  
RAYTOWN MO 64133  
1-816-356-8544

HARWELL, BOB  
CRESCENT PARTS & EQUIPMENT  
1507 S 10TH ST  
POPLAR BLUFF MO 63901  
1-573-686-1210

MOORE, PERRY  
CRESCENT PARTS & EQUIPMENT  
202 NORTH G STREET  
POPLAR BLUFF MO 63901  
1-800-392-7706

PIGG, MICHAEL  
PIGG'S HEATING & AC  
RT 10 BOX 689  
POPLAR BLUFF MO 63901  
1-573-785-7905

BECKWITH, CARL  
APPLIANCE PARTS SPECIALISTS  
ROUTE 1 BOX 200  
FAIRDEALING MO 63939  
1-573-857-2763

OAKES, LISA  
CARLOS WARREN & SON HTG & A/C  
PO BOX 268  
QULIN MO 63961  
1-573-624-3384

ZEYSING, CINDY MYERS  
MYERS FURNACE COMPANY  
534 NORTH SCOTT ST  
BELTON MO 64012  
1-816-331-8282

COUZENS, NORMAN  
C'S UNITED ELECTRICAL SERVICE  
2200 S NORTON AVE  
INDEPENDENCE MO 64052  
1-816-254-6688

BRADY, PHIL  
CHARLES D JONES COMPANY  
114 W LINWOOD  
KANSAS CITY MO 64111  
1-816-561-3761

PAMECO CORP.  
820 ATLANTIC AVE  
NORTH KANSAS CITY MO 64116

CLAUSSEN, TANA/JANA ODELL  
O'DELL SERVICE CO  
2605 NE INDUSTRIAL DR  
NORTH KANSAS CITY MO 64151  
1-816-746-5736

JOHNSON, CHARLES  
CRESCENT PARTS & EQUIPMENT  
937 REAR VINE ST  
POPLAR BLUFF MO 63901  
1-573-686-9387

PETTET, MARK  
CRESCENT PARTS & EQUIPMENT  
1017 THEMIS ST  
CAPE GIRARDEAU MO 63901  
1-573-334-8661

BLADOCK, STEPHEN  
APPLIANCE PARTS SPECIALISTS  
PO BOX 1535  
POPLAR BLUFF MO 63902  
1-573-785-9369

PULLIAM, BOB  
APPLIANCE PARTS SPECIALISTS  
ROUTE 2 BOX 4043  
PIEDMONT MO 63957  
1-573-223-4252

ALLEN, BENTON  
APPLIANCE PARTS SPECIALISTS  
ROUTE 1 BOX 322A  
SILVA MO 63964  
1-573-224-3636

SIMPSON, WM. J.  
SIMPSON PLUMBING  
408 S. 9TH AVE  
BLUE SPRINGS MO 64015  
816-228-9912

JOHNSON, EUGENE  
GENE'S ELECTRIC  
415 EAST 23RD ST  
INDEPENDENCE MO 64055  
1-816-461-3949

MEMBERSHIP FOR #510  
MECH. CONTRS ASSOC OF GRTR KC  
9229 WARD PARKWAY, SUITE 270  
KANSAS CITY MO 64114  
1-816-523-3341

MILLER, BOB  
SUPERIOR SUPPLY COMPANY  
1118 CLAY ST  
NORTH KANSAS CITY MO 64116  
1-816-221-1919

MEEK, DONNIE  
MEEK & SON  
413 MAIN STREET  
TARKIO MO 64491  
1-816-736-5511

NELSON, DENNIS  
NELSON HEATING & ELECTRIC INC  
480 WASHINGTON  
CAINSVILLE MO 64632  
1-816-893-5631

ADAMSON, MISTY  
ROSS INDUSTRIAL INC  
3839 WISCONSIN  
JOPLIN MO 64804  
1-417-623-0069

BORMAN, MARK  
BORMAN'S HEATING & COOLING  
5404 VICTORIA DR  
HARTSBURG MO 65039  
1-573-634-2457

MACIEJEWSKI  
MACIEJEWSKI PLUMBING  
501 W HIGHWAY 28, PO BOX 559  
OWENSVILLE MO 65066  
1-573-437-3214

RACKERS, NICK  
RACKERS HEATING & COOLING  
2521 EAST MC CARTY ST  
JEFFERSON CITY MO 65101  
1-573-636-4490

SCHANZMEYER, MARK & SANDY  
SCHANZMEYER INC  
813 JEFFERSON  
JEFFERSON CITY MO 65101  
1-573-635-0520

BIRDSONG, GRAY  
JEFF CITY APPLIANCE SERVICE  
3116 FROG HOLLOW RD  
JEFFERSON CITY MO 65109  
1-573-635-5678

KOCK, JAMES  
JIM'S HTG & AC INC  
720 RT T  
JEFFERSON CITY MO 65109  
1-573-584-9222

GEORGE, PAUL  
RIBACK SUPPLY CO  
1001 FAY ST  
COLUMBIA MO 65201  
1-573-874-5661

GERRY  
GRANT HTG. & A/C INC  
3901 GIBBS RD  
COLUMBIA MO 65202  
573-445-2095

EMS BARGER, BRENT  
EMS BARGER HTG & CLG INC  
PO BOX 581  
NEVADA MO 64772  
1-417-667-9454

PACE, WILLIAM  
TWIN CITY CO  
HWY 50 WEST  
CALIFORNIA MO 65018  
1-573-796-2311

NOYER, JACK  
OZARK HEATING & COOLING INC  
PO BOX 57  
KAISER MO 65047  
1-573-348-5455

HAAF, JIM  
HERB HAAF HEATING & COOLING  
601 MULBERRY  
JEFFERSON CITY MO 65101  
659-8377

FOUK, MAURICE  
RADEMAN HEATING & AC  
1804 BALD HILL ROAD  
JEFFERSON CITY MO 65101  
1-573-635-2988

MATHEWS, GARY  
SERVICE TECHNICIAN INC  
4934 SHEPHERD HILLS RD  
JEFFERSON CITY MO 65101  
1-573-636-3720

RAHN, DEAN  
JEFFERSON CITY WINAIR CO  
2706 INDUSTRIAL DR  
JEFFERSON CITY MO 65109  
1-573-635-0196

STIEFERMAN, CLARENCE  
STIEFERMAN HEATING CO INC  
3526 ROCK RIDGE RD  
JEFFERSON CITY MO 65109  
1-573-635-3547

HENGEL, ROBERT  
ROBERS HEATING & AC  
720 GRACE LANE SUITE A  
COLUMBIA MO 65201  
1-573-474-4044

REED, JERRY  
REED HEATING & AC  
1806 BUS 70 WEST  
COLUMBIA MO 65202  
1-573-445-4112

ERNSBARGERS HTG & CLG  
PO BOX 581  
NEVADA MO 64772  
417-667-9454

JUNGMEYER, GLEN  
JUNGMEYER HTG & AC  
PO BOX 6  
ELDON MO 65023  
1-573-392-6380

FAULSTICH, HERB  
CONTROLLED HTG & AC INC  
498 C EAST HIGHWAY 42  
LAKE OZARK MO 65049  
1-573-348-1535

HAAF, HERB  
HERB HAAF HTG & CLG INC  
601 MULBERRY  
JEFFERSON CITY MO 65101  
573-659-8377

RADEMAN, RAY & JOHN  
RADEMAN HEATING & AC INC  
1804 BALD HILL ROAD  
JEFFERSON CITY MO 65101  
1-573-635-2988

KNIPP, DALE  
HAROLD G. BUTZER INC  
721 & 730 WICKER LANE  
JEFFERSON CITY MO 65109  
1-573-636-4115

CHILTON, JAMES  
JIM'S HTG & AC INC  
720 RT T  
JEFFERSON CITY MO 65109  
1-573-584-9222

PRITCHETT, TERRY SR  
TERRY'S HEATING & AC & REFRIG  
2814 DWAYBE DR  
JEFFERSON CITY MO 65109  
1-573-893-2988

FAGOT, JOHN  
ALWAYS BE COMFORTABLE HTG &  
CL  
2403 HWY 763 NORTH  
COLUMBIA MO 65202

THOMPSON, LEE  
STAR HEATING & AIR COND  
1702 COMMERCE COURT  
COLUMBIA MO 65202  
1-573-449-3784

BRUNNER, WILLIAM  
BRUNNER HEATING & AC  
722 SEXTON RD  
COLUMBIA MO 65203  
1-573-443-3660

LOEFFER, BRENDA  
GARRETT & CAMPBELL, INC  
523 NICHOLS  
FULTON MO 65251  
1-573-642-3264

BRENDLINGER, CARL  
SMITH REFRIGERATION  
819 NORTH MORLEY  
MOBERLY MO 65270  
1-816-263-5944

LINK, EARL  
ACTION MECHANICAL  
CONTRACTORS  
603 W LIONS CLUB DR  
ROLLA MO 65401

MAXWELL, WAYNE  
MAXWELL HEATING & AC  
515 E 19TH ST  
ROLLA MO 65401  
1-573-364-8121

KOWIESKI, CHARLES  
CHARLES PRESTON  
REFRIGERATION  
HCR 62 BOX 411  
DIXON MO 65459

MIEDERHOFF, ROD  
23675 RICHLAND ROAD  
WAYNESVILLE MO 65583  
1-573-774-5733

LARSON, FRANK  
LARSON MECHANICAL SERVICES  
1237 N KELLY AVE  
NIXA MO 65714  
417-725-8020

FIELDER, JERRY  
SPRINGFIELD ENGINEERING CO  
1528 E TRAFFICWAY  
SPRINGFIELD MO 65802  
1-417-869-1539

OZARK YORK AC & HEAT  
1131 S GRANT  
SPRINGFIELD MO 65807

GLASS, WILLIAM "MIKE"  
CIRCLE "G" SERVICE COMPANY  
128 N CEDAR LAKE DRIVE WEST  
COLUMBIA MO 65203  
1-573-442-2582

RUTTER, KEN  
RUTTER APPLIANCE INC  
324 WEST PROMENADE  
MEXICO MO 65265  
1-573-581-1666

OTTEN, JOHN  
TALLMAN CO OF SEDALIA INC  
PO BOX 1405  
SEDALIA MO 65302  
1-816-826-6001

GARNER, MELVIN  
GARNER & SON REFRIGERATION,  
HT  
12765 COUNTY RD 5090  
ROLLA MO 65401

STEVENSON'S EQUIPMENT CO  
12445 STATE RT CC  
ROLLA MO 65401  
1-573-364-4625

MUSGRAVES, ROGER  
VICTOR FURNACE CO INC  
PO BOX 350/301 E 4TH  
SALEM MO 65560  
1-573-729-4332

CARROLL, JAMES  
CARLOS WARREN & SON HTG & A/C  
1728 HIGHWAY 32  
BOLIVAR MO 65613  
1-417-326-7383

RIMMER, STEVE  
REPUBLIC HIGH VOLTAGE  
650 NORTH HWY 60 SUITE 1038  
REPUBLIC MO 65738  
1-417-732-7858

ROSS, ARNIE  
ARNIE'S PLUMBING SERVICE INC  
421 W CHASE  
SPRINGFIELD MO 65803  
865-8847

LENNOX INDUSTRIES  
PO BOX 799900  
DALLAS TX 75379

AUTREY, STEVE  
REFRIGERATION EQUIPMENT CO  
618 JACKSON  
COLUMBIA MO 65203  
1-573-449-3493

HEDDINGHAUS, MAURICE  
HEDDINGHAUS SHEET METAL  
RR4 BOX 42  
MOBERLY MO 65270  
1-816-263-7766

SLATES, JERRY  
15525 COUNTY RD 4070  
ROLLA MO 65401  
364-0598

HOFFMAN SUPPLY CO INC  
2343 N HIGHWAY 63  
ROLLA MO 65401  
364-4627

VERNON WHITE HTG & CLG  
14731 HWY 72  
ROLLA MO 65401  
1-573-364-1005

TODD, JACK  
VICTOR FURNACE CO INC  
PO BOX 350/302 E 4TH  
SALEM MO 65560  
1-573-729-4332

KOPECKY, RANDY  
O V V SERVICES  
RR 1 BOX 225  
GALENA MO 65656  
357-6060

LANE, JOHN  
JOHN'S HEATING & AC CO INC  
2559 W GRAND  
SPRINGFIELD MO 65802  
1-417-866-1054

MC SHANE, JACK  
MC SHANE HEATING & COOLING  
3974 N BANNISTER  
SPRINGFIELD MO 65803  
1-473-833-0900

(800) 552-7583

CUSTOMER SERVICE BULLETIN



PHONE NUMBER To serve you better, we need your phone number so you can automatically report your lights are out, and we can get a crew out faster and give you an estimated restoration time. You can give us your phone number by calling our toll-free number 1-800-926-3730. Please have your account number -- 4987181253505 -- available. Many thanks.

A LATE PAYMENT CHARGE of 1.5% will be added for any unpaid balance on all accounts after the delinquent date.

NATURAL GAS SAFETY We put an odor in natural gas for your safety. If you ever smell gas, call AmerenUE to investigate the problem.

ON-CALL APPLIANCE PLAN - a low monthly payment covers the cost of repairing your furnace, air conditioner, and water heater. Optional coverages are also available for other home appliances. Call 1-888-ONCALL3 for more information about AmerenUE's On-Call Appliance Plan - offering fast, quality repairs and avoiding financial surprises when you can least afford them.

RETURN THIS STUB TO: AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

You're in control with Budget Billing. Your energy payments will be predictable. Avoid surprises, and gain peace of mind. Enroll in Budget Billing by sending only \$136.00.

Check here to receive a brochure on AmerenUE Payment Options, including Direct Billing, Pay-By-Phone and Pay-By-Web. You'll save time and money.

AMOUNT DUE \$178.42  
DUE BY 02/03  
DELINQUENT AFTER 02/12

MOORE PERRY  
10954 PRAIRIE LN  
Acct. No. 4987 181 2535 05

Amount Enclosed \$ \_\_\_\_\_

0017864 4987181253505 00000000 00178420 00178420

INVS NOG	ENRY NOG	USE	READING	RATE	AMOUNT
2272	2083	189.0	ACTUAL	GAS 85	129.36
83682	81060	722	ACTUAL	RES 01	49.06
<b>AMOUNT DUE ON 02/03</b>					<b>178.42</b>

99B-38055 H  
AUTO 5-DIGIT

FIRST CLASS MAIL  
U.S. POSTAGE  
PAID 10954  
ST. LOUIS, MO  
PERMIT NO. 2929

Service at 10954 PRAIRIE LN  
Service from 12/17 to 01/20/99 Days 34  
Your Last Payment 12/31/98 \$108.33 PGA 46.59  
Acct No. 4987 181 2535 05 Bill Date 01/22/1999

Actual meter reading corrects previous estimate.

RETURN THIS STUB WITH PAYMENT TO:

AmerenUE  
P.O. BOX 66529  
ST. LOUIS, MO 63166 6529

Acct. No. 4987 181 2535 05

Amount Due \$178.42  
Due By 02/03  
Delinquent After 02/12



AUTO 5-DIGIT 63841  
MOORE PERRY  
10954 PRAIRIE LANE  
DEXTER MO 63841-8933

Welcome to the  
neighborhood  
from...



**Ameren  
UE**



P.O. Box 299 • Devon, PA 19333

BLK RATE  
U.S. POSTAGE PAID  
INSIGHTS UNLIMITED, INC.  
19333

**IMPORTANT  
NEW CUSTOMER  
BILLING VERIFICATION  
INFORMATION ENCLOSED!**

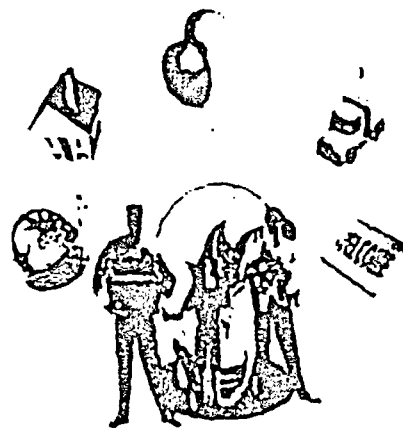
AMEREN-UE 20204208752105  
ORTH DENISE E  
2632 S KINGSHIGHWAY BLVD  
SAINT LOUIS MO 63139-1004



AUEarts01



WE'RE ALWAYS THERE

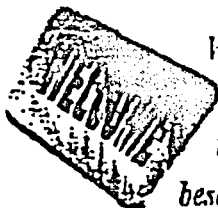


# Hello, Neighbor

Count on AmerenUE for  
all your energy needs

If you would like to know more about AmerenUE bill payment options, just ask for our "You're in Charge" brochure. Call 1.800.952.7583 or in St. Louis, 362.1177 and we'll send you the brochure and registration form. Visit our web site at [www.ameren.com](http://www.ameren.com) Here. Always. There.

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*Welcome to your new home, your new neighborhood, your opportunity for new beginnings! One of the best ways to feel comfortable in new surroundings is to know you have access to all the goods and services you need. At AmerenUE, we want to get you and your family off to a great start. As your energy provider, we're committed to supplying you with safe, reliable power and the best services possible at the greatest convenience to you.*

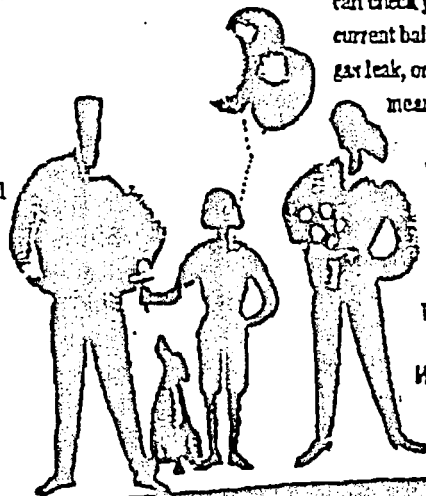
Customers are our number one priority. As you become involved in your new community, you will probably notice AmerenUE's active interest in its service areas. Through a variety of community service programs which address the special needs of individual customers, and through education and youth programs, environmental programs, sponsorships, and grants, AmerenUE demonstrates its loyalty and commitment to its customers and communities.

#### PAY THE EASY WAY

AmerenUE is dedicated to making your life a little easier. We understand the importance of convenience and of having control over how you spend your money. Therefore, we offer a selection of payment options on your energy bill including:

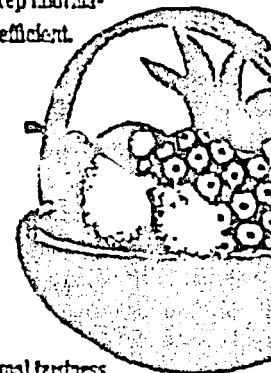
- Budget Billing
- Direct Payment
- Pay-By-Phone
- Pay-By-Web (visit our web site at [www.ameren.com](http://www.ameren.com))

Choose the payment option you like best. It's just that easy. In the St. Louis area, call 342.1111. Outside the St. Louis area, call toll-free 1.800.552.7533 for more information.



Ask anyone who's lived here awhile, and they'll agree that Missouri weather can change drastically from one day, week or month to the next. These weather changes can bring some unexpected changes in your energy bills, too. If you're interested in ways to manage your energy costs, AmerenUE offers a series of helpful energy guides that provide useful, step-by-step information on how you can make your home more energy efficient. The Energy Tip series includes instructions on:

- Reading your meter
- Calculating your energy costs
- Using your appliances and lighting efficiently
- Insulating your home
- Selecting a heating and cooling system
- Using energy safely



#### WE'RE HERE 24 HOURS A DAY

Customer service needs often occur outside of normal business hours. With AmerenUE's System 24, we're always available to serve you, 24 hours a day, seven days a week. In the St. Louis area, call 342.1111. Or, call us toll-free at 1.800.552.7533 and have your AmerenUE account number handy. With System 24 you can check your billing or account information, check your current balance, date of last payment, or report a power outage, gas leak, or any other emergency. Our 24-hour accessibility means security and peace of mind for you, our customer.

We ask that you take just a moment to review the survey in this package. Please provide your phone number as requested. This will assist us in identifying your service area so that we may respond promptly to your energy service needs.

We're glad to have you as our neighbor and our customer.



**Complete this Important Billing Verification and you could win \$100 worth of free groceries!**

Please peel off self-adhesive address label from the front of your envelope and affix here.

**Important Billing Record Verification:** To confirm that our records are correct, please fill in the phone number for your new address here:

( \_ \_ \_ ) \_ \_ \_ - \_ \_ \_

Please help us improve service by answering these questions. Then drop this card in the mail and be entered to win \$100 worth of free groceries.

1. How satisfied were you with the process you went through to establish electric service?  
 Very Dissatisfied  Dissatisfied  Neutral  Satisfied  Very Satisfied
2. Including your initial call, how many calls did it take to get the electric service connected satisfactorily?  
 One  Two  Three  Four or more
3. Would you like information on the AmerenUE On-Call Appliance Warranty plan that protects you from unexpected repair bills for your furnace, air conditioner, and other appliances?  
 Yes  No
4. Do you own or rent your home?  
 Own  Rent
5. Based on your experience with AmerenUE, have we earned your loyalty?  
 (Circle One)    Definitely have not    1    2    3    4    5    6    7    Definitely have    Don't know    DK
6. Would you be interested in a payment plan that eliminates seasonal fluctuations in your energy bill by billing you an average amount each month?  
 Yes  No
7. Do you have any suggestions for AmerenUE to improve service to customers moving into new residences?  
 \_\_\_\_\_  
 \_\_\_\_\_

*I see no disclaimer in any of the literature.*

Rules for free drawings. No purchase necessary to enter. One entry per household. One winner will be chosen at random each month. Winner will be notified by telephone. Odds for winning will be determined by total number of entries. Complete rules available by mailing a self-addressed, stamped envelope to: Inquiries Unlimited, 227 W. Lancaster Ave., Suite 203, Devon, PA 19333.

ACHL0002