

April 26, 2002

**FEDERAL EXPRESS**

Mr. Dale Hardy Roberts  
Secretary/Chief Regulatory Law Judge  
Missouri Public Service Commission  
Governor Office Building  
200 Madison Street, Suite 100  
Jefferson City, MO 65101



Re: Barbara Ross  
Case No. EC-2002-388  
67

Dear Mr. Roberts:

Enclosed for filing are an original and eight (8) copies of the Answer filed on behalf of Union Electric Company, d/b/a AmerenUE, in the above case.

Please return a file-stamped copy of the filing letter in the enclosed self-addressed stamped envelope. If you have any questions or wish to further discuss this matter, I can be reached at (314) 554-3183.

Very truly yours,

A handwritten signature in cursive script, appearing to read "Susan B. Knowles".

Susan B. Knowles  
Associate General Counsel

SBK/ch  
Enclosures

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

|               |   |                                  |
|---------------|---|----------------------------------|
| Barbara Ross, | ) |                                  |
|               | ) |                                  |
| Complainants, | ) |                                  |
|               | ) |                                  |
| vs.           | ) |                                  |
|               | ) | Case No. <del>EC</del> -2002-388 |
| AmerenUE,     | ) | <i>EC</i>                        |
|               | ) |                                  |
| Respondent.   | ) |                                  |

**ANSWER OF UNION ELECTRIC COMPANY,  
d/b/a AMERENUE TO COMPLAINT**

Comes now Union Electric Company, d/b/a AmerenUE, ("Respondent"), by and through its counsel, and in response to the Complaint filed by Barbara Ross and in accordance with instructions outlined in the Notice of Setting Time for Answer, dated April 23, 2002, from the Missouri Public Service Commission ("Commission") states as follows:

1. Ms. Ross filed a complaint with the Missouri Public Service Commission on February 20, 2002 disputing certain charges associated with gas service provided by Respondent to Ms. Ross (Account No. 3663-088-1125-13) during a period in which the gas meter at her home was inoperable. Ms. Ross is both a gas and electric customer of Respondent. To the best of Respondent's knowledge, Ms. Ross received, and continues to receive, natural gas service from Respondent at all time relevant hereto.

2. Respondent's billing practices are in accordance with its tariffs filed with the Missouri Public Service Commission (Tariff Sheet No. 169) and pursuant to 4 CSR 240-13.025(1)(B), Billing Adjustment, the Company may make billing adjustments in the event of an undercharge.

3. Respondent properly followed its tariffs by estimating gas usage at Ms. Ross' residence and adjusting Ms. Ross' account in accordance with the above estimate for the period from July through December, 2001.

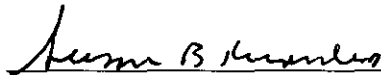
WHEREFORE, Union Electric Company, d/b/a AmerenUE requests this Complaint be dismissed, since the Respondent's action were consistent with the Commission approved tariffs and the Commission's regulations.

Dated: April 26, 2002

Respectfully submitted,

Union Electric Company, d/b/a/ AmerenUE

By:

  
Susan B. Knowles, MBE #39680  
Associate General Counsel  
Ameren Services Company  
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[sknowles@ameren.com](mailto:sknowles@ameren.com)

## CERTIFICATE OF SERVICE

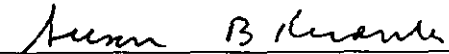
I hereby certify that a copy of the foregoing was served via U.S. first-class mail on this 26th day of April, 2002, on the following parties of record:

CASE NO. EC-2002-388

Office of the Public Counsel  
P. O. Box 7800  
Jefferson City, MO 65102

General Counsel  
Missouri Public Service Commission  
P. O. Box 360  
Jefferson City, MO 65102

Ms. Barbara Ross  
103 Belair Dr.  
Jefferson City, MO 65109

  
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Susan B. Knowles