Notes from Superintendent Joseph Prenger from 9/1/26 inspection with customer:

- We opened the transformer and meter base. He was able to see both visually.
- Brought a piece of damaged cable as an example to show him what a leaking cable looks like and what it would do if it failed.
- Showed him that his meter recorded zero usage when his main breaker was off for 5 hours on the 25th by providing interval data from the meter.
- He claims that the leakage is intermittent, mostly when the ground is saturated. His nephew is a jack of all trades and told him that.
- I told him he needs to get an electrician to make sure everything on his end is good.
- He said he would get an amp meter and check himself. I strongly recommended that he not do that himself because he isn't licensed and I didn't want him to get hurt.
- On the Ameren bill and website, we show where we think a customer is using electricity by appliance. He says that is inaccurate and that we are billing him for usage he isn't using.
- He claims his house is efficient, and he shouldn't be using as much as we are billing him.
- He keeps wanting to say when he puts his house in idle, he is drawing electricity. I told him none of that matters to us unless his main breaker is off. He kept saying we wouldn't believe him if we did that.
- I told him the next time it rains a lot and the ground is saturated, to turn his main breaker off for a few hours and email me the start and stop time. He said he might do that.
- He did mention taking us to court and that he has been dealing with this for 9 years and has had enough. Ameren is not doing enough to get to root of the problem he is having.
- I told him we have done everything we can do, and we cannot do anymore.