

EXHIBIT

#3

FORMAL COMPLAINT

CASE # EC-2012-0406

Filed
November 19, 2012
Data Center
Missouri Public
Service Commission

Complained Exhibit No. 3
Date 11-5-12 Reporter LSW
File No. EC-2012-0406

Veach
3

THIS COMPLAINT IS BEING MADE DUE TO THE USE OF A MISS-CALIBRATED ELECTRIC METER BY EMPIRE ELECTRIC COMPANY AT THE RESIDENTS OF SHERRY VEACH, ADDRESS 98 N. SWAN ST., FAIR GROVE, MO. CAUSING OVER CHARGES OF APPROXIMATELY 65% OVER THE LAST 24 YEARS. APPROXIMATELY 15 YEARS AGO A REQUEST WAS MADE TO HAVE THE METER CHECKED FOR THE SAME REASON, AT THE TIME I DID NOT RECORD THE DATE BECAUSE I TRUSTED THE EMPIRE ELECTRIC COMPANY TO TAKE CARE OF THE PROBLEM AND MY FOCUS WAS ON THE COMPANY THAT I WORKED FOR AS AN ENGINEER. I HAVE THE ELECTRIC BILLS DATING BACK TO 1988 WHEN I BOUGHT THE HOUSE SHOWING THAT THE METER WAS NEVER CALIBRATED CORRECTLY, UNTIL FEBRUARY 14, 2012 WHEN I STATED THAT I WAS GOING TO THE MISSOURI PUBLIC SERVICE COMMISSION IF THE PROBLEM WAS NOT TAKEN CARE OF.

PLEASE SEE ATTACHMENTS FOR TIME LINES, SPREAD SHEETS OF METER READINGS, ACTIONS TAKEN TO PROVE THE USE OF A MISS-CALIBRATED METER, THE RESULTS BEFORE AND AFTER THE METER WAS CALIBRATED BY SOMEONE DURING MY ABSENCE FROM THE RESIDENTS ON FEBRUARY 14, 2012, LETTERS AND INFORMATION GIVEN TO SHANE SCHOELLER'S OFFICE, ETC.

3. The Complainant has taken the following steps to present this complaint to the Respondent:

A REQUEST FOR A METER CALIBRATION TEST WAS MADE ON JANUARY 23, 2012 TO EMPIRE
ELECTRIC COMPANY WITH NO RESULTS AND RESISTANCE TO WRITE THE WORK ORDER. I THEN
CONTACTED THE LINEMAN FOR THIS AREA TO TRY AND GET THE PROBLEM TAKEN CARE THRU
THAT ROUTE, WHICH AFTER GIVING HIM COPIES OF THE SPREAD SHEETS ON TWO SEPARATE
OCCASIONS HE GAVE IT TO THE PERSON THAT IS SUPPOSE TO TAKE CARE OF THE METERS.
I THEN TURNED IT OVER TO MPSC AND THEN TO SHANE SCHOELLER'S OFFICE AT SUCH TIME
EMPIRE ELECTRIC REFUSED TO TALK TO SHANE SCHOELLER.. COPIES OF THE SPREAD SHEETS
AND INFORMATION WAS E-MAILED TO PAT STRADER OF EMPIRE ELECTRIC AT THE SAME TIME I
E-MAILED THE SAME INFORMATION TO SCHOELLER'S OFFICE. AT SUCH TIME RITA FROM
SCHOELLER'S OFFICE WAS TOLD TO TELL ME NOT TO E-MAIL INFORMATION TO EMPIRE
ELECTRIC ANY MORE.
PLEASE SEE ATTACHMENTS FOR DETAILS

WHEREFORE, Complainant now requests the following relief:

RESTITUTION IN THE FORM OF PAYMENT TO ME FROM EMPIRE ELECTRIC COMPANY FOR ALL
OVER CHARGES DUE TO THE USE OF A MISS-CALIBRATED METER FOR AS FAR BACK AS THE LAW
ALLOWS.

MAY 23, 2012

Date

Signature of Complainant

417-838-2141

Complainant's Phone Number

slveach@hotmail.com

Complainant's E-mail Address

Attach additional pages, as necessary.
Attach copies of any supporting documentation.

When going thru the following information please note that all information is kWh driven and not monies due on the electric bill. The only constant is the kWh and that is the only comparable unit. Due to cost changes money is not a constant but a variable and can not be compared from one time to another.

The original appliances that I had when I purchased and moved into the house in 1988 are still the appliances that are being used today.

In prior years the central air conditioner was not considered part of the cooling system and a window air conditioner was used in the bathroom window off of the master bedroom during only sleeping hours with the bedroom door closed or the attic fan was used with the windows open. Note dates May 5, 6, 25, 26, 27 where the central air was turned on and the kWh were less than prior years when the AC was not used at all. The AC was turned on to see how high the kWh usage would go up. Please note the other activities that were being performed on the same days. Example on one day laundry was being done, another a lot of cooking and baking for a city employee luncheon.

Information will continue to be gathered until this case is resolved and afterwards to keep Empire Electric Company honest.

The information included with this complaint are as follows:

- A COMPLAINT FORM
- B LETTER SENT TO RITA CLARKSON AT SHANE SCHOELLER'S OFFICE AND PAT STRADER AT
EMPIRE ELECTRIC
- C E-MAIL CORRESPONDENCE BETWEEN MYSELF AND SCHOELLER'S OFFICE
- D AUDIT INFORMATION ON APPLIANCES - AMP DRAW CONDUCTED AT THE BREAKER BOX,
TIME STUDY RESULTS OF DUTY TIME, CALCULATED kWh USAGE FOR 24 HOURS,

FORMULA FOR THAT CALCULATION

- E SPREAD SHEET OF DAILY kWh READINGS AND ACTIVITY PERFORMED ON EACH DAY
- F TABLE FOR BILLING CYCLE kWh USAGE DURING AUDIT
- G INFORMATION E-MAILED TO ME FROM DAN BECK, PSC ON LAST 5 YEARS OF kWh USAGE
SUPPLIED TO HIM FROM EMPIRE ELECTRIC COMPANY
- H PHOTO OF CUSTOM DESIGNED WIRE TIE APPLIED TO ELECTRIC METER BOX TO PREVENT
FUTURE TAMPERING WITH THE METER WITHOUT BEING DETECTED
- I COPY OF SO CALLED METER TEST RESULTS SUPPLIED TO DAN BECK FROM EMPIRE
ELECTRIC COMPANY
- J COPIES OF ELECTRIC BILLS FROM 1/16/12 TO 5/14/12. THE kWh USAGE IS LOCATED IN THE
UPPER RIGHT HAND CORNER
- K COPIES OF ELECTRIC BILLS FROM 7/01/88 WHEN MOVED INTO THE RESIDENCE TO 1/15/92
TO BE USED AS COMPARISON AND PROOF THAT THE METER HAD NOT BEEN
CALIBRATED UNTIL FEBRUARY 14, 2012. NOTE THE FIRST ELECTRIC BILL THE
METER RECORDED 994 kWh USAGE IN A 13 DAY PERIOD OF TIME. THE OLDER
BILLS HAVE A RT. 1 BOX 389 ADDRESS BECAUSE THE CITY CHANGED THE
ADDRESSES IN TOWN A FEW YEARS LATER DUE TO THE 911 EMERGENCY
CALLING. THE ACCOUNT NUMBER IF DIFFERENT IS DUE TO RELOCATING FOR A
YEAR AND HALF TO WORK AS AN ENGINEER FOR PHILIPS PLASTICS IN MEDFORD
WISCONSIN THEN RETURNED HOME. JANUARY 2, 1992 TO MAY 1993. I HAD A
FRIEND STAY IN THE HOUSE TO CARE FOR MY HOME WHILE I WAS GONE . THE
OLDER BILLS ALSO HAVE THE AVERAGE DAILY kWh USAGE LOCATED IN THE
LOWER LEFT HAND SECTION OF THE BILL.
- L PHONE RECORDS FOR PROOF OF WHEN I CALLED EMPIRE ELECTRIC FOR WORK ORDER

Empire District Case

Mailing address

Sherry Veach

PO Box 124

Fair Grove, Mo 65648

Phone 417-838-2141

Physical Address

98 N. Swan St.

March 30, 2012

Rita Clarkson,

The following information is being supplied to clarify events starting on January 23, 2012 to present date of March 30, 2012.

The information that is enclosed consists of the following:

- (1) copy of the average daily kWh usage for the past 5 years that Dan Beck, from PSC, e-mailed to me that was furnished to him from Empire Electric
- (2) cover letter that was given by me to Orville Jackson and John Crawford on February 14, 2012
- (3) Amps measured at the breaker box of each appliance used during the study/investigation, the results of the time study of those appliances, and the calculated duty time and kWh usage for a 24 hour period of time
- (4) all notes taken during the study/investigation explaining daily activities
- (5) daily meter reading and kWh usage for each day starting on January 29, 2012
- (6) picture of security zip wire tie installed by me on the meter to prevent undetected meter

tampering in the future

(7) a copy of what is suppose to be the meter test results

My source of heat is a wood burning insert in the fireplace located in the family room and a vent-less propane stove located on the other side of the house. I have used the fireplace since I bought the house in 1988 and the vent-less propane stove was installed in 2004. I do not use the furnace or the central air because it cost too much to use with a miss-calibrated meter.

The first time I requested the meter to be tested was approximately 15 years ago but at the time I did not record the date because I trusted the electric company to do what was right. I was also focused on my job as an engineer and the company that I worked for.

On January 23, 2012 I requested a work order from Empire Electric to have the meter tested for proper performance and calibration due to excessive kWh usage readings over the years. When I requested what day the meter would be tested I was informed it would be tested on the 24th. The morning of the 24th I called a little after 8:00am, I can retrieve phone records if necessary, to find out what time they would be out to test the meter. The woman I talked to said it was tested on the 23rd and said it tested good. At this point look at the date on the copy of what was suppose to be the test results of the meter. I also stayed home from work the 24th so I could be home when they tested the meter and I saw no one that day.

On January 29, 2012 I started taking meter readings daily at 7:00am to trace down the problem. I started by eliminating all variables and keeping everything constant to be able to get accurate readings. I did this by unplugging and not using the standard house hold appliances. Instead I used the propane gas camp stove to cook and heat all water used, used a 1.5cf camper refrigerator and the refrigerator in the water cooler, I made sure I used the same lights thru out the test, etc. This information is included in the enclosed material and the time frames the appliances were shut

down and started back up will be found on the right side of the spread sheet that has the meter readings and kWh usage. The previous days activities will be reflected in the next mornings reading.

After performing an amp draw at the breaker box for each appliance, I then did a time study and calculated the duty time and kWh usage for each. The total kWh usage in a 24 hour period of time calculated out to be 8.9424kwh in total for the appliances. The measured kWh at the box was considerably less than what the meter registered proving the calibration of the meter was not correct. After my findings I contacted Orville Jackson, who is our line man for this area, because it was very difficult to get Empire to even write a work order when I called on the 23rd of January. I showed him the spreadsheet and walked him thru the house to show him there was nothing plugged in anywhere in the house except for the appliances that were being used. Hoping he would be able to help with the problem or direct me to someone who could. He said he would give the information to John Crawford because he was the one that takes care of the meters. A few days later I called him again asking if he got a hold of John. At this time, February 14th. Orville came back to the house and I gave him 2 more copies of the spreadsheet and he said he would give one to John that day. While I was talking to Orville I told him that I had called PSC before he got there to find out what my options were if he couldn't get anything done for me. I believe in giving someone enough rope to hang themselves so I informed Orville that I would be gone for awhile in Springfield and that John had to call to make sure I was home. I was gone for 1 ½ hours if not a little longer and when I returned John came within 5 minutes after I got home. He did not call before he came. When he came in I took the paper and started to explain what I had done and before I could get anything explained he started telling me I was wrong. At that time I told him I had a degree in it and showed him the formula and a picture of a mechanical

meter in one of my old college text books. At that point he thru the papers down said he wouldn't talk to me and took off. After telling him to stop 3 times I told him that I wanted a new meter because the one I had was not calibrated correctly. He refused to give me a new meter saying that if he gave me a new meter everyone else's rates would go up. I asked him if I was so wrong why did the TV resister 8 kWh in 6 hours when that was the only thing that was plugged in on the entire property for 11 ½ hours. When he said he didn't know what the TV pulled I offered to take him to the breaker box with the meter and check it out, he flat refused. In 6 hours the TV only pulls 0.612 kWh. That was when I called PSC for the second time and made a complaint.

The next morning, February 15th, the meter started reading correctly proving that while I was gone someone calibrated the meter. The meter started reading exactly what I calculated it out to be. The meter has not ever been calibrated correctly from the time it was put on the house. The current kWh readings from February 14th to present shows the correct readings for the first time. I have the electric bills from 1988, when I bought the house, showing excessively high kWh usage. One month the meter said that I used 4303 kWh which calculates out to 119.52 kWh per day. It is impossible for me to use that many kWh. The kWh that the meter is registering since someone calibrated it and I started using all the house appliances and living normal again is 15.19 kWh. It calculates out that the meter was 60% to 65% in error. Charging 60% to 65% too much on every electric bill for 24 years.

Keep in mind when looking at the readings and kWh usage between January 30th and February 14th the readings **should not** have been reading any more than 8.9424 kWh per day due to using the camping appliances.

From February 23rd to present, when life returned to normal, are the readings that I **should** have been receiving for 24 years. I have never had this low of usage in the history of living in this house proving that the meter was wrong and that someone calibrated it and the test that was

suppose to have been done on the 23rd or 24th was either not done or the paperwork was falsified.

I have the same appliances that I bought in 1984, 1987 and the hot water heater and electric range

since the house was built in 1972. So a claim that appliances have been changed out or that I have

changed my life style is ludicrous.

If you want copies of the 1988, 1989, 1990, and 1991 electric bills to prove the meter was not calibrated from the beginning I can make copies for you. I know there is statues that state you can only go back 5 years but these older bills will prove my case when compared to the current readings.

Let me know if you have any questions on understanding the spreadsheets and what each part represents.

Sherry Veach

**PLEASE FORWARD TO THE INVESTIGATOR THAT HAS BEEN ASSIGNED TO THIS COMPLAINT. I DID NOT
RECEIVE A NUMBER OR NAME SO I MUST DEPEND ON SOMEONE FORWARDING THIS FOR ME. YOUR HELP
IS APPRECIATED.**

THE FOLLOWING INFORMATION IS FOR RESIDENTS AT 98 N. SWAN, FAIR GROVE, MO. METER #154588

DUE TO EXCESSIVELY HIGH ELECTRIC BILLS FOR THIS RESIDENT A DAY TO DAY AUDIT HAS BEEN PERFORMED
LOGGING ALL ACTIVITY AND KWH USED ON A DAILY BASIS. GOING SO FAR AS TO UNPLUG EVERY ITEM AND
APPLIANCE ON THE RESIDENCE AND THEN READING THE KWH USAGE, FINDING THAT WITH ONLY A TV
RUNNING THE METER READ 8 KWH USAGE IN A 11 ½ HOUR PERIOD OF TIME. THE TV RAN FOR ONLY 6 HOURS
DURING THIS TIME.

EVERY APPLIANCE HAS BEEN CHECKED FOR AMP DRAW AND CALCULATED OUT FOR WHAT THE APPLIANCES
ARE ACTUALLY PULLING IN KWH. SHOWING THE METER IS NOT GIVING AN ACCURATE READ AND SHOULD BE
REPLACED WITH A NEW METER.

THIS AUDIT WAS PERFORMED FROM JANUARY 29, 2012 UNTIL THE AUDIT IS NO LONGER NECESSARY.

PLEASE REFER TO THE ATTACHED FINDINGS.

SHERRY VEACH
417-838-2141

PO BOX 124
FAIR GROVE, MO 65648

****REVISION #2 THE CONTINUATION OF READINGS & FINDINGS SINCE 2/14/12.

ADDED NOTE BELOW,

ADDED NOTE IN ACTIVITY COLUMN ON 2/9/12 THAT USE OF WATER HEATER WAS DISCONTINUED COMPLETELY AND THAT ALL WATER
USAGE WAS HEATED ON PROPANE CAMP STOVE.

CHANGED PUC TO PSC,

ADDED STATEMENTS ON "AMPS OF MAJOR APPLIANCE PAGE" MARKED WITH ASTERISKS

ADDED PHOTO OF CUSTOM COLOR CODED ZIP TIE THAT I ADDED TO THE METER BOX

***NOTE: PLEASE NOTE READING CHANGES SINCE JOHN WAS HERE AND PUBLIC SERVICE COMMISSION WAS CALLED. SO FAR THE
READINGS TAKEN PRIOR TO JOHN'S VISIT ON 2/14/12 AND THOSE TAKEN AFTER HIS VISIT SHOW THE METER WAS DOCUMENTING A 50% TO
62% HIGHER KWH USAGE THAN WHAT THE METER IS NOW SHOWING. I WAS NOT INFORMED OF ANY CALIBRATION PROCESS BEING
PERFORMED OR ANY OTHER TAMPERING WITH THE METER. SO WHAT HAS HAPPENED?

From 7am to 7am In activity area if nothing is logged in I was working away from the house or no activity was performed that required electricity

THESE APPLIANCES WERE NOT USED IN THE FIRST GROUP OF READINGS FROM JANUARY 30TH UNTIL FEBRUARY 21ST AT SUCH TIME I STARTED TURNING APPLIANCES BACK ON ONE BY ONE.

KITCHEN RANGE
KITCHEN OVEN
HOT WATER HEATER
KITCHEN REFRIGERATOR
DISHWASHER

THIS CAMPING EQUIPMENT WAS USED IN PLACE OF THE
HOUSE APPLIANCES FROM JANUARY 30TH UNTIL FEBRUARY
21ST.

TWO BURNER PROPANE COLEMAN CAMP STOVE (SEE PHOTO FOR USE
IN WILDERNESS)

CAMPER REFRIGERATOR (PURCHASED 7/18/11)

WATER COOLER (PURCHASED TO USE IN MY SCHOOL, THE INTERIOR
ARTIST SCHOOL OF HOME REPAIR, IN SPRINGFIELD.

ITEMS
USED

1	Date	last reading	current reading	KWH USED	ACTIVITY THE ACTIVITY PERFORMED ON A DAY WILL BE REFLECTED IN THE DAY'S READINGS
	FIRST	GROUP	READINGS		THE FIRST GROUP OF READINGS HAVE APPLIANCES ELIMINATED & VERY CONTROLLED LIVING TO MAINTAIN A CONSTANT WITH NO VARIABLES
2	JAN 29,12	29866	30217	351	2 laundry/bookbinding THE KWH WAS 13 DAYS USAGE
3	JAN 30	30217	30260 morning	43	shut everything off
4	JAN 31	30260	30270 morning	10	
5	FEB 1	30270	30287 morning	17	bookbinding
6	FEB 2	30287	30332 night	45	bookbinding
7	FEB 3	30332	30352 morning	20	stamping business card
8	FEB 4	30352	30370 morning	18	laundry 1 load
9	FEB 5	30370	30394 morning	24	
10	FEB 6	30394	30411 morning	17	sump pump? Rain
11	FEB 7	30411	30427 morning	16	
12	FEB 8	30427	30441 morning	14	bookbinding, florescent lights only, changed refrig out to small camper refrigerator and unplugged large refrigerator
13	FEB 9	30441	30466 morning	25	quit using the water heater completely, heat water on the propane camp stove for all uses.
14	FEB 10	30466	30479 morning	13	
15	FEB 11	30479	30496 morning	17	
16		30496	30505		Feb 11th unplugged freezer at 7pm – used 9 kwh from 7am to 7pm
17	FEB 12	30496	30509 morning	13	(unplugged frig, water cooler, fire place at 9am, freezer still unplugged TV only on 30517 Read at 8:30pm Used 8 kwh with everything unplugged) 1 load of laundry after appliances were plugged in at 9pm
18	FEB 13	30509	30522	13	
19	FEB 14	30522	30535 this reading ends billing cycle	13	John was here about meter after receiving findings of my study, he said I WOULD NOT GET A NEW METER I called PSC and e-mailed info to them 669 kwh for billing cycle
***	SECOND	GROUP	READINGS		READINGS FROM THIS POINT ON ARE AFTER SOMEONE CALIBRATED/CHANGED THE METER SO THE READINGS FROM THIS POINT ON ARE ACCURATE
20	FEB 15	30535	30541 first reading of next billing cycle	6	meter going down WHY? Was it calihtrated while I was at Seminole Decor on the 14th, John was here within 5 minutes of my return home on the 14 th he had at least an hour and half if not more time. Rain sump pump ran
21	FEB 16	30541	30553	12	water heater has not been turned on for a week, still off. I have been heating water on the camp stove
22	FEB 17	30553	30561	8	took picture of my custom zip tie that I put on meter today for security purpose, due to tampering suspicion on Feb 14 th . By John, if the zip tie is cut can't be duplicated nail polish & artist paint was used
23	FEB 18	30561	30570	9	(1 load laundry on Feb 17th) AMAZING HOW THE METER IS READING SINCE I CALLED PSC, had garage lights on for awhile
24	FEB 19	30570	30579	9	did bookbinding half day

25	FEB 20	30579	30589	10	did bookbinding all day
26	FEB21	30589	30600	11	<u>READING @11:30AM 30601 TURNED WATER HEATER ON AFTER BEING TURNED OFF FOR 12 DAYS, WILL HAVE A SURGE USAGE DUE TO COLD START. CALLING ON CLIENTS TODAY.</u> will remain turned on E-mailed to psc
27	FEB 22	30600	30621	21	<u>FROM 7AM TODAY TO 7AM TOMORROW WILL BE THE FIRST READING WITH THE WATER HEATER ON FOR 24 HRS AFTER HEAT UP</u> breaker for water heater is staying on 24/7
***	THIRD	GROUP	READINGS		READINGS FROM THIS POINT ON ARE AFTER THE HOT WATER HEATER WAS TURNED BACK ON
28	FEB 23	30621	30633	12	water heater has been on long enough for a true reading, have gone back to normal activities now
29	FEB 24	30633	30647	14	
30	FEB 25	30647	30660	13	
31	FEB 26	30660	30673	13	
32	FEB 27	30673	30686	13	2 loads of laundry, had lights on while working on a canvas painting, made oatmeal cookies in toaster oven
33	FEB 28	30686	30702	16	reading due to previous days activity
34	FEB 29	30702	30716	14	vacuumed all floors, mopped floors using hot water, cleaned house so had lights on
35	MARCH 1	30716	30731	15	had lights on while working on a canvas painting, washing hands more due to painting
36	MARCH 2	30731	30746	15	finished canvas painting
37	MARCH 3	30746	30760	14	made cookies in the toaster oven & watched 2 movies on DVD player
38	MARCH 4	30760	30772	12	2 load laundry, gave 2 dogs a bath, used air compressor and cleaned large refrigerator compressor and coils and plugged in at 1:00pm reading at start 30778 running 2 refrigerators and water cooler until brought to temperature
39	MARCH 5	30772	30794	22	unplugged small refrigerator and water cooler at 7:30am, 1 load laundry, did bookbinding, had water running a lot to wash stiff glue brushes and plastic sheeting
***	FORTH	GROUP	READINGS		**EVERY THING IS BACK TO NORMAL LIVING ALL APPLIANCES ARE UP AND RUNNING** WATER HEATER IS RUNNING , KITCHEN REFRIGERATOR IS RUNNING, ELECTRIC RANGE IS RUNNING, LIGHTS ARE BEING USED, ALL NORMAL
40	MARCH 6	30794	30811	17	vacuumed family room,
41	MARCH 7	30811	30824	13	bookbinding
42	MARCH 8	30824	30838	14	did bookbinding all day had hot stamp press on for four or five hours, used leaf blower to blow garage floor out, vacuumed family room
43	MARCH 9	30838	30855	17	vacuumed hall, master bed room, office, delivered bible
44	MARCH 10	30855	30869	14	vacuumed family room, 2 loads laundry, made garlic bread in toaster oven
45	MARCH 11	30869	30886	17	out of state nephew in for the day and overnight, watched movie
46	MARCH 12	30886	30902	16	did bookbinding, nephew here until late afternoon
47	MARCH 13	30902	30914	12	did bookbinding, one load laundry, ran attic fan, ran small oscillating fan while sleeping
48	MARCH 14	30914	30931	17	ran attic fan, ran oscillating fan while sleeping 396 kwh for billing cycle
49	MARCH 15	30931	30944 new billing cycle	13	Dan Beck here to see house & meter, ran oscillating fan while sleeping
50	MARCH 16	30944	30958	14	1 load laundry, did watercolor painting, ran oscillating fan while sleeping
51	MARCH 17	30958	30972	14	bookbinding all day
52	MARCH 18	30972	30988	16	ran dishwasher, bookbinding all day hot stamp press & drill press, used a lot of hot water

53	MARCH 19	30988	31007	19	did book binding, delivered books
54	MARCH 20	31007	31021	14	rained sump pump ran
55	MARCH 21	31021	31037	16	bookbinding all day ,rained sump pumps ran all day and night
56	MARCH 22	31037	31054	17	baked butternut squash in toaster oven for over an hour, rained sump pumps ran
57	MARCH 23	31054	31069	15	sump pump ran, vacuumed floors, mopped floors, made biscuits in toaster oven
58	MARCH 24	31069	31086	17	worked on the computer all day
59	MARCH 25	31086	31098	12	2 loads of laundry, gave 2 dogs a bath
60	MARCH 26	31098	31115	17	
61	MARCH 27	31115	31128	13	
62	MARCH 28	31128	31141	13	ran washer 2 times for cleaning, ran dishwasher, did book binding, ran the attic fan
63	MARCH 29	31141	31161	20	did book binding
64	MARCH 30	31161	31174	13	
65	MARCH 31	31174	31189	15	
66	APRIL 1	31189	31203	14	ran attic fan, baked cookies, did bookbinding, vacuumed floors, used a lot of hot water for cleaning
67	APRIL 2	31203	31223	20	ran dishwasher, 1load laundry, ran attic fan, ran oscillating at night
68	APRIL 3	31223	31243	20	I HAVE PURPOSELY RAN THE DISHWASHER, WASHING MACHINE, ETC IN THE SAME 24 HOUR TIME FRAME TO SEE WHAT THE TOTAL KWH WOULD BE FOR FULL HOT WATER HEATER USE, ETC. THE HIGHEST THE KWH GOES WITH THE HIGH KWH USE APPLIANCES RUNNING IN THE SAME DAY IS 20 KWH IF THESE APPLIANCES RAN EVERY DAY WITH EVERY THING ELSE FOR A MONTH IT WOULD ONLY BE 600KWH, WORKED AT CLIENTS HOUSE ALL DAY, VACUMMED FAMILY ROOM
69	APRIL 4	31243	31258	15	WORKED AT A CLIENTS HOUSE ALL DAY
70	APRIL 5	31258	31270	12	worked at clients house all day, made cookies in toasted oven, made spaghetti
71	APRIL 6	31270	31284	14	worked at clients house all day
72	APRIL 7	31284	31296	12	worked on taxes all day had 2 computers running all day and night, made oatmeal cookies,
73	APRIL 8	31296	31311	15	worked on taxes all day had 2 computers running all day and night, 1 load laundry
74	APRIL 9	31311	31326	15	worked at clients house
75	APRIL 10	31326	31338	12	worked at clients house, ran dishwasher, used lots of hot water to clean brushes
76	APRIL 11	31338	31357	19	worked at clients house, 1 load laundry
77	APRIL 12	31357	31372	15	worked at clients house
78	APRIL 13	31372	31385	13	worked at clients house, 454 kwh used
79	APRIL 14	31385	31397 new billing cycle	12	worked on taxes with 3 computers 2 printers 1 scanner running all day, rained sump pump ran
80	APRIL 15	31397	31415	18	worked on taxes, rained sump pump ran
81	APRIL 16	31415	31430	15	
82	APRIL 17	31430	31444	14	
83	APRIL 18	31444	31457	13	worked in clients house all day, mopped floors, one load of laundry
84	APRIL 19	31457	31472	15	worked in clients house all day
85	APRIL 20	31472	31483	11	worked in clients house all day, worked on book binding until midnight
86	APRIL 21	31483	31497	14	
87	APRIL 22	31497	31511	14	2 loads of laundry

88	APRIL 23	31511	31528	17	worked in clients house all day
89	APRIL 24	31528	31540	12	worked in clients house all day
90	APRIL 25	31540	31551	11	gone all day
91	APRIL 26	31551	31561	10	home all day
92	APRIL 27	31561	31577	16	
93	APRIL 28	31577	31591	14	ran dishwasher, baked, had grandson overnight
94	APRIL 29	31591	31610	19	did book binding, took grandson home in evening rained sump pump ran
95	APRIL 30	31610	31623	13	rained sump pump ran, worked in clients house all day
96	MAY 1	31623	31634	11	worked in clients house all day, 1 load of laundry
97	MAY 2	31634	31649	15	worked in clients house all day, 1 load of laundry
98	MAY 3	31649	31662	13	gave 2 dogs a bath, worked in clients house all day, 1 load of laundry , ran box fan all day for dogs
99	MAY 4	31662	31677	15	ran box fan in the garage all day for dogs, ran attic fan & oscillating an at night, 1 load of hot laundry
100	MAY 5	31677	31693	16	1 load of laundry, turned on central air at 6:30pm reading was 31703 seeing what the kwh is for the ac unit the high temp for the day was 86 degrees
101	MAY 6	31693	31715	22	had AC unit turned on high temp today 87degrees, vacuumed & cleaned house,
102	MAY 7	31715	31734	19	did bookbinding
103	MAY 8	31734	31748	14	book binding, worked in office all day
104	MAY 9	31748	31765	17	
105	MAY 10	31765	31777	12	worked in clients house all day
106	MAY 11	31777	31790	13	worked in clients house all day, 1 load of laundry
107	MAY 12	31790	31805	15	1 load laundry
108	MAY 13	31805	31820	15	hookbinding, cleaned the garage
109	MAY 14	31820	31834	14	worked in clients house all day used 450 kwh
110	MAY 15	31834	31847 new billing cycle	13	worked in clients house all day, bookbinding in the evening until 10:00pm
111	MAY 16	31847	31862	15	worked in clients house all day, 1 load hot laundry
112	MAY 17	31862	31878	16	worked in clients house all day
113	MAY 18	31878	31893	15	worked in clients house all day
114	MAY 19	31893	31907	14	book binding, ran attic fan all night
115	MAY 20	31907	31928	21	rained sump pump ran
116	MAY 21	31928	31941	13	worked in clients house all day
117	MAY 22	31941	31957	16	2 loads laundry, worked in clients house all day
118	MAY 23	31957	31975	18	worked in clients house all day
119	MAY 24	31975	31992	17	worked in clients house all day, ran attic fan all night, cooked food for city employees lunch
120	MAY 25	31992	32013	21	turned central air on, baked a cake in the oven & made baked beans for a city employee dinner
121	MAY 26	32013	32049	36	leaving central air on without all the baking, high temp was 93 degrees broke record
123	MAY 27	32049	32080	31	with the central air running used less kwh per day before calibration with using nothing to cool
124	MAY 28	32080	32118	38	central air still running, 1 load laundry hot
125	MAY 29	32118	32143	25	central air still running, another hot day

126	MAY 30	32143	32176	33	central air still running, rained 1.6"
127	MAY 31	32176	32196	20	raining, worked in clients house all day, high today 72 degrees so AC did not run
	JUNE 1	32196	32210	14	worked in clients house all day
	JUNE 2	32210	32224	14	worked in clients house all day
	JUNE 3	32224	32241	17	cleaned house, shampooed carpets lots of hot water used, washed dog beds
	JUNE 4	32241	32262	21	AC still running, did 2 loads of laundry one was hot water
	JUNE 5	32262	32287	25	AC still running, worked in clients house all day
	JUNE 6	32287	32307	20	AC still running worked in clients house all day
	JUNE 7	32307	32325	18	AC still running worked in clients house all day
	JUNE 8	32325	32342	17	AC still running worked in clients house all day
	JUNE 9	32342	32359	17	AC still running, 2 loads laundry one was hot, 88 degrees
	JUNE 10	32359	32385	26	AC still running 88 degrees, took 2 showers 88 degrees
	JUNE 11	32385	32415	30	gave 2 dogs a bath, 2 loads of laundry, vacuumed & cleaned house, used the cloths dryer for the first time in 9 months dried 2 loads, rained
	JUNE 12	32415	32446	31	dried goose down quilt in dryer 2 cycles
	JUNE 13	32446	32472	26	AC still on, worked on book binding all day
	JUNE 14	32472	32496	24	AC still on
	JUNE 15	32496	32522	26	AC still on, did book binding
	JUNE 16	32522	32549	27	AC still on, 2 loads of laundry one hot
	JUNE 17	32549	32585	36	turned AC off ran attic fan
	JUNE 18	32585	32606	21	ran attic fan
	JUNE 19	32606	32626	20	1 load of laundry, ran attic fan
	JUNE 20	32626	32649	23	
	JUNE 21	32649	32672	23	
	JUNE 22	32672	32687	15	
	JUNE 23	32687	32701	14	1 load laundry, ran attic fan
	JUNE 24	32701	32726	25	did book binding, ran attic fan
	JUNE 25	32726	32748	22	ran dishwasher,
	JUNE 26	32748	32769	21	1 load laundry, gave 2 dogs a bath, ran attic fan
	JUNE 27	32769	32795	26	turned AC back on temp broke record of 101 degrees
	JUNE 28	32795	32843	48	101 degrees, ran high velocity fan in garage for dogs, AC still running
	JUNE 29	32843	32894	51	still running AC, gave 2 dogs a bath
	JUNE 30	32894	32950	56	2 loads laundry
	JULY 1	32950	33007	57	record breaking temperatures
	JULY 2	33007	33058	51	
	JULY 3	33058	33106	48	
	JULY 4	33106	33157	51	101 degrees
	JULY 5	33157	33211	54	gave 2 dogs a bath, laundry
	JULY 6	33211	33272	61	101 degrees
	JULY 7	33272	33333	61	3 loads laundry, rained

	JULY 8	33333	33380	47	
	JULY 9	33380	33430	50	
	JULY 10	33430	33470	40	1 load laundry hot
	JULY 11	33470	33513	43	gave 2 dogs a bath, one load of laundry
	JULY 12	33513	33554	41	AC still running
	JULY 13	33554	33594	40	
	JULY 14	33594	33632	38	
	JULY 15	33632	33660	28	AC still running, 2 loads laundry, gave 2 dogs a bath
	JULY 16	33660	33712	52	temps back up in the middle 90's
	JULY 17	33712	33763	51	did bookbinding all day, temperature is going to be 100 degrees and higher for days
	JULY 18	33763	33823	60	101 degrees
	JULY 19	33823	33885	62	102 degrees, gave 2 dogs a bath
	JULY 20	33885	33954	69	1 load laundry
	JULY 21	33954	34014	60	
	JULY 22	34014	34072	58	
	JULY 23	34072	34129	57	triple digit temps
	JULY 24	34129	34190	61	triple digit temps
	JULY 25	34190	34260	70	102 degrees
	JULY 26	34260	34328	68	102 degrees, did bookbinding all week
	JULY 27	34328	34384	56	102 degrees, did bookbinding
	JULY 28	34384	34447	63	102 degrees
	JULY 29	34447	34512	65	106 degrees
	JULY 30	34512	34574	62	105 degrees
	JULY 31	34574	34633	59	
	AUGUST 1	34633	34683	50	3 loads laundry
	AUGUST 2	34683	34746	63	
	AUGUST 3	34746	34808	62	
	AUGUST 4	34808	34871	63	still triple digits, power out at 9:00pm
	AUGUST 5	34871	34918	47	to approximately 3:00pm 18 hours
	AUGUST 6	34918	34954	36	
	AUGUST 7	34954	35003	49	
	AUGUST 8	35003	35060	57	temp dropped and rained
	AUGUST 9	35060	35098	38	
	AUGUST 10	35098	35143	45	
	AUGUST 11	35143	35175	32	
	AUGUST 12	35175	35210	35	
	AUGUST 13	35210	35232	22	
	AUGUST 14	35232	35251	19	turned ac off
	AUGUST 15	35251	35270	19	did 2 loads of laundry, ran attic fan
	AUGUST 16	35270	35294	24	35278 meter read at 1:35 pm

	AUGUST 17	35294	35312	18	did one load laundry
	AUGUST 18	35312	35331	19	
	AUGUST 19	35331	35348	17	ran copies of paperwork all day & ran the attic fan
	AUGUST 20	35348	35374	26	
	AUGUST 21	35374	35387	13	2 loads laundry
	AUGUST 22	35387	35404	17	1 load laundry, gave 2 dogs a bath
	AUGUST 23	35404	35422	18	
	AUGUST 24	35422	35436	14	
	AUGUST 25	35436	35451	15	ran attic fan all night
	AUGUST 26	35451	35468	17	
	AUGUST 27	35468	35482	14	
	AUGUST 28	35482	35497	15	
	AUGUST 29	35497	35512	15	ran attic fan all night
	AUGUST 30	35512	35531	19	ran attic fan all night
	AUGUST 31	35531	35550	19	hot stamped books for a church
	SEPT. 1	35550	35571	21	
	SEPT. 2	35571	35586	15	
	SEPT. 3	35586	35602	16	turned central air back on
	SEPT. 4	35602	35659	57	AC running
	SEPT. 5	35659	35697	38	AC running
	SEPT. 6	35697	35745	48	AC running
	SEPT. 7	35745	35782	37	AC running
	SEPT. 8	35782	35815	33	turned central air off
	SEPT. 9	35815	35835	20	
	SEPT. 10	35835	35853	18	
	SEPT. 11	35853	35866	13	
	SEPT. 12	35866	35884	18	
	SEPT. 13	35884	35900	16	
	SEPT. 14	35900	35914	14	made banana bread two batches, rained sump pump ran
	SEPT. 15	35914	35932	18	
	SEPT. 16	35932	35949	17	sump pump ran due to rain, used the cloths dryer
	SEPT. 17	35949	35967	18	
	SEPT. 18	35967	35983	16	
	SEPT. 19	35983	35997	14	
	SEPT. 20	35997	36011	14	
	SEPT. 21	36011	36028	17	
	SEPT. 22	36028	36044	16	
	SEPT. 23	36044	36058	14	2 loads of laundry & used the cloths dryer for 2 loads of laundry
	SEPT. 24	36058	36078	20	
	SEPT. 25	36078	36092	14	

	SEPT. 26	36092	36107	15	
	SEPT. 27	36107	36121	14	
	SEPT. 28	36121	36135	14	
	SEPT. 29	36135	36148	13	did book binding, 1 load laundry, gave 2 dogs a bath
	SEPT. 30	36148	36167	19	used cloths dryer for 2 loads of laundry
	OCT. 1	36167	36187	20	did book binding all day
	OCT. 2	36187	36204	17	did book binding all day
	OCT. 3	36204	36222	18	did book binding all day , used crock pot all day
	OCT. 4	36222	36242	20	
	OCT. 5	36242	36259	17	used crock pot all day
	OCT. 6	36259	36278	19	used saw to make dog entrance
	OCT. 7	36278	36296	18	used saw to make dog entrance, baked cake
	OCT. 8	36296	36315	19	
	OCT. 9	36315	36333	18	
	OCT. 10	36333	36349	16	used the range oven
	OCT. 11	36349	36367	18	
	OCT. 12	36367	36384	17	
	OCT. 13	36384	36403	19	rained sump pump ran
	OCT. 14	36403	36421	18	
	OCT. 15	36421	36435	14	
	OCT. 16	36435	36449	14	
	OCT. 17	36449	36463	14	
	OCT. 18	36463	36479	16	
	OCT. 19	36479	36495	16	
	OCT. 20	36495	36515	20	3 loads laundry and used cloths dryer to see how high kwh would go
	OCT. 21	36515	36536	21	washed curtains, cleaned house, did canvas painting
	OCT. 22	36536	36556	20	
	OCT. 23	36556	36571	15	
	OCT. 24	36571	36589	18	
	OCT. 25	36589	36606	17	
	OCT. 26	36606	36623	17	made pizza, did laundry
	OCT. 27	36623	36644	21	made ham & beans, laundry
	OCT. 28	36644	36666	22	steam cleaned carpets, washed bed cloths & quilts, used range oven to make corn bread
	OCT. 29	36666	36688	22	
	OCT. 30	36688	36704	16	
	OCT. 31	36704	36722	18	laundry, hookbinding
	NOV. 1	36722	36742	20	made cookies
	NOV. 2	36742	36759	17	
	NOV. 3			0	
	NOV. 4			0	

	NOV. 5			0	
	NOV. 6			0	
	NOV. 7			0	
	TOTAL KWHs			324	

amps x volts = watts watts x hours/ 1000 = kwh

kwh for billing cycles

DEC 14, 11	JAN 16, 12	33 DAYS	1278kwh
JAN 16	FEB 14	29 DAYS	669 kwh
FEB 15	MARCH 14	29 DAYS	396 kwh
MARCH 14	APRIL 13	30 DAYS	454 kwh
APRIL 14	MAY 14	31 DAYS	450 kwh
MAY 14	JUNE 15	32 DAYS	662 kwh (used AC)
JUNE 15	JULY 16	31 DAYS	1194 kwh (100 deg plus)
JULY 16	AUGUST 16	30 DAYS	1560 kwh (100 deg plus)
AUGUST 15	SEPTEMBER 13	29 DAYS	627 kwH
SEPTEMBER 14	OCTOBER 15	32 DAYS	535KWH

In 2010 August 14th left for Ohio to renovate my mother's bathroom I was home the night of the 28th, I was home 1 day and I left for Colorado on the 30th. I left Colorado September 6th was home the 7th, 8th, and 9th. Left for Ohio on September 10th and returned to Missouri the night of the 16th. I was home for 4 days in that billing cycle with the only things running was the refrigerator, freezer and water heater. Impossible for 30 kwh per day usage.

SEE ATTACHED RECEIPTS FOR PROOF OF LOCATION

AMPS OF MAJOR APPLIANCES AND A TIME STUDY CALCULATED USAGE IN A 24 HOUR TIME FRAME

<u>amps x volts = watts</u>		<u>watts x hours/ 1000 = kwh</u>	CALCULATED KWH USAGE PER FORMULA	
SMALL REFRIGERATOR	1.25 AMPS	6 HOURS PER DAY		.9 KWH
WATER COOLER	4.75 AMPS	6 HOURS PER DAY		3.42 KWH
MICRO WAVE	12.8 AMPS	6 MINUTES PER DAY		.1536 KWH
TOASTER OVEN	12.4 AMPS	6 MINUTES PER DAY		.1488 KWH
FIRE PLACE BLOWER	.5 AMPS	24 HOURS PER DAY		1.5 KWH
TV	.85 AMPS	3 HOURS PER DAY		.306 KWH
WATER HEATER	17.5 AMPS	WATER HEATER TURNED ON FOR 15 MINUTES PER DAY		1.05 KWH
WASHER	1.3 AMPS	2 LOADS PER WEEK = 2HOURS PER WEEK		.312 KWH
FREEZER	1.60 AMPS	1/4 OF A 24 HOUR TIME FRAME = 6HOURS		1.152 KWH
TOTAL				8.9424 KWH

REFERENCE ACTUAL METER READINGS DO NOT MATCH ACTUAL KWHS USED BY APPLIANCES

COOK STOVE AND OVEN, DISHWASHER, KITCHEN REFRIGERATOR WERE NOT USED DURING AUDIT
(THE DISHWASHER AND OVEN ARE RARELY USED)

STOVE TOP	10.5 AMPS	1 HOURS OF USE PER DAY	2.52 KWH
OVEN	19 AMPS	1 HOUR PER MONTH (rarely used the oven) PER MONTH	4.56 KWH
DISHWASHER	5.51 AMPS	1.5 HOURS PER 2 OR 3 MONTHS (I wash dishes by hand)	.992 KWH
KITCHEN REFRIGERATOR	3.53 AMPS	6 HOURS PER DAY	2.54 KWH
			10.28 KWH

PROPANE COLEMAN CAMP COOK STOVE WAS USED DURING AUDIT, WATER HEATER WAS TURNED ON FOR 15 MINUTES PER DAY

FOR A SHOWER. STOPPED USING WATER HEATER COMPLETELY ON FEBRUARY 9TH.

***The home is heated with an insert in the wood burning fireplace and a ventless propane stove on the opposite side of the house from the fireplace. Therefore the furnace is not even considered part of the heating system and hasn't been for years.

SEE ATTACHED PHOTOS OF PROOF OF APPLIANCES AND PROPANE RECEIPTS

AMPS MEASURED USING GREENLEE, CM-450 DIGITAL CLAMP - ON METER

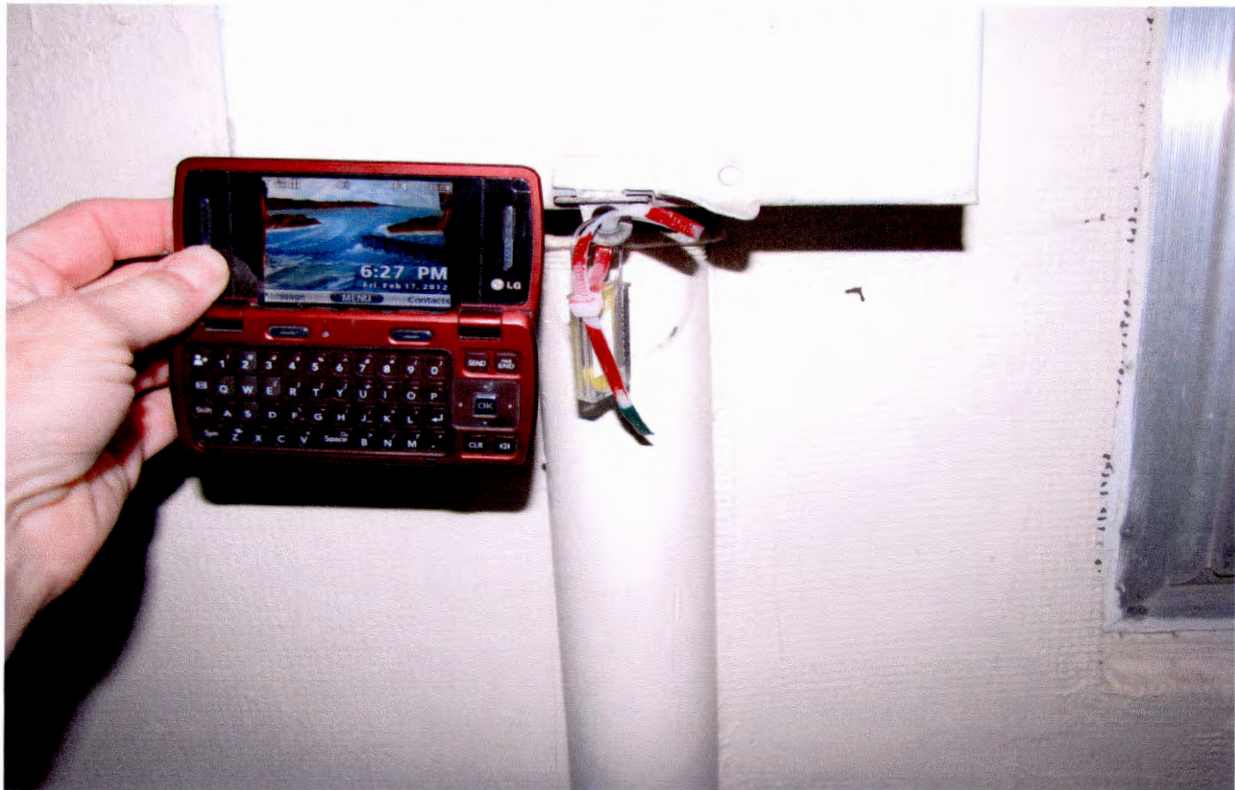
MAIN LINE COMING IN THE HOUSE FROM THE METER WITH ALL MAJOR APPLIANCES PLUGGED IN AND RUNNING SHOWED 3.85 AMPS. SMALL REFRIGERATOR, FREEZER, WATER COOLER, BLOWER ON FIRE PLACE, TV, FAMILY ROOM LIGHTS, KITCHEN LIGHTS, LAUNDRY ROOM LIGHTS, CEILING FAN IN FAMILY ROOM.

FEBRUARY 12TH READING FROM 9AM TO 8:30PM REGISTERED 8 KWH USED WITH THE ONLY THING PLUGGED IN THRU OUT THE ENTIRE HOUSE WAS A TV. NO LIGHTS NOTHING WAS PLUGGED IN. THIS WAS FOR 11 ½ HOURS.

***AT THE START OF THE AUDIT ALL OUTLETS WERE FREE OF ANYTHING BEING PLUGGED IN THROUGH OUT THE HOUSE AND PROPERTY. THE ONLY THINGS BEING SUPPLIED WITH ELECTRICITY ARE THE LISTED APPLIANCES AND ITEMS ABOVE.

CUSTOM ZIP TIE ADDED TO METER FOR SECURITY PURPOSES REFERENCE DATE FEB. 17TH . CELL PHONE WAS USED FOR DATE AND TIME VERIFICATION. IF ANYONE ENTERS THE BOX THEY MUST CUT THE ZIP TIE ALONG WITH THE EMPIRE ELECTRIC TAG. THIS WAY ANY CHANGE IN METER SETTING WILL BE DETECTED

IMME



DIATELY.

THE FAR RIGHT HAND COLUMNS COMPARES THE USAGE OF 2012 TO PREVIOUS YEARS OF THE SAME MONTHS THIS IS AFTER THE CONTROLLED STUDY FROM JANUARY 29th TO MARCH 5th WHEN IT ENDED. DURING THE MONTHS OF 2012 WHERE IT STATES "AC USED", IN PREVIOUS YEARS THE ONLY COOLING DEVICE USED WAS A WINDOW AC UNIT USED IN THE MASTER BEDROOM AT NIGHT ONLY. I DO NOT HAVE A NEED TO COOL THE ENTIRE HOUSE WHEN I WORK 12 TO 16 HOURS A DAY. LOOK AT THE MONTHS WHEN NO HEAT OR COOLING IS NEEDED AND YOU WILL SEE A SIGNIFICANT DIFFERENCE IN KWH USED COMPARED TO 2012.

Read date	Avg temp	Avg Usage	Red Points	Lines	Current readings for 2012	
1/16/2012	38.70	39		38.73		
12/14/2011	40.73	43				
11/14/2011	52.90	37				
10/14/2011	62.24	30	10/15/12	16.71		NO AC
9/15/2011	75.83	46	9/13/12	21.62	AC USED (CENTRAL AIR UNIT)	
8/16/2011	83.59	72	8/16/12	48.94	AC USED (CENTRAL AIR UNIT)	
7/18/2011	81.53	48	7/16/12	38.52		AC USED
6/16/2011	72.52	33	6/15/12	20.69		AC USED
5/16/2011	58.00	39	5/14/12	14.52		NO AC
4/14/2011	54.77	43	4/13/12	15.13		NO AC
3/15/2011	45.54	52	3/14/12	15.13		
2/15/2011	28.44	70	2/14/12	23.07		
1/14/2011	30.97	58				
12/13/2010	38.26	48				
11/12/2010	55.04	38				
10/19/2010	63.27	39	10/15/12	16.71		NO AC
9/16/2010	75.10	30	9/13/12	21.62	AC USED (CENTRAL AIR UNIT)	
8/16/2010	83.07	74	8/16/12	48.94		AC USED
7/19/2010	79.79	57	7/16/12	38.52		AC USED
6/16/2010	74.34	40	6/15/12	20.69		AC USED
5/18/2010	60.44	36	5/14/12	14.52		NO AC
4/16/2010	55.80	51	4/13/12	15.13		NO AC
3/17/2010	40.07	55	3/14/12	15.13		
2/16/2010	30.46	54	2/14/12	23.07		
1/19/2010	28.25	45				
12/14/2009	40.55	47				
11/13/2009	53.86	34				
10/16/2009	57.73	33	10/15/12	16.71		NO AC
9/16/2009	69.67	27	9/13/12	21.62	AC USED (CENTRAL AIR UNIT)	
8/17/2009	75.26	46	8/16/12	48.94		AC USED
7/17/2009	77.71	54	7/16/12	38.52		AC USED
6/12/2009	67.61	33	6/15/12	20.69		AC USED
5/15/2009	62.07	31	5/14/12	14.52		NO AC
4/15/2009	49.10	63	4/13/12	15.13		NO AC
3/16/2009	42.41	43	3/14/12	15.13		
2/12/2009	36.15	57	2/14/12	23.07		
1/17/2009	32.73	127				
12/15/2008	37.57	108				
11/10/2008	51.85	53				
10/15/2008	65.57	27	10/15/12	16.71		NO AC
9/15/2008	72.33	36	9/13/12	21.62	AC USED (CENTRAL AIR UNIT)	
8/13/2008	79.62	55	8/16/12	48.94		AC USED
7/15/2008	74.16	47	7/16/12	38.52		AC USED
6/13/2008	70.23	36	6/15/12	20.69		AC USED

5/13/2008	56.69	40	5/14/12	14.52	NO AC
4/11/2008	49.93	74	4/13/12	15.13	NO AC
3/12/2008	37.73	124	3/14/12	15.13	
2/15/2008	32.45	55	2/14/12	23.07	
1/15/2008	36.47	79			
12/12/2007	41.55	106			
11/13/2007	54.73	51			
10/11/2007	69.90	39	10/15/12	16.71	NO AC
9/12/2007	77.47	48	9/13/12	21.62	AC USED (CENTRAL AIR UNIT)
8/13/2007	80.86	39	8/16/12	48.94	AC USED
7/16/2007	77.67	27	7/16/12	38.52	AC USED
6/13/2007	70.59	31	6/15/12	20.69	AC USED
5/15/2007	67.59	32	5/14/12	14.52	NO AC
4/16/2007	54.06	41	4/13/12	15.13	NO AC
3/13/2007	45.85	54	3/14/12	15.13	
2/14/2007	28.75	47	2/14/12	23.07	
1/17/2007		71			

Detail for Sherry Veach .: 417-838-2141

Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
1/20	8:38A	417-865-2475	Peak	PlanAllow	Springfld MO	Springfld MO	2	---	---	---
1/20	9:15A	417-759-7522	Peak	PlanAllow	Springfld MO	Fair Grove MO	7	---	---	---
1/20	11:10A	417-593-1037	Peak	PlanAllow	Springfld MO	Incoming CL	4	---	---	---
1/20	11:37A	417-840-0420	Peak	M2MAIlow	Springfld MO	Springfld MO	1	---	---	---
1/20	11:37A	417-840-0420	Peak	M2MAIlow	Springfld MO	Incoming CL	4	---	---	---
1/20	11:43A	417-880-2975	Peak	M2MAIlow	Springfld MO	Springfld MO	4	---	---	---
1/20	2:28P	417-823-3700	Peak	PlanAllow	Springfld MO	Springfld MO	14	---	---	---
1/20	3:30P	909-374-9789	Peak	PlanAllow	Springfld MO	Incoming CL	1	---	---	---
1/20	5:37P	417-234-0768	Peak	PlanAllow	Springfld MO	Incoming CL	1	---	---	---
1/20	6:11P	937-362-4514	Peak	PlanAllow	Springfld MO	Rosewood OH	1	---	---	---
1/20	6:13P	937-362-4514	Peak	PlanAllow	Springfld MO	Rosewood OH	32	---	---	---
1/20	6:45P	937-362-4514	Peak	PlanAllow	Fair Grove MO	Rosewood OH	20	---	---	---
1/20	7:05P	000-000-0086	Peak	PlanAllow,CalIVM	Fair Grove MO	Voice Mail CL	1	---	---	---
1/20	7:06P	417-759-7522	Peak	PlanAllow	Fair Grove MO	Fair Grove MO	46	---	---	---
1/20	8:45P	417-766-0544	Peak	PlanAllow	Fair Grove MO	Incoming CL	17	---	---	---
1/21	8:07A	937-362-4514	Off-Peak	N&W	Fair Grove MO	Rosewood OH	26	---	---	---
1/21	8:31A	417-593-1037	Off-Peak	N&W,CalIWait	Stratford MO	Incoming CL	8	---	---	---
1/21	8:40A	417-759-7788	Off-Peak	N&W	Springfld MO	Fair Grove MO	10	---	---	---
1/21	8:51A	417-234-0768	Off-Peak	N&W	Springfld MO	Springfld MO	1	---	---	---
1/21	10:06A	937-362-4514	Off-Peak	N&W	Springfld MO	Rosewood OH	34	---	---	---
1/21	11:17A	417-521-8313	Off-Peak	N&W	Fair Grove MO	Springfld MO	1	---	---	---
1/21	11:40A	417-234-0768	Off-Peak	N&W	Fair Grove MO	Springfld MO	1	---	---	---
1/21	11:42A	417-724-7054	Off-Peak	N&W	Fair Grove MO	Nixa MO	1	---	---	---
1/21	1:38P	417-880-2975	Off-Peak	N&W	Springfld MO	Springfld MO	17	---	---	---
1/21	1:56P	417-593-1037	Off-Peak	N&W	Springfld MO	Incoming CL	2	---	---	---
1/21	2:36P	417-724-7054	Off-Peak	N&W	Springfld MO	Nixa MO	11	---	---	---
1/21	3:24P	417-880-2975	Off-Peak	N&W	Springfld MO	Springfld MO	3	---	---	---
1/21	3:26P	417-840-0420	Off-Peak	N&W	Springfld MO	Springfld MO	1	---	---	---
1/21	3:48P	417-234-1031	Off-Peak	N&W	Springfld MO	Springfld MO	4	---	---	---
1/21	5:03P	417-880-2975	Off-Peak	N&W	Fair Grove MO	Incoming CL	16	---	---	---
1/22	12:12P	000-000-0086	Off-Peak	N&W,CalIVM	Fair Grove MO	Voice Mail CL	2	---	---	---
1/22	4:23P	937-362-4514	Off-Peak	N&W	Fair Grove MO	Rosewood OH	3	---	---	---
1/23	9:01A	417-759-2353	Peak	PlanAllow	Springfld MO	Fair Grove MO	3	---	---	---
1/23	9:06A	417-759-2353	Peak	PlanAllow	Springfld MO	Incoming CL	11	---	---	---
1/23	9:27A	417-759-2353	Peak	PlanAllow	Springfld MO	Fair Grove MO	2	---	---	---
1/23	9:33A	417-840-0420	Peak	M2MAIlow	Springfld MO	Incoming CL	2	---	---	---
1/23	9:35A	417-881-5559	Peak	PlanAllow	Springfld MO	Springfld MO	4	---	---	---
1/23	10:43A	937-362-4514	Peak	PlanAllow	Springfld MO	Rosewood OH	19	---	---	---
1/23	11:50A	800-206-2300	Peak	PlanAllow	Fair Grove MO	Toll-Free CL	8	---	---	---
1/23	12:02P	417-830-3858	Peak	M2MAIlow	Fair Grove MO	Springfld MO	3	---	---	---
1/23	12:06P	937-362-4514	Peak	PlanAllow	Fair Grove MO	Rosewood OH	6	---	---	---
1/23	12:16P	417-234-1031	Peak	PlanAllow	Springfld MO	Springfld MO	3	---	---	---
1/23	12:19P	417-823-3700	Peak	PlanAllow	Springfld MO	Springfld MO	1	---	---	---
1/23	1:10P	971-220-1011	Peak	PlanAllow	Springfld MO	Incoming CL	1	---	---	---
1/23	2:19P	417-837-4005	Peak	PlanAllow	Springfld MO	Springfld MO	10	---	---	---

Detail for Sherry Veach .: 417-838-2141

Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
1/23	5:40P	417-759-7522	Peak	PlanAllow	Springfield MO	Fair Grove MO	3	---	---	---
1/23	5:43P	417-840-0420	Peak	M2MAIlow,CallWait	Springfield MO	Incoming CL	2	---	---	---
1/23	5:44P	417-759-7522	Peak	PlanAllow	Springfield MO	Fair Grove MO	12	---	---	---
1/23	6:41P	417-693-1347	Peak	M2MAIlow	Fair Grove MO	Incoming CL	3	---	---	---
1/24	8:08A	800-206-2300	Peak	PlanAllow	Fair Grove MO	Toll-Free CL	3	---	---	---
1/24	8:10A	800-206-2300	Peak	PlanAllow	Fair Grove MO	Toll-Free CL	9	---	---	---
1/24	8:19A	800-206-2300	Peak	PlanAllow	Fair Grove MO	Toll-Free CL	3	---	---	---
1/24	8:22A	417-234-1031	Peak	PlanAllow	Fair Grove MO	Springfield MO	6	---	---	---
1/24	8:30A	417-844-8417	Peak	M2MAIlow	Fair Grove MO	Springfield MO	11	---	---	---
1/24	8:41A	417-844-8417	Peak	M2MAIlow	Fair Grove MO	Incoming CL	16	---	---	---
1/24	8:57A	417-823-3700	Peak	PlanAllow	Springfield MO	Springfield MO	1	---	---	---
1/24	9:05A	727-938-0000	Peak	PlanAllow	Springfield MO	Incoming CL	1	---	---	---
1/24	11:11A	937-362-4514	Peak	PlanAllow	Springfield MO	Rosewood OH	9	---	---	---
1/24	11:33A	417-759-2940	Peak	PlanAllow	Springfield MO	Fair Grove MO	10	---	---	---
1/24	11:43A	937-362-4514	Peak	PlanAllow	Springfield MO	Rosewood OH	24	---	---	---
1/24	12:11P	417-521-8313	Peak	M2MAIlow	Springfield MO	Incoming CL	4	---	---	---
1/24	2:01P	417-379-0652	Peak	PlanAllow	Springfield MO	Incoming CL	1	---	---	---
1/24	2:07P	417-693-1347	Peak	M2MAIlow	Springfield MO	Incoming CL	9	---	---	---
1/24	5:12P	417-844-8417	Peak	M2MAIlow	Springfield MO	Springfield MO	22	---	---	---
1/24	5:34P	417-759-2749	Peak	PlanAllow	Stratford MO	Fair Grove MO	3	---	---	---
1/24	5:36P	417-759-2940	Peak	PlanAllow	Fair Grove MO	Fair Grove MO	5	---	---	---
1/24	6:21P	000-000-0086	Peak	PlanAllow,CallVM	Fair Grove MO	Voice Mail CL	1	---	---	---
1/24	6:24P	000-000-0086	Peak	PlanAllow,CallVM	Fair Grove MO	Voice Mail CL	1	---	---	---
1/24	6:25P	800-206-2300	Peak	PlanAllow	Fair Grove MO	Toll-Free CL	3	---	---	---
1/24	6:28P	800-206-2300	Peak	PlanAllow	Fair Grove MO	Toll-Free CL	4	---	---	---
1/24	6:31P	937-362-4514	Peak	PlanAllow	Fair Grove MO	Rosewood OH	19	---	---	---
1/25	8:05A	800-206-2300	Peak	PlanAllow	Fair Grove MO	Toll-Free CL	17	---	---	---
1/25	8:21A	417-759-2940	Peak	PlanAllow	Fair Grove MO	Fair Grove MO	27	---	---	---
1/25	8:48A	417-759-7000	Peak	PlanAllow	Fair Grove MO	Fair Grove MO	7	---	---	---
1/25	8:54A	417-844-8417	Peak	M2MAIlow	Fair Grove MO	Springfield MO	39	---	---	---
1/25	9:33A	417-833-0293	Peak	PlanAllow	Fair Grove MO	Springfield MO	3	---	---	---
1/25	9:37A	417-823-3700	Peak	PlanAllow	Fair Grove MO	Springfield MO	1	---	---	---
1/25	10:10A	417-833-1970	Peak	PlanAllow	Fair Grove MO	Incoming CL	10	---	---	---
1/25	10:20A	937-362-4514	Peak	PlanAllow	Fair Grove MO	Rosewood OH	59	---	---	---
1/25	11:37A	417-759-2749	Peak	PlanAllow	Fair Grove MO	Fair Grove MO	45	---	---	---
1/25	12:40P	417-844-8417	Peak	M2MAIlow	Springfield MO	Incoming CL	4	---	---	---
1/25	12:53P	937-362-4514	Peak	PlanAllow	Springfield MO	Rosewood OH	14	---	---	---
1/25	1:11P	417-840-0420	Peak	M2MAIlow	Springfield MO	Springfield MO	1	---	---	---
1/25	1:12P	417-759-2749	Peak	PlanAllow	Springfield MO	Fair Grove MO	5	---	---	---
1/25	2:36P	417-881-5559	Peak	PlanAllow	Springfield MO	Springfield MO	1	---	---	---
1/25	2:41P	417-881-5694	Peak	PlanAllow	Springfield MO	Incoming CL	1	---	---	---
1/25	3:14P	877-673-2490	Peak	PlanAllow	Springfield MO	Incoming CL	1	---	---	---
1/25	4:24P	000-000-0086	Peak	PlanAllow,CallVM	Springfield MO	Voice Mail CL	1	---	---	---
1/25	4:25P	417-880-2975	Peak	M2MAIlow	Springfield MO	Springfield MO	4	---	---	---
1/25	4:33P	417-234-0768	Peak	PlanAllow	Springfield MO	Springfield MO	1	---	---	---

THE EMPIRE DISTRICT ELECTRIC COMPANY

1 PHASE METER TEST REPORT

NAME AND ADDRESS SHERRY VEACH 98 N. SWAN FAIR GROVE MO				TELEPHONE 1-16		DATE 1-24-12		METER MULTIPLIER 39886		TYPE OF TEST Cont. Equip		MFG SERIAL NUMBER 17573699	
METER SIZE 200		VOLTS 240		FORM 25		MANUFACTURER DUCED		AS FOUND READING 30095		C.T. RATIO		P.T. RATIO	
STD NO 59	SET SEAL 400	TEST SEAL 281	TYPE MS	REG. RATIO 13 7/9	K ₁ 7.2	K ₂	AS LEFT READING		DIAL K	CYCLE 60			
AS FOUND CREEP YES (NO)		AS LEFT CREEP YES (NO)		AS FOUND		AS LEFT		CUSTOMER LOAD REV. IN SEC. = Kw					
STD. K		SERIES											
LOAD	REV METER	COR.	ACT.	PCT.	ACT.	PCT.	ADJUSTED						
50 A	10	12	717	100.3	11		HL	LL	COMP				
UNITY													
5 A	1	7.2	7192	100.1	11		LOWER BEARING		TOP BEARING				
UNITY							YES NO		YES NO				
5 PF							METER READER COMMENT CODE						

Last Test Date:

[illegible]

Account Detail

Electric 170921-88-099 For Service at 98 N Swan Street #A, Fair Grove, MO 65648-8178				Rate: RG-Residential
Read for: 00154588 From 12/14/11 to 01/16/12 (33 Days), Curr Read - 29866 Prev Read - 28588, Totaling 1,278 Kwh				
1/23/12	Customer Charge	1 x 12.52	\$12.52	
1/23/12	Usage Charge	600kwh x .107	\$64.20	
1/23/12	Usage Charge	678kwh x .0871	\$59.05	
1/23/12	Fuel Charge	1278kwh x .00417	\$5.33	
1/23/12	Franchise Fee	\$141.10 x .05	\$7.06	
1/23/12	Greene County Tax	\$141.10 x .0075	\$1.05	
Current Months Charges:			\$149.21	
1/12/12	Late Payment Fee	\$147.97 x .005		\$0.74
Billed Charges:				\$149.95

Account Detail

Electric 170921-88-099 For Service at 98 N Swan Street #A, Fair Grove, MO 65648-8178				Rate: RG-Residential
Read for: 00154588 From 01/16/12 to 02/14/12 (29 Days), Curr Read - 30535 Prev Read - 29866, Totaling 669 Kwh				
2/21/12	Customer Charge	1 x 12.52	\$12.52	
2/21/12	Usage Charge	600kwh x .107	\$64.20	
2/21/12	Usage Charge	69kwh x .0871	\$6.01	
2/21/12	Fuel Charge	669kwh x .00417	\$2.79	
2/21/12	Franchise Fee	\$85.52 x .05	\$4.28	
2/21/12	Greene County Tax	\$85.52 x .0075	\$0.64	
Current Months Charges:			\$90.44	
2/15/12	Late Payment Fee	\$147.92 x .005		\$0.74
Billed Charges:				\$91.18

Account Detail

Electric 170921-88-099 For Service at 98 N Swan Street #A, Fair Grove, MO 65648-8178				Rate: RG-Residential
Read for: 00154588 From 02/14/12 to 03/14/12 (29 Days), Curr Read - 30936 Prev Read - 30535, Totaling 401 Kwh				
3/21/12	Customer Charge	1 x 12.52	\$12.52	
3/21/12	Usage Charge	401kwh x .107	\$42.91	
3/21/12	Fuel Charge	401kwh x .00417	\$1.67	
3/21/12	Franchise Fee	\$57.10 x .05	\$2.86	
3/21/12	Greene County Tax	\$57.10 x .0075	\$0.42	
Current Months Charges:			\$60.38	
3/15/12	Late Payment Fee	\$91.18 x .005		\$0.46
Billed Charges:				\$60.84

Account Detail

Electric 170921-88-099 For Service at 98 N Swan Street #A, Fair Grove, MO 65648-8178				Rate: RG-Residential
Read for: 00154588 From 03/14/12 to 04/13/12 (30 Days), Curr Read - 31387 Prev Read - 30936, Totaling 451 Kwh				
4/20/12	Customer Charge	1 x 12.52	\$12.52	
4/20/12	Usage Charge	451kwh x .107	\$48.26	
4/20/12	Fuel Charge	451kwh x .00417	\$1.88	
4/20/12	Franchise Fee	\$62.66 x .05	\$3.13	
4/20/12	Greene County Tax	\$62.66 x .0075	\$0.46	
Current Months Charges:			\$66.25	
4/13/12	Late Payment Fee	\$60.84 x .005		\$0.30
Billed Charges:				\$66.55

Account Detail

Electric 170921-88-099 For Service at 98 N Swan Street #A, Fair Grove, MO 65648-8178				Rate: RG-Residential
Read for: 00154588 From 04/13/12 to 05/14/12 (31 Days), Curr Read - 31837 Prev Read - 31387, Totaling 450 Kwh				
5/21/12	Customer Charge	1 x 12.52	\$12.52	
5/21/12	Usage Charge	450kwh x .107	\$48.15	
5/21/12	Fuel Charge	450kwh x .00417	\$1.88	
5/21/12	Franchise Fee	\$62.55 x .05	\$3.13	
5/21/12	Greene County Tax	\$62.55 x .0075	\$0.46	
Current Months Charges:			\$66.14	
Billed Charges:				\$66.14

Account Detail

Electric 170921-88-099	For Service at 98 N Swan Street #A, Fair Grove, MO 65648-8178		Rate: RG-Residential
Read for: 00154588 From 05/14/12 to 06/15/12 (32 Days), Curr Read - 32523 Prev Read - 31837, Totaling 686 Kwh			
6/21/12	Customer Charge	1 x 12.52	\$12.52
6/21/12	Usage Charge	600kwh x .107	\$64.20
6/21/12	Usage Charge	86kwh x .107	\$9.20
6/21/12	Fuel Charge	300kwh x .00183	\$0.55 CR
6/21/12	Fuel Charge	386kwh x .00417	\$1.61
6/21/12	Franchise Fee	\$86.98 x .05	\$4.35
6/21/12	Greene County Tax	\$86.98 x .0075	\$0.65
Current Months Charges:			\$91.98
6/13/12	Late Payment Fee	\$66.14 x .005	\$0.33
Billed Charges:			\$92.31

Account Detail

Electric 170921-88-099	For Service at 98 N Swan Street #A, Fair Grove, MO 65648-8178		Rate: RG-Residential
Read for: 00154588 From 06/15/12 to 07/16/12 (31 Days), Curr Read - 33717 Prev Read - 32523, Totaling 1,194 Kwh			
7/23/12	Customer Charge	1 x 12.52	\$12.52
7/23/12	Usage Charge	600kwh x .107	\$64.20
7/23/12	Usage Charge	594kwh x .107	\$63.56
7/23/12	Fuel Charge	1194kwh x .00183	\$2.19 CR
7/23/12	Franchise Fee	\$138.09 x .05	\$6.90
7/23/12	Greene County Tax	\$138.09 x .0075	\$1.03
Current Months Charges:			\$146.02
7/16/12	Late Payment Fee	\$92.31 x .005	\$0.46
Billed Charges:			\$146.48

Account Detail

Electric	170921-88-099	For Service at 98 N Swan Street #A, Fair Grove, MO 65648-8178		Rate: RG-Residential
Read for: 00154588 From 07/16/12 to 08/15/12 (30 Days), Curr Read - 35277 Prev Read - 33717, Totaling 1,560 kWh				
8/22/12	Customer Charge	1 x 12.52		\$12.52
8/22/12	Usage Charge	600kwh x .107		\$64.20
8/22/12	Usage Charge	960kwh x .107		\$102.72
8/22/12	Fuel Charge	1560kwh x .00183		\$2.85 CR
8/22/12	Franchise Fee	\$176.59 x .05		\$8.83
8/22/12	Greene County Tax	\$176.59 x .0075		\$1.32
Current Months Charges:				\$186.74
8/15/12	Late Payment Fee	\$146.48 x .005		\$0.73
Billed Charges:				\$187.47

Account Detail

Electric 170921-88-099	For Service at 98 N Swan Street #A, Fair Grove, MO 65648-8178		Rate: RG-Residential
Read for: 00154588 From 08/15/12 to 09/13/12 (29 Days), Curr Read - 35904 Prev Read - 35277, Totaling 627 Kwh			
9/21/12	Customer Charge	1 x 12.52	\$12.52
9/21/12	Usage Charge	600kwh x .107	\$64.20
9/21/12	Usage Charge	27kwh x .107	\$2.89
9/21/12	Fuel Charge	627kwh x .00183	\$1.15 CR
9/21/12	Franchise Fee	\$78.46 x .05	\$3.92
9/21/12	Greene County Tax	\$78.46 x .0075	\$0.58
Current Months Charges:			\$82.96
Billed Charges:			\$82.96

Account Detail

Electric	170921-88-099	For Service at 98 N Swan Street #A, Fair Grove, MO 65648-8178		Rate: RG-Residential
Read for: 00154588 From 09/13/12 to 10/15/12 (32 Days), Curr Read - 36439 Prev Read - 35904, Totaling 535 Kwh				
10/23/12	Customer Charge	1 x 12.52		\$12.52
10/23/12	Usage Charge	535kwh x .107		\$57.25
10/23/12	Fuel Charge	535kwh x .00183		\$0.98 CR
10/23/12	Franchise Fee	\$68.79 x .05		\$3.44
10/23/12	Greene County Tax	\$68.79 x .00875		\$0.60
Current Months Charges:				\$72.83
10/16/12	Late Payment Fee	\$82.96 x .005		\$0.41
Billed Charges:				\$73.24

From: Elizabeth Dumm [mailto:edumm@empiredistrict.com]
Sent: Friday, March 30, 2012 3:39 PM
To: Rita Clarkson
Cc: Pat Strader
Subject: Constituent Sherry Veach

Rita,

Pat Strader forwarded to me information regarding Rep. Schoeller's constituent Sherry Veach. We have learned that Ms. Veach's issue was thoroughly investigated by both Empire District Electric and the Missouri Public Service Commission. Due to customer privacy laws, we feel your best avenue is to speak with the MPSC investigator, Dan Beck, who can provide more detailed information.

Please let me know if there are additional questions. Thank you, and have a great weekend!

Elizabeth

Elizabeth Dumm

Director of Governmental Affairs

The Empire District Electric Company

602 S. Joplin Ave.

Joplin, MO 64802

Tel: 417-625-4255

Fax: 417-625-5173

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Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

Sherry Veach / Empire Electric

From: **sherry veach** (slveach@hotmail.com)

Sent: Sun 4/01/12 8:34 AM

To: rita.clarkson@house.mo.gov; plstrader@embarqmail.com

Rita,

I have sent you several e-mails to get the information to you so be sure to open all of them for the full report. Anything someone can do to get this matter taken care of as soon as possible will be greatly appreciated.

I have already been taken advantage of and literally robbed by Empire Electric for 24 years. Anyone caught robbing someone else on the street or in their home would go to prison for the crime. The least the criminal in this case could do is pay back the money they stole. Their act of thievery is not only illegal but immoral and unacceptable according to the laws of our republic. Restitution in the form of a check to me from them should be more acceptable than a court case or prison or me going to the news media with proof of fraud by Empire Electric Company by use of miss-calibrated meters. I have followed every legal avenue that has been suggested to me to this point which has basically been ignored including PSC, which I discovered is being paid by the utilies making them in my opinion far from impartial. I am not above nameing all parties that have ignored my plea for help when I contact the news media which is imminent.

Sincerely
Sherry

 Art washes away from the
Soul the dust of everyday life
Sherry

RE: Constituent Sherry Veach

From: **Rita Clarkson** (Rita.Clarkson@house.mo.gov)
Sent: Mon 4/02/12 10:53 AM
To: Elizabeth Dumm (edumm@empiredistrict.com)
Cc: slveach@hotmail.com (slveach@hotmail.com)

Elizabeth,

Thank you for your quick response. I understand the privacy laws, but if Sherry Veach and Empire show their records it will be obvious to see what has been going on. I haven't seen Ms. Veach's records, but with a dual degree in Engineering you would have to agree, her bookkeeping and records are going to be very accurate. I'm sure Empire will be able to show how much she has been paying the last few years compared to what she is paying now. After many years of fighting w/Empire's local office to come out and recalibrate her meter, someone finally did when she was not there. Before she was down to using no appliances and the meter was still showing her using a lot! Now she has plugged everything back in and the meter is hardly showing anything. I believe she would like to be reimbursed for the last 5 years, not the last 15 plus....

I'm not sure which direction she will decide to go with this, but Rep. Schoeller was hoping Empire would be able to do something without her filing a complaint with PSC or getting an attorney and take this to court. Someone from our office will probably be calling Dan Beck. Rep. Schoeller and I will discuss this further to see what action he wants to take, since you feel like there are no other avenues with your office.

Sincerely,

Rita Z. Clarkson

Executive Assistant to

Speaker Pro Tem

Shane Schoeller

District 139

Capitol Building, Rm. 301

Jefferson City, MO 65101

(573)751-2948

RE: Sherry Veach / Empire Electric

From: **Rita Clarkson** (Rita.Clarkson@house.mo.gov)

Sent: Mon 4/02/12 11:47 AM

To: sherry veach (slveach@hotmail.com)

Sherry,

I just rec'd a call from Empire and they ask me if I would tell you to only send me your e-mails. They would prefer to be contacted thru me and they advised me to contact the PSC office now, since they are involved. So I will inform Shane, too. Shane will not be in until before his Leadership meeting at 3:00 and then he has 4:00 session, so it will probably be Tuesday before I have the chance to talk with him.

Thank you,

Rita Z. Clarkson

Executive Assistant to

Speaker Pro Tem

Shane Schoeller

District 139

Capitol Building, Rm. 301

Jefferson City, MO 65101

(573)751-2948

From: sherry veach [mailto:slveach@hotmail.com]

Sent: Sunday, April 01, 2012 8:34 AM

To: Rita Clarkson; plstrader@embarqmail.com

Subject: Sherry Veach / Empire Electric

Window AC unit = $560\text{W}/5.0\text{A} = .57\text{kwh/per hours of use} = 4.48\text{kwh/per 8 hours of use}$
 $= 134\text{kwh per a 30 day billing cycle}$