

701 Jacobs Lane
Freeburg, IL 62243-1820
October 11, 2007

ILLINOIS
COMMERCIAL COMMISSION

2007 OCT 15 A 11: 11 *ms*

Ms. Elizabeth Rolando
Chief Clerk
Illinois Commerce Commission
527 East Capitol Avenue
Springfield, IL 62701

CHIEF CLERK'S OFFICE

Re: Carol Jacobs-Lugge vs. Illinois Power Company d/b/a
Ameren IP Docket No. 07-0346

Dear Ms. Rolando:

The "referee test" of my electric meter on September 18, 2007, and Mr. Greg Rockrohr's Direct Testimony of October 5, 2007, has raised questions in my mind.

During the above test, I mentioned that the previous test, done April 12, 2007, had been done by a company hired by Ameren to do such tests. The assembled group of ICC representatives and Ameren people registered immediate consternation. My statement produced questioning looks by the ICC representatives and was promptly assailed by the Ameren men who loudly said, "You are wrong. An Ameren employee did that test." Mr. Greg Rockrohr chimed in to say, in no uncertain terms, that it was "illegal" for Ameren to outsource such jobs.

I was dumbfounded at these reactions. During that test, I asked the man why he was not in an Ameren truck as I had thought that Ameren would do the test. He told me that Ameren outsourced these jobs, that his company was employed by Ameren to do this. There was more conversation about the practice of U.S. companies outsourcing jobs to countries all over the world – he was glad that at least Ameren hired local people to do this as it helped in his job security.

Because I have been so upset by this whole electrical business, I simply said to these people that I was not wrong! I told them what the man doing the test had said. I did not know the man's name; then was asked the name on the truck, but in the heat of moment, I could not remember it. I did, however, remember that there was something special about the name. A couple of days later (older people will understand this), I remembered the name on the truck. It was JF Electrical. I remembered it because the initials J. F. are the same as my son's initials. So the next day I looked in the telephone book to locate JF Electrical and found that the company is out of Edwardsville. For a couple of days, I pondered this information

wondering what to do. Then, I called that company (JF Electrical, Inc at 100 Lakefront Parkway in Edwardsville, IL, 618-797-5353), talked to a lady, told her that her company had done a test on my meter in April, and I wondered if she could give me the readings that the meter showed that day. She told me she had only the usage reading, that I could get the rest of the information by calling Ameren directly. As I have been keeping an almost daily record of my meter readings, I went to that list...and *sure enough* the reading that she gave me was within a few KWH of what I had recorded that day!

So again, to put it bluntly, Ameren has lied to me and to you.

On page 6 of Mr. Rockrohr's testimony, he states (beginning in line 112) "Since time-of-day metering is no longer required at Complainant's residence, Ameren IP planned to install a simpler meter to record Complainant's energy consumption. Ameren IP stated that it had already delayed exchanging Complainant's meter with an AMR meter due to this complaint proceeding. AmerenIP felt a meter replacement during the proceeding might give the appearance that AmerenIP believed there was a problem with the accuracy of meter #53206140..." The above quote is NOT what I heard that day, and I listened carefully to everything that was said except when the men huddled together. The Ameren men did tell me that the company was going to electronic meter reading (about which I had already read and heard) and eventually would have to change mine. They wondered if I wanted them to go ahead and change it that day. I asked them when the company would go to the new reading method, and they were not sure. I thought about it; then told them that I thought it would be better to wait to change my meter until my complaint had been settled. When the man who had been doing the testing got the meter back together, he showed me extensively the "clip-lock" thing (I do not know the real name for this) that he was putting on the bottom of the meter housing explaining that if this were damaged it would show that someone had fiddled with the meter. I was forced to wonder if he thought that I would do this.

In Mr. Rockrohr's testimony, I learned that on August 28, 2002, our meter had been changed. I was quite ill from mid-summer of 2002 well into 2003. In fact, I was in Barnes Hospital in St. Louis undergoing a colonoscopy on August 28th. My husband was well into his dementia decline and was being cared for outside our home. **Why was our meter changed? And why was it done with no contact with the customer?**

Earlier in this whole process, I had asked that a meter test be done by a competent electrician who had no connection whatsoever to Ameren. I am still uncomfortable

that only Ameren or someone connected to the company has tested the meter. Not one person has given me a sensible reason why one person can use more than double what two persons used. In fact, this, my original question, seems to be studiously avoided by all concerned – except me. Mr. Rockrohr along with Mr. Lickenback (I think that is his name) went over my house from top to bottom checking all the conservation measures I have taken. They both expressed opinions that I had done more than what most people would have done. They suggested that I turn off a refrigerator downstairs to see if it could be using more than it should. I have done this by unplugging it from the outlet. I have also unplugged television sets in two bedrooms. Yet my usage continues to be much more than double that required when my husband was alive and much more use of all appliances was necessary.

Very truly your,



Carol Jacobs-Lugge

cc: Judge John Albers, Administrative Law Judge
Mr. Greg Rockrohr, ICC

e-mails: Mr. Matthew Tomc, Ameren Services Company
Ms. Erika Dominick, Paralegal, Ameren Services Company
Mr. Edward C. Fitzhenry, Ameren Services Company
Mr. Stephen R. Sullivan, Illinois Power Company
Ms. Jackie K. Voiles, Illinois Power Company