

C. C. DOCKET NO. 07-0523Harts Surabuth Exhibit No. \_\_\_\_\_

Docket NO. 07-0523

Witness \_\_\_\_\_

Date 9-17-08 Reporter \_\_\_\_\_CB

In regards to bills on all accounts, there was a lady up at Ameren that did some research and verified that the bills had been getting put into someone else bulk envelope and it was going to Naperville, IL. The reason for this was unclear but her thought was that it had something do to the last names on the accounts. At no point did I ever question the addresses on the bills. I contacted the woman in Naperville, IL. She verified that she had been getting our bills. She said that she had been in contact with Ameren about the mix up and stated that Ameren instructed her to throw the incorrect bills away and promised to fix the error. However, the problem continued though for several more months. The lady began saving the bills. Finally, out of frustration, the lady from Naperville mailed them to me. I called Ameren the day I received them and it still took almost two months for Ameren to deal with the problem. In the end, it was fixed by mailing my bills individually.

In regard to the claim by Anne Nicolas and my FEIN number: No Ameren employee has ever asked me for my FEIN number since these accounts were set up. In regard to the claim by Anne Nicolas and my social security number: There would be no way for that to be verified as my social security number is not on these accounts. I feel that she is telling us company policy here and not what is actually going occurring.

In regards to account 71340-22237 (Laundry Room) 137 – 3 North Pearl Street.

In regards to the Commercial use. On or about February 27<sup>th</sup>, 2007, Ameren CIPS did send out a field personal guy out here to attempt to fix the switched meters. When doing so there guy decided that the laundry room was to be done as a commercial account because that is what it looked like. I did explain to him that this account did service part of an apartment and even showed him that. At no point was there any way the Ameren guy could have misunderstand this because I showed him in great detail, I did not just tell him. He informed me that it would have to be done this way, regardless. He said that I should call the office and that they would have to fix this problem. I did that and it took until July 23, 2007 for Ameren to return it back to a residential rate.

In regards to account number 31340-22339: I cannot provide an address as Ameren has given us two addresses for this account. They show 129 North Pearl Unit 2 and 137 North Pearl Unit 1. I have no idea what meter this account actually went to nor do I have any idea what unit that meter was metering.

In regards to the comment that was made about me requesting that service be changed from Harts INC to Robert Brown: that NEVER happened in any way shape or form. In fact, neither a final bill nor service change was ever discussed in any way shape or form. The only thing that happened that day was your Ameren employee got very angry at someone in the office for “switching these meters and screwing them up again”. The outcome was that the field guy changed the meters around on the buildings to match what

the office had. This was the seventh time this problem had occurred. The office person that called me in regard to this the last time accused us of playing "musical apartments" with the meters. What the office employee did not understand, and refused to listen to, was that there were unit numbers on each meter box which meant this could not have happened. All I can say at this point, is that we have the following:

137 North Pearl Unit 1 meter number is not correct, and  
137 North Pearl Unit 3 meter is not correct.

To sum this up we have just as many mixed up meters as we have had before. I called Ameren to double check the meters only to learn that they could not figure it out using their computer system alone. I feel that we are no further along then I was three years ago. The field people have done their job to the best of their ability. I also feel and agree with the statements made by your personnel on October 23, 2007 that someone at the office is messing with these accounts. We have fixed these meters here seven times since this started and no matter what we do they are only correct for a short time. I do not feel that having the Ameren office supervisor monitor our accounts is enough to keep this from happening again because, according to Mr. Fitzhenry, the supervisor is suppose to be monitoring out accounts already and the problem is still occurring – multiple times.

Please also note that 137 Unit 1's electric has been shut off two times by mistake and that Ameren had to come out here and turn it back on both times. Please also note that 137 Unit 2's electric has been shut off once by mistake. And, please also note that when Ameren's field guy went to turn on 137 Unit 2's electric, it took him four times to get the right meter. I had to come out and help him. This was after we had fixed them six times. No matter what we do here we still end up back at square one.

Thanks  
Harts INC.  
Robert Brown